

Introduction – PolyOne receives many quality surveys from customers, typically called “vendor assessment” or “supplier quality survey”. These are either intended to allow our customers to prove that they are carrying out quality development with their suppliers, or are used to evaluate us as a supplier. These go to various people in the organization. This document is intended to help respond to this type of survey. More critical surveys to determine whether we get new or increased business are coordinated by the appropriate sales rep and business or general manager.

|  |  |
|--|--|
| <p>PolyOne Corporation</p> <p>Address of Corporate Headquarters<br/> 33587 Walker Road<br/> Avon Lake OH, 44012</p> <p>Phone - (866)-765-9663<br/> Fax – (440)- 930-3064</p> | <p><u>SIC / NAICS Codes &amp; Descriptions for PolyOne Businesses</u><br/> 3087=325991 Custom Compounding of purchased resins<br/> 2821=325211 Plastic material and resin manufacturing<br/> 2851=325510 Paint and coating manufacturing (Specialty Coatings)<br/> 5162=422610 Plastics materials wholesalers (POD)</p> <p>DUNS# 84-508-2861 (PolyOne Corporate at PolyOne Center)<br/> Federal ID# 34-1730488</p> |
| <p>CEO – Steve Newlin<br/> Phone of Executive Assistant- (440) 930-3132<br/> Fax: - (440) 930-1002</p>   | <p>COO – Robert Patterson<br/> CFO – Richard Diemer, Jr.<br/> CIO – Ken Smith<br/> General Counsel - Lisa Kunkle<br/> Sr. Vice President and Chief Commercial Officer – Michael Kahler<br/> Sr. Vice President Supply Chain and Operations – Tom Kedrowski</p>   |
| <p>Debt Rating<br/> Moody’s – Ba3<br/> S&amp;P – B+</p>  | <p><u>Length of Time Company has been in Business</u><br/> As PolyOne, since 9/1/2000. As its predecessors, MA Hanna and The Geon Company, over 100 years.</p>   |
| <p>Corporate Department of Continuous Improvement (Quality Department)</p>   | <p>Director of Process Improvement – Brett Warland – 440 930 3318<br/> Sr. Manager, Quality Systems – Paul Contoveros - 440 930-1439<br/> Master Black Belt – Beryl Prusinoski – 440 930-3363<br/> Fax 440 930-3034</p>  |
| <p>PolyOne Distribution (POD)</p> <p>POD Phone 630-972-0505<br/> POD Fax 630-972-0568</p>  | <p>Sr. Vice President and President of Distribution – Kurt Schuering<br/> Business Center – Romeoville, IL<br/> Major service center locations: Rancho Cucamonga, CA.</p> <p>Distributed from 22 Major Locations.</p>  |
| <p>Businesses</p>  | <p>Sr. Vice President and President of Global Color, Additives, and Inks – John Van Hulle<br/> Sr. Vice President and President of Performance Products and Solutions – Robert Rosenau<br/> Sr. Vice President and President of Global Specialty Engineered Materials – Craig Nikrant</p>  |

**General**

|  |  |
|--|--|
| How many buildings do you have and what is the total floor space?  | We do not answer this question on surveys.   |
| How many production personnel and how many quality personnel and how many total employees do you have?   | We do not answer this question on surveys.   |
| Who are your major customers?  | Due to potential competition between customers, we do not answer this question on surveys.   |
| Will you send a quality manual?  | As approved by the Corporate Director of Quality for PolyOne.  |
| Will you send out organization charts?   | We do not send out organization charts with surveys.   |
| Will you send level 2 ISO procedures and work instructions?  | These are confidential and are not sent out.   |
| Would you allow the customer to do an on site visit to the relevant facility?  | Yes, if the appropriate Business Manager and Manufacturing Director approve the request.   |
| Can you provide an insurance certificate for product liability?  | This can be done through Risk International (330) 463-5026 or<br>Risk International Services, Inc.<br>Phone: 216-255-3406<br>Fax: 216-255-3456<br>gkristancic@riskinternational.com<br>4199 Kinross Lakes Parkway, Suite 220<br>Richfield, OH 44286                          |
| Are you registered to an ISO quality system?   | There is one ISO 9001 certificate whose scope covers 27 sites and support functions in North America. ISO/TS 16949 certifications (4) are site-specific. ISO certificates can be found at <a href="http://www.polyone.com">www.polyone.com</a> under Quick Links > ISO List. |
| What are the PolyOne Plant locations?  | Refer to PolyOne Internet site – About Us > Locate Us<br><a href="http://www.polyone.com/en-us/contact/Pages/LocateUs.aspx">http://www.polyone.com/en-us/contact/Pages/LocateUs.aspx</a>   |
| Who can answer questions about PolyOne conformance to various “Right-to-Know” legislation (such as California Proposition 65)?                   | Mark Pettegrew, Global Director of EHS at 440 930-3329   |
| If products are regulated by FDA, can a letter be provided that the product meets Code of Federal Regulations requirements for the intended use? | The general answer is yes, but must be verified by Kelly Nicolini (770-271-6815) in Product Stewardship if a customer is asking about a specific product.  |
| Will PolyOne sign a customer’s ethics pledge?  | PolyOne has its own Ethics policy that is reviewed and agreed to by employees. A copy of this policy can be provided upon request.   |

