



RE: Request for Information

4/15/2024

Dear Customer,

Thank you for your recent request for information. Conducting our operations in accordance with all applicable laws, regulations, national, and international standards is a priority for everyone in our company. We are also committed to treating our customers, suppliers, employees and communities with honesty, fairness, and transparency, while respecting the environment. To that end, we maintain a variety of management systems in accordance with national and international standards (ISO 9001, RC (ISO) 14001) and in line with OSHAS 18001 which are externally certified.

Many customers have asked us to complete their supplier questionnaires. While we acknowledge the desire of our customers to be informed of their suppliers' internal management systems and processes, we also trust that you will understand our limitations to individually fill out and return each questionnaire. To address these requests in an efficient and effective manner, we have prepared the following summary of the information most requested, as well as links to the relevant areas of our corporate website where additional information is available.

If you find that this does not provide sufficient information to conduct business with SABIC, please reach out to your account manager or customer service representative for further clarification or additional assistance.

Thank you for your understanding.

Regards,

Rachael LeBlanc
Customer Service Leader, Specialties
SABIC

Appendix: Detailed statements about SABIC and its Specialties business

SABIC

Saudi Basic Industries Corporation (SABIC) ranks among the world's top Petrochemical companies. Founded in 1976, SABIC has more than 34,000 employees and operates in more than 50 countries. SABIC manufactures on a global scale in the Americas, Europe, Asia Pacific and the Middle East. SABIC expanded its global footprint in 2007 with the acquisition of GE Plastics—a major manufacturer and supplier of highly engineered thermoplastics, which are the foundation of SABIC's Specialties business. The company website is: www.sabic.com

Topic	SABIC's Specialties Business	
1	Company	SABIC
2	Specialties Business Regional Hubs	AMR: 1 Noryl Avenue, Selkirk, NY 12158, USA APAC: 23 Benoi Rd, Singapore 629895, Singapore EUR: Plasticslaan 1, 4612 PX Bergen op Zoom, NL
3	Phone	AMR: +1-713-430-2301 APAC: +86 21 2037 8188 EUR: + 31 164 292911
4	E-Mail:	info@sabic.com or contact us via: www.sabic.com/en/contact
5	Customer Contact (for all subjects)	Customer Service Representative or Sales Account Manager
6	Production sites	All SABIC locations: www.sabic.com/en/about/locations
	Specialties Production Sites in the Americas Region	Cobourg, ON, Canada Columbus, IN, USA Mount Vernon, IN, USA San Luis Potosi, Mexico Selkirk, NY, USA
	Specialties Production Sites in the Asia/Pacific Region	Benoi, Singapore Moka, Japan Rayong, Thailand Shanghai, China
	Specialties Production Sites in Europe	Bergen op Zoom, Netherlands Pontirolo, Italy Raamsdonksveer, Netherlands Thornaby, United Kingdom
7	Emergency phone	see SDS
8	Employees	Approximately 28,000 employees globally
9	Materials supplied:	High performance engineering thermoplastic products including LEXAN™ copolymers, LNP™ compounds, NORYL™ resins and oligomers, ULTEM™ and other high heat resins.
10	Turnover:	Annual Integrated Report at www.sabic.com/en/reports
11	Organization:	Annual Integrated Report at www.sabic.com/en/reports
13	Do you have an AEO certificate (Customs security)?	N

Quality

At a minimum, our management system meets the requirements of the international standard for quality management systems (ISO 9001) as well as the international quality standard for specific automotive business, where applicable. Our ISO 9001 certificates can be downloaded from:

www.sabic.com/en/about/our-quality-standards

Topic	Quality management	Answer Y/N	Remark
1	Does the company have a quality management system based on ISO 9001 and following?	Y	All plants are certified
	IATF16949, but Automotive Standard Methodology	N	PPAP for specific customers, MSA on selected equipment and SPC for specific items or in specific cases (mainly one-time capability analysis for specs, not continuous process control), process FMEA, Business continuity plan
	ISO13485	Y/N	Only at Columbus, IN USA Other plants apply GMP rules but are not ISO13485 certified
	ISO17025	Y/N	Only at Columbus, IN USA Mount Vernon, IN USA San Luis Potosì, Mexico Selkirk, NY USA Other plants follow EN10204 3.1 guidelines
2	Is the Management system certified according to ISO 9001?	Y	Certificates available from: www.sabic.com/en/about/our-quality-standards
3	Do you have a Quality policy?	Y	The Quality Policy is reviewed by management at least annually
4	Do you have a Quality structure to cover context of Organisation and Risk & Opportunities analysis?	Y	Corporate high-level structure with localization topics
5	Do you have a controlled process to carry out regular internal audits?	Y	Central structure and design for system audit, according to the QMS certification. Specific process and/or product audit in Manufacturing to address customer or market requirements (e.g. FDA, GMP, NSF, UL, etc.)