**Section 1: Quality**

|  |  |
|--|--|
| <p>1. Does a quality manual exist that describes the systems and controls implemented by the company to assure the quality of its products and services?</p> <p>Will you provide the Quality Manual on request?</p>  | <p>Yes – there is one quality manual for plants registered to ISO 9001. Each plant registered to ISO/TS16949 has its own registration.</p> <p>Yes, if authorized by the Corporate Quality Department.</p>  |
| <p>2. Describe the customer-focused strategic quality plan for continuous improvement of the organization, its products and services.</p>  | <p>Customer survey &amp; complaint data, results of customer, internal and external audits, non-conforming materials etc. are used as input in the planning process.</p>   |
| <p>3. What certifications exist, or what certifications is the supplier in the process of achieving</p>  | <p>Plants are ISO 9001 or ISO/TS 16949. Selected key strategic laboratories have ISO 17025 certification.</p>  |
| <p>4. Describe the quality control and statistical process improvement plans.</p>  | <p>PolyOne uses primarily a Lean Six Sigma approach. We use a set of formal quality tools and training and coaching in the application of those tools.</p>   |
| <p>5. Identify the statistical techniques being used in the following applications: define relationship of process and material variables with product properties; study process capability; monitor and optimize processes; develop sampling plans; evaluate test methods and their variability; follow-up on material quality; and, follow-up on produced goods quality.</p> | <p>Various techniques as appropriate to the situation but including:<br/>Correlation &amp; regression analysis, pareto charting, fish-bone diagrams, Pp/Ppk/Cpk analysis, Control Charting, Statistical Studies of uncertainty in test results due to process, sampling and test variability (R&amp;R), Uncertainty budgeting, Round-robin testing of control samples, proficiency testing, DFMEA &amp; FMEA, Control plans, Process mapping &amp; value stream mapping, Lean Six Sigma techniques, 5S, Formal Vendor Evaluation programs, tracking of vendor performance, vendor audits, Customer visits, Customer surveys. Customer focus groups, etc.</p> |
| <p>6. Describe the process control methodology.</p>  | <p>Control plans (including control points where samples are taken). These control plans include control of Raw Materials, process set-up, in-process inspection &amp; final inspection. The control points are set to control known sources of variance. DFMEA &amp; FMEA techniques are used to determine sources of variance, the significance of those sources and control methods. Wherever possible, mistake proofing is used to eliminate the source of variance and where this is not possible, trouble-shooting guides are provided</p>   |
| <p>7. What analysis tools exist and how well are they utilized?</p>  | <p>Prime Product Yield (PPY) and Overall Operating Efficiency (OEE) are primary metrics that we call "Measurable Deliverables". These drive efficiency and waste elimination by virtue of the fact that they are significant components in management incentive compensation plans.</p>  |