6	Do you have an emergency procedure (security of supply)?	Y/N	Depends on contract with customer (min/safety stock based on risk assessment)
7	Do you have Product liability insurance?	Y	
8	Do you have a process to capture all business and market requirements, including customer-specific requirements/ quality agreements?	Y	Corporate management, led by Commercial team with contribution of Quality and Legal
9	Do you have a controlled process for product development/ change / approval? <i>Change may include but not limited to facility, raw material used, warehouse, equipment, software, method of producing/ processing/ testing, critical process parameters/ monitoring, sampling plans</i>	Y	Process led by Material Management team through NGI/ GCSA workflow in SAP; Product Management involved for communication of changes for Customer approval eMOC for internal process/ formulation change
10	Do you have main metrics/ KPIs for monitoring and continual improvement of production and service provision?	Y	On-time delivery, product conformity, EHS, capacity & capability, profitability, sustainability
11	Do you have a controlled process to purchase raw materials with buying specifications?	Y	Process is owned by Global Procurement Service (GPS)
12	Do you have a controlled process to qualify your suppliers?	Y	Process is owned by Global Procurement Service (GPS) with Technology & Innovation (T&I)
13	Do you have a controlled process to evaluate performance for externally provided processes, products and services?	Y	GPS has a multi-year plan for supplier evaluation. Input from Manufacturing about (local) supplier compliance, quality performance and service
14	Do you have a controlled process to implement production and service provision, included suitable resources?	Y	
15	Do you have a controlled process to verify materials and products conforming to specifications?	Y	Detailed Control Plan through the entire production process (from incoming materials to product shipment) Quality Control (QC) at production start-up and during process (inspection plan in SAP)
16	Do you have a controlled process to align results among laboratories?	Y	At product development, alignment of results between T&I and local QC. For the non-ISO17025 labs, global alignment (e.g. colour), SQC and round robin for critical characteristics

17	Do you have a controlled process to manage non-conforming material/ products from the ones conforming to SABIC technical specifications?	Y	
18	Are Non-Conforming materials/ products stored separately?	Y/N	Some locations do not have a quarantine area, but all N-C products are blocked in SAP, preventing further use or delivery. Visual management applies, too
19	Are raw materials stored separately from products?	Y	
20	Are products labelled/ coded?	Y	Grade, (colour), batch number, date of manufacturing, country of origin
21	Do you have a system that assures upstream and downstream traceability of materials/ products?	Y	Through SAP batch number, integrated in process documents/ hardcopies- upstream: at level of incoming goods, linked to vendor info; - downstream: reflected on product Handling Units (HU)
22	Do you apply FIFO principle?	Y	Yes, standard. It can be overruled due to business/ safety reasons
23	Do you have a controlled process for preventive maintenance/ calibration schedules for your equipment?	Y	Mostly managed through SAP
24	Do you have a controlled process to review and manage the products released under suspect Out-Of-Tolerance or calibration failure?	Y	If a failure is detected, production needs to be re-controlled starting from the last safe point. This includes product recall from market.
25	Do you supply your customers with an Inspection/ Analysis Certificate (CoC/CoA) based on EN 10204?	Y	All deliveries have a Certificate of Analysis, in conformity with EN 10204 3.1
26	Do you retain polymer samples of produced products?	Y	Retained samples are stored for at least 6 months, unless otherwise specified.
27	Do you have a controlled process to deal with customer complaints?	Y	Managed through notifications in SAP: issue resolution, RCCA, CAPA/ 8D report
28	Do you have a controlled process for the recall of polymer products?	Y	Part of the customer complaint process in SAP

29	Do you have a process to capture feedback from customers and assess satisfaction?	Y	Managed through commercial team, customer service and formalised in periodic reports based on selected interviews.
30	Are employees trained regarding process and input/ output based on written operating procedures?	Y	Requirements are defined in the Training matrix/ Training-On-the-Job (TOJ) process. Results in skill maps.
31	Do you allow customer audits to take place?	Y/N	SABIC is ISO 9001 certified. To be discussed further via our commercial contact.

Environment.

An environmental management system is in operation. At a minimum, this management system is in line with local environmental permits and applicable legislation. Furthermore, this management system is based on SABIC's EHS & Operations Management System (SHEMS, OMS). OMS is an internal SABIC standard with requirements for safety, security, health and environment and follows the requirements of ISO 14001. SABIC chemical plants are certified for both RC and ISO 14001, and the majority of non-chemical plants are ISO 14001 certified.

Topic	Environment	Answer Y/N	Remark
1	Does the company have an environmental management system based on ISO 14001?	Y	SABIC's internal EHSS management system is aligned with requirements of ISO 14001
2	Is the management system certified according to RC (ISO) 14001?	Y/N	All Chemical plants are both RC and ISO 14001 certified. The majority of non-chemical plants are ISO 14001 certified. Certificates available here: www.sabic.com/en/about/our-quality-standards
3	Do you have a person responsible for environmental control?	Y	The EHSS Managers at each site.
4	Do you have an environmental policy?	Y	The SABIC EHSS policy is available at: www.sabic.com/en/about/ehss/policy
5	Do you have an assessment of your environmental aspects / risks?	Y	EHSS management system risk characterizations
6	Do you have continuous environment improvement plan based on the risk assessment?	Y	EHSS management system risk characterizations
7	Do you have a competent person on site to give environmental guidance regarding legislation?	Y	
8	Do you train your employees on relevant environmental risks?	Y	
9	Do you have systems for reducing waste?	Y	
10	Do you conduct internal environmental audits?	Y	

Occupational Health & Safety (H&S)

At a minimum SABIC complies with applicable legislation. Aspects regarding Occupational H&S are included in the integrated management system, which is based on SABIC's SHEMS/OMS-requirements. SHEMS/OMS is an internal SABIC standard with requirements for safety, security, health and the environment. The principles of ISO 45001 are recognized and integrated in the SHEMS/OMS requirements. A reporting and evaluation system for incidents is in operation (lessons learned).

Topic	Health & Safety	Answer Y/N	Remark
1	Does the company have a health & safety management system based on ISO 45001?	Y	SABIC's internal EHSS management system has been implemented, which follows requirements of ISO 45001
2	Is the management system certified according to ISO 45001?	Y/N	SABIC plants in the Middle East are ISO 45001 certified. The certificates are available at: www.sabic.com/en/about/our-quality-standards
3	Do you have a person responsible for H&S control?	Y	EHSS Managers at each site
4	Do you have an H&S policy?	Y	The SABIC EHSS policy is available at: www.sabic.com/en/about/ehss/policy
5	Do you have an assessment of and documentation for your H&S risks?	Y	
6	Do you monitor accident causes and trends?	Y	
7	Do you have a safety committee?	Y	
8	Do you have a competent person on site to give H&S guidance regarding legislation?	Y	
9	Do you train your employees on relevant H&S risks?	Y	
10	Do you have H&S procedures for the control of contractors?	Y	
11	Do you conduct internal H&S Audits?	Y	
12	Do you have first aid facilities/ Emergency Response teams in place?	Y	Large sites have on-site dedicated professionals. Small sites have ERT-trained personnel.
13	Do you have a process to monitor your High-Risk-Operations both for your employees and for external contractors?	Y	Work permit process in place (e.g. hot work permit, working on height permit, etc) plus site-/ task-specific training
14	Do you have a process to control that a machine not in service is safe and de-energised?	Y	Lock Out - Tag Out process in place (LOTO); long-term lock-out

Hygiene

SABIC is a major producer/seller of polymers, including those for the packaging industry. Consequently, these products come into contact with food and pharma. Food contact and pharma grade materials are manufactured following the requirements of Good Manufacturing Practices (GMP) according to Commissions Regulation EC 2023/2006/EC (see our declarations on www.sabic.com/en/products).

It is SABIC's interpretation that food safety standards e.g. HACCP (Hazard Analysis and Critical Control Points) are relevant for the manufacturing and supply of food and for articles used in food packaging and filling operations. Since these food safety standards are not relevant for plastic raw materials, SABIC has not implemented a HACCP assessment system or any other food safety standard system in its production facilities. Especially in critical areas such as food contact, pharmaceutical packaging, toy or drinking water applications, SABIC has declarations (see the above website) specifying the conditions of compliance with the relevant laws and regulations.