|  |  |
|--|--|
| <p>8. Describe defect-reduction plans to improve products.</p>   | <p>External defects are tracked and analyzed through our Company-Wide Customer Complaint System (CCS). Internal defects are tracked and analyzed by location. Goals are set by facility and function for reduction in defects.</p>   |
| <p>9. Define the preventative maintenance schedule that manufacturing adheres to.</p>  | <p>Each manufacturing location is required to have a preventive maintenance schedule. Plants supplying the automotive industry also practice predictive maintenance. The schedule is decentralized because of differences in equipment at the different facilities but goals are set for maintenance downtime and performance is tracked. Where goals are not being met, corrective actions are required to be included in the planning process.</p>   |
| <p>10. Explain traceability methods.</p>   | <p>Traceability is provided via our Enterprise Resource Planning System (SAP). Data is kept on planned vs. actual production dates, operators enter raw material lot numbers, line and processing conditions are recorded and test data is recorded. Test data is then reported on the COA which is generated out of SAP</p>   |
| <p>11. What additional data is provided when product is shipped?</p>   | <p>PolyOne supplies a Certificate of Analysis.</p>   |
| <p>12. How are results collected, formatted, analyzed over time and acted upon for the following:</p> <ul style="list-style-type: none"> <li>• Test results of incoming materials inspection</li> <li>• Test results of in-process inspection</li> <li>• Test results of finished product inspection</li> <li>• Modifications made to the process</li> <li>• Quantities and types of defects found</li> <li>• Quantities of product accepted and rejected</li> </ul> | <p>QC Testing of incoming raw materials is de-emphasized in favor of Quality Assurance to ensure vendors supply materials that meet our requirements. There is a comprehensive system in place to track and analyze vendor performance and to take action in the event of poor performance or non-compliance. Testing may still be carried out on incoming materials for vendors who are on probation or for materials with a high risk factor attached to them.</p> <p>Given the nature of our operations there is very little opportunity for true in-process testing. Processing conditions such as weights, temperatures and RPMs are recorded and correlated with finished product quality in order to determine set-points etc. As described in #8 above, internal and external defects are tracked and analyzed for opportunities to improve the process by applying techniques such as mistake proofing. Efficacy of corrective actions is monitored and factored into trouble-shooting guides for situations where mistake proofing has not been effective.</p> |

**Section 2: Quality Management System Topics**

|   |   |
|---|---|
| 1. Is there a formal, documented procedure / document control system in place?  | Yes, as part of the ISO 9001 documentation. Manufacturing sites have implemented Integrated Quality System (IQS) software.  |
| 2. Describe your calibration process.   | There are written procedures; calibration records are maintained for a relevant piece of equipment, and calibration is traceable to NIST or other nationally recognized standards. There is a national contract in place with a calibration service provider to conduct and standardize calibration at PolyOne North American plants. |
| 3. Are inspection plans available?  | Yes, in the SAP system.   |
| 4. Are accepted versus rejected component materials properly identified and segregated?   | Yes, virtually in SAP and physically on the shop floor.   |
| 5. Is first in, first out inventory control observed?   | Yes, via inventory control in SAP.  |
| 6. Are there procedures for warehouse control and distribution to ensure that only approved components / materials are distributed? | Yes, via SAP.   |
| 7. Is there a corrective and preventive action system in place?   | Yes, as part of the ISO 9001 documentation.   |
| 8. Do you have integrated quality system software?  | Yes, software by IQS, Inc.  |

**Section 3: Supplier Management**

|  |   |
|--|---|
| 1. How is the quality of incoming material verified? | Specifications are agreed to before purchase by each business technical management. COAs are requested for all Raw Materials. Plants verify via paperwork and labels that the correct material has been received. Material that has not been received cannot be scheduled for production. In the Color business, blind random sampling of the incoming material is used to verify COA data. In selected situations where a vendor has attained preferred status, the vendor may be authorized to self-certify material providing them maintain and make data available to PolyOne that shows compliance of the raw material with the PolyOne specification. This Certificate of Compliance with data availability on request will be the preferred system in the near future. |
| 2. Describe the supplier quality program.            | Vendor performance is monitored via a formal vendor performance system that includes a vendor scorecard. Individual non-conformances require a formal response from the vendor. Vendors with a sub-standard performance on the scorecard receive specific direction on improvement opportunities, they are subject to a vendor quality system assessment and business is awarded to vendors on the basis of their performance on the scorecard.   |
| 3. How is the supplier rated?                        | There is a formal SAP vendor scorecard that evaluates each shipment from each vendor in regard to, delivery, package quality, timeliness, and quantity. Each Business Sourcing department rates vendors on pricing.   |