Topic	Hygiene	Answer Y/N	Remark
1	Does the company have a hygiene management system based on BRC-loP (IFS / ISO 22000)?	N	System is based on GMP-food, see 2 GMP/HACCP documents www.sabic.com/en/about/our-quality-standards
2	Is the Management system certified according to BRC-loP?	N	
3	Do you have implemented a HACCP system?	N	Polymer raw material manufacturers are excluded to have HACCP
4	Do you have codes of good practices in place?	Y	GMP-food in accordance with EC 2023/2006
5	Do you have procedures for glass/ hard plastic objects?	N	
6	Do you have procedures for wearing jewellery in the production area?	Y	Prescribed/ embedded in General Safety procedure
7	Do you allow eating and drinking in the direct production area?	N	
8	Do you allow smoking in the production areas?	N	
9	Do you have scheduled cleaning procedures?	Y	
10	Do you wear protecting clothing in operation areas?	Y	Safety based, clothes are externally washed
11	Do you have pest control procedures?	Y	Where applicable
12	Do you train your employees on hygiene?	Y	On GMP food contact
13	Do you have in the production line systems for the detection of foreign bodies?	Y	Filters and metal detectors (for packed products)

14	Do you as company comply with following Legal requirements: - for Polymers & Chemicals /CE/ 1907/2006 (REACH)?	See →	for REACH declaration per product www.sabich.com/en/products
15	- for EU 10/2011 (former: EC 2002/72) and EC 1935 /2004 framework (Food contact)?	See →	for declaration of product conformity www.sabich.com/en/products
16	Do you as company comply with other relevant product safety information?	See →	for declaration of product conformity www.sabich.com/en/products

Ethics

SABIC is fully committed to compliance and integrity. For that purpose, it has developed and issued a Code of Ethics, which can be downloaded from our website: www.sabic.com/en/about/our-compliance-culture/sabic-codeof-ethics

Employees are regularly trained to ensure compliance. We also like to note that SABIC is a signatory to the UN Global Compact ("UNGC"). You can find more information about our registration as a signatory to the UNGC site from our website:

www.sabic.com/en/sustainability/governance-and-reporting/ungc-principles

Sustainability

SABIC is committed to sustainable business practices. In that respect, we annually report about our commitments and performance related to sustainability. The Sustainability Report can be downloaded from: www.sabic.com/en/sustainability/governance-and-reporting/corporate-reporting

Topic	Various items (Ethics, Sustainability, Energy)	Answer Y/N	Remark
1	Do you have an Ethical policy or Code of Ethics?	Y	See: www.sabic.com/en/about/our-compliance-culture/sabic-codeof-ethics
2	Do you have policies on Anti-Bribery, and Anti-Corruption?	Y	<p>Yes; SABIC's overall policy is included within our Code of Ethics policies document that can be found at: www.sabic.com/en/about/our-compliance-culture/sabic-codeof-ethics</p> <p>SABIC has Anti-Bribery Procedures for dealing with government officials, requiring Legal Affairs approval before we give or receive anything of value to and from government officials. These procedures can be found here: www.sabic.com/en/Images/Anti-Bribery-Guidelines-English_tcm1010-34925.pdf</p> <p>Finally, SABIC also has 'Business Gifts & Hospitality Procedure' which includes a zero-gifts receiving policy towards third parties while providing guidelines & limits for giving/offering gifts as well as offering & accepting hospitality for each of the regions in which we operate. This Procedure can be found here: www.sabic.com/en/Images/Business-Gifts-Hospitality-Procedures-English1_tcm1010-34926.pdf</p>
3	Do you a policy on Anti-Money Laundry?	Y	Yes; this policy is included within our Code of Ethics policies document that

			<p>can be found at: www.sabic.com/en/about/our-compliance-culture/sabic-codeof-ethics</p> <p>In addition to this, we conduct due diligence on third parties and transactions to avoid money laundering if and when appropriate. We do not accept payments from unknown or unrelated parties and conduct additional due diligence in case of any red flags.</p>
4	Do you ensure that you work with suppliers who follow ethical business practices?	Y	<p>We have a dedicated portal for Suppliers, i.e. www.supplier.sabic.com/. Suppliers must register via this portal and are screened on ethical business practices as part of this process. We conduct additional due diligence in case of any amber or red flags. The portal all suppliers to commit to the principles of our ‘Supplier Code of Conduct’ which is available in multiple languages.</p> <p>The portal also provides a link that Suppliers can use to Speak-Up and raise concerns on any potential violations or unethical behavior, whether by SABIC employees, temporary workers or another supplier</p>
5	Is SABIC a signatory to the UN Global Compact (“UNGC”)?	Y	<p>See the UNGC website at: Saudi Basic Industries Corporation (SABIC) UN Global Compact</p>
6	Do you train your employees on ethical issues?	Y	
7	Does the company evaluate its CSR performance by a third party?	Y	<p>SABIC’s Sustainability Report is third party audited. In addition, we are assessed by ratings agencies, including EcoVadis. The most recent EcoVadis score was a Gold medal with SABIC in the top 4% of chemical & fertilizer suppliers and in the top 2% of overall suppliers assessed by EcoVadis. For more info on EcoVadis see: www.ecovadis.com.</p> <p>SABIC earned Ethisphere’s Compliance Leader Verification™ status for 2022 and</p>
CSR Performance, continued.			

			2023. For more information, contact Ethisphere at www.ethisphere.com
8	Do you have policies aimed to abolish child labour?	Y	See SABIC's Code of Ethics www.sabic.com/en.about/our-compliance-culture/sabic-codeof-ethics In addition, SABIC is introducing a program to ensure its suppliers meet sustainable business requirements, including the abolishment of child labour practices
9	Does your compliance program identify conflict minerals as specified in title XV, section 1502 of the US Dodd-Frank Wall Street Reform and Consumer protection act?	Y	In the event SABIC products contain any conflict minerals, such will be indicated in the General Absence Declaration per product, See www.SABIC.com/en/products . We have a process to review the origin of 3TG minerals.
10	Do you as a company have a sustainability program?	Y	www.SABIC.com/en/sustainability
11	Do you have sustainability targets?	Y	
12	Do you have an ISO 50001 energy certification?	N	SHPP has an internal energy management system that our plants are required to meet.

ALL CUSTOMER INFORMATION IS CONSIDERED CONFIDENTIAL

THE INFORMATION PROVIDED IN THIS QUESTIONNAIRE REGARDING SABIC'S QUALITY MANAGEMENT, ENVIRONMENT, HEALTH AND SAFETY (EHS) MANAGEMENT, HYGIENE, ETHICS AND SUSTAINABILITY POLICIES AND PROCESSES IS FOR INFORMATIONAL PURPOSES ONLY. WHILE EVERY EFFORT HAS BEEN MADE TO ENSURE ACCURACY AND COMPLETENESS, THE INFORMATION MAY BE SUBJECT TO CHANGE AND SHOULD NOT BE RELIED UPON AS LEGALLY BINDING. SABIC DISCLAIMS ANY LIABILITY FOR ERRORS, OMISSIONS OR MISINTERPRETATION ARISING FROM THE USE OF THIS INFORMATION.

SABIC's Specialties Business Supplier Response

United States

Key Specialties Business Contacts and Information – Americas Region

General Manager, Supply Chain	Marcus Ritter
Materials Management Leader	Aleksandro Ibarra
Customer Service Leader	Rachael LeBlanc
Logistics Leader	Livia Bottcher

Company Profile – United States

SABIC Parent Regional Address	2500 CityWest Blvd, Houston, Texas, 77042
SABIC Parent Federal ID Number	33-1169275
US Company Name (Specialties business)	SHPP US LLC
SHPP US LLC Address	1 Noryl Avenue, Selkirk, New York, 12158-9765
SHPP US LLC Federal ID Number	83-4241533
Phone	1-800-PLASTIC (1-800-752-7842)
Website	www.sabic.com
Quality Management Systems	ISO 9001; ISO 14001; ISO 17025

Business Classification	Large Business
NAICS	326100

General Information	
NAFTA Requests	Contact Account Manager or Customer Service
ISO Certificates (Site Specific)	https://www.sabic.com/en/about/our-quality-standards/certifications-americas
Annual Sales Information	https://www.sabic.com/en/investors/performance-financial-highlights
Sustainability Information	https://www.sabic.com/en/sustainability
Code of Ethics	https://www.sabic.com/en/about/our-compliance-culture/sabic-codeof-ethics
Environment, Health, Safety & Security (EHSS)	https://www.sabic.com/en/about/ehss
Terms & Conditions of Sale	https://www.sabic.com/en/products/terms-conditions-sale
REACH or Conflict Minerals Statements	Contact Account Manager or Customer Service
W-9 or Payment Details	Contact Account Manager or Customer Service