|   |   |
|---|---|
| 4. Has a preferred / qualified supplier list been generated, and how is it utilized?                  | There is a preferred supplier list that is controlled by each Business. Sourcing management. Business Sourcing sets up contracts for approved materials with the preferred suppliers and the production facilities can only purchase materials that have been approved from suppliers with whom contracts have been established.  |
| 5. What system exists to manage the change from an under-performing supplier to a preferred supplier? | Set-up of the bill of material (BOM) in SAP prevents substitution of raw materials and/or vendors without proper approvals by the "owner" of the BOM. The "owner" is the person or authority who originally developed the formulation.  |
| 6. Describe any supplier / material qualification system that is being used.                          | During New Product Introduction (NPI) technologists are required to utilize materials from specific approved suppliers which materials have been approved for use and set-up with all regulatory approvals etc. These materials appear on the "core raw materials list". Performance of these materials and the suppliers of these materials is monitored via the vendor scorecard. |

**Section 4: Delivery**

|   |  |
|---|--|
| 1. Does capability exist to offer Supplier Managed Inventory or Terms on Consumption? | Capability exists. Contact the appropriate account representative to negotiate specifics.  |
| 2. What are typical lead times?   | 1 to 21 days based on the specific product and/or process.   |
| 3. What is delivery performance?  | On-time delivery is tracked and published by facility. This metric is one of our "measurable deliverables" against which management is assessed and compensated.                       |
| 4. Please describe any lead-time reduction plans that are in place.                   | We are currently engaged a formal program of business process redesign events utilizing Lean Six Sigma techniques. Included in these redesign events are lead-time reduction projects. |

**Section 5: Systems, Policies, and Practices**

|   |  |
|---|--|
| 1. Describe EDI (Electronic Data Interface) capability. | PolyOne has the capability to provide EDI.   |
| 2. Are Constraint Management practices being utilized?  | Yes – PolyOne has a formal approach called Compound Asset Improvement and Design (CAID) that is used for investigation and removal of constraints.   |
| 3. What is the company’s environmental policy?          | <p>“PolyOne Corporation will conduct its operations in an environmentally responsible manner that is protective of the communities in which we operate. Our environmental management system assures compliance with applicable environmental laws and regulations.</p> <p>We are committed to the continual improvement of environmental programs and to pollution prevention. Setting and periodically reviewing environmental objectives and targets assures excellence in environmental leadership and product stewardship.</p> <p>It is the responsibility of each and every one of us to ensure that all operations in the company are carried out in accordance with this policy.”</p>   |
| 4. Describe your training policy.                       | It is our policy to assess the competence of our employees, thereby establish training needs and then to provide for the training of all personnel performing activities integral to the efficient and effective operation of our business. Training effectiveness is monitored periodically.  |
| 5. Describe your manufacturing management system.       | <p>During the development of a product the bill of material, inspection plan, processing conditions, etc. are established. On approval of the product and placement of an order, this data is extended to the plant that will produce the product. At the same time the raw materials that are contained in the BOM are also extended to the plant to enable the plant to purchase the materials. Any changes to the BOM, inspection plan, processing conditions, etc must be approved by the person or authority who developed the product.</p> <p>Actual data from a production run is recorded as the "run history" and fed back to the functions such as planning and scheduling to make necessary adjustments to things like run rates.</p> |

**Section 6: Responsiveness**

|  |   |
|--|---|
| <p>1. What level of lab / technical support is provided during the early phase of sales to a new customer? What sustaining support is provided once the customer has been purchasing the product for several months?</p> | <p>The level of support to be provided would be according to the agreement negotiation with the Customer. Lab/technical support is available both during the early phases of sales to a new Customer and once the Customer is well established.</p>   |
| <p>2. What level of capacity planning is shared with the customer on a regular basis?</p>  | <p>Capacity planning information is available and sharing of that information with the Customer would be according to the agreement negotiated with the Customer.</p>   |
| <p>3. What system is in place to notify the customer of any late deliveries?</p>   | <p>Our SAP system tracks actual vs promised ship dates and various systems (electronic, fax, phone) are currently used to inform Customers in the event of a late delivery.</p>   |
| <p>4. What is the system used to respond to customer complaints and requests for corrective action?</p>  | <p>Customer complaints are entered, tracked and analyzed through our Company-Wide Customer Complaint System (CCS). The system assigns complaints to an "owner" who is responsible for sheparding the complaint through the root cause analysis, corrective &amp; preventive action. There are specific "stage gates" programmed into the system and requirements to assign action items and responsibilities for those actions. The system reports number of complaints by type, number of complaints still open, number of complaint responses late, etc. These summary reports go to the management of the function that "owns" the complaint (for instance manufacturing complaints go to the plant manager and manufacturing director). Goals are set by facility and business for reduction in complaints and attainment of these goals is a significant element in management's incentive compensation.</p> |
| <p>5. What is the target response time to complaints and corrective action requests</p>  | <p>24 hours for an initial response back to the Customer and a letter to the Customer outlining the causes of the problem and the corrective action within 30 days. A system to respond faster is a current goal.</p>   |
| <p>6. How often is corrective action status reviewed? By whom?</p>   | <p>Monthly by the facility management, functional management and then by the Business Team that includes all the functions that could possibly "own" a complaint.</p>   |

**Section 7: Technology**

|   |   |
|---|---|
| 1. Describe the company's performance in terms of new technology / new product introduction.  | PolyOne has people and facilities in North America, Europe and Asia dedicated to developing new product applications, new products and or new technologies to meet Customer needs.  |
| 2. Describe the state of equipment / tools and processes that produce products for customers. | Equipment/tools and processes that produce material for customers are more than adequate to meet the requirements. In addition, all these same equipment/tools & processes are subject to a formal continuous improvement approach using Lean Six Sigma techniques to ensure that we maintain our competitive edge. |
| 3. What is the turnaround time to provide samples and prototypes?                             | 1 to 21 days depending on the specific project, product, and/or process.  |

**Section 8: Information Technology Disaster Recovery Practices**

The following format came from a key customer but the answers represent overall PolyOne practices.

| <b>A</b> | <b>Business Continuity Strategy</b>  |                                 |
|----------|--|---------------------------------|
| A1       | In the event of a disaster or significant disruption, does your organization have documented plans for business continuity and IT disaster recovery? | Yes                             |
| A2       | <u>If you answered "Yes" to Question (A1), what type of failure scenarios or outages do you plan for?</u>  | Fire, Water, Storm, Bomb threat |
| A3       | <u>If you answered "Yes" to Question (A1), what duration of time is assumed for each type of failure scenario or outage you plan for?</u>            | Worst case 72 hours             |
| A4       | If you answered "Yes" to Question (A1), does the plan establish critical business functions with recovery priorities?                                | Yes                             |
| A5       | If you answered "Yes" to Question (A4), what is the expected recovery time for your critical business functions?                                     | 1 – 2 days                      |
| A6       | If you answered "Yes" to Question (A1), does the plan account for interdependencies both internal and external to your organization?                 | Yes                             |

|           |   |   |
|-----------|---|---|
| A7        | If you answered "Yes" to Question (A1), does the plan cover some, most, or all locations from which you provide your services?  | All. All critical systems located central data center. Individual DR plans are in place per specific plants and satellite offices                                     |
| A8        | If you answered "Yes" to Question (A1), what percentage of "business as usual" servicing capability is the plan designed to address?  | 76 to 99%   |
| <u>A9</u> | Do you have a dedicated team of professionals focused on business continuity and/or IT disaster recovery?   | Yes<br>Part of SAP Basis and Desktop team function  |
| A10       | Is your main IT facility or data center located in the same building or office complex occupied by your main business or operations staff?                                    | Yes<br>Same location different building   |
| <b>B</b>  | <b>Crisis Communication</b>   |   |
| B1        | Do you have a documented crisis management process within your organization?  | Yes   |
| B2        | If you answered "Yes" to Question (B1), does this process cover internal and external communications during a crisis event?   | Yes   |
| B3        | How would you notify your customers of an outage?   | The outage should be transparent however business function Customer Service Reps communicate the outages  |
| B4        | Do you provide the customer with detailed contact information in the event of an outage or emergency?   | No  |
| B5        | Please describe how you notify your team of an incident and direct them through the recovery.   | We are staffed 24x7x365 We have call lists outlined by specific incidents. All key contacts have cell phone coverage. Each support team has on call rotation schedule |
| <b>C</b>  | <b>Back Up Facilities</b>   |   |
| <u>C1</u> | Does your organization have an alternate site location for data center recovery purposes?   | Yes<br>Chicago, Toronto, Atlanta  |
| C2        | If you answered "Yes" to Question (C1), what is the approx. distance between your production (primary) site and alternate (secondary) site for data center recovery purposes? | 300 to 500 miles  |
| <u>C3</u> | <u>Does your organization have an alternate site location for work area recovery purposes?</u>  | Yes<br>Akron, Ohio  |

|          |  |   |
|----------|--|---|
| C4       | If you answered "Yes" to Question C3), what is the approx. distance between your production (primary) site and alternate (secondary) site for work area recovery purposes? | 75 miles  |
| C5       | Do you use an external BCP/DR service provider for your data center recovery needs?  | Yes   |
| C6       | Do you use an external BCP/DR service provider for your work area recovery needs?  | Yes   |
| C7       | If you answered "Yes" to Question (C6), is your contract with your BCP/DR service provider honored on a first-come/first-served basis?                                     | Yes<br><br>In a multiple DR scenario yes.                       |
| C8       | What recovery strategy does your organization use for mainframe systems?   | Active/Back-up  |
| C9       | What type of recovery strategy does your organization use for distributed systems?   | Active/Back-up  |
| C10      | Is the processing capacity of your back-up facility equal to that of your primary facility?  | Yes<br>Identical – Contracted for such                          |
| C11      | Is it feasible to run from you back-up facility for an extended period? (e.g. at least six weeks)  | Yes   |
| <b>D</b> | <b>Testing</b>   |   |
| D1       | If you answered "Yes" to Question (A1), is the plan periodically tested?   | Yes<br>Annual   |
| D2       | If you answered "Yes" to Question (D1), how frequently is the plan tested?   | Annually  |
| D3       | If you answered "Yes" to Question (D1), do you involve IT staff, business unit or operations staff or both in your internal BCP/DR tests?                                  | Both IT and Business Unit or Operations Staff                   |
| D4       | If you answered "Yes" to Question (D1), would you involve your customer in your external BCP/DR tests?   | No<br>Not considered however would be open to such a suggestion |
| D5       | If you answered "Yes" to Question (D1), do internal or external auditors review your BCP/DR tests?   | Yes<br>BOTH   |

|          |   |   |
|----------|---|---|
| D6       | If you answered "Yes" to Question (D1) what components of your systems and infrastructure are tested?   | Applications<br>Middleware<br>Database<br>Data networks<br>(internal and external)<br><br>Desktop |
| <b>E</b> | <b>September 11<sup>th</sup></b>  |   |
| E1       | Did your organization invoke its business continuity or IT disaster recovery plan(s) as a result of the September 11 tragedy?                     | Yes<br>We placed our onsite activities in motion  |
| E2       | Has your organization enhanced its business continuity planning initiative, or is in the process of enhancing its plans in light of September 11? | Yes   |
| <b>F</b> | <b>Support</b>  |   |
| F1       | Please provide primary and alternate contact information for communication during an emergency.   | 1 <sup>st</sup> Director, IT<br>2 <sup>nd</sup> Manager, Desktop Computing                        |
| <b>G</b> | <b>Other</b>  |   |
| G1       | Do you have firewall protection   | Yes – McAfee.   |

**Section 9: Environmental Management System / ISO 14001**

PolyOne Corporation conducts its operations in an environmentally responsible manner that is protective of the communities in which we operate. Our environmental management system assures compliance with applicable environmental laws and regulations.

We are committed to the continual improvement of environmental programs and to pollution prevention. Setting and periodically reviewing environmental objectives and targets assures excellence in environmental leadership and product stewardship.

We feel confident in our current environmental management system and have no plans to obtain ISO 14001 third-party registration throughout the company in North America. ISO 14001 registration can be considered, however, when the business case shows there to be a mutual benefit with our key customers. To that end, we currently have four plants in the United States registered to ISO 14001, as well as a few in Europe. PolyOne management will decide any future considerations for ISO 14001 registration.

**Section 10: Credit References**

Dun & Bradstreet #84-5082861

Federal Tax ID No. 34-1730488

**Bank Reference**

Revenue Canada No 898 45 1794

Roger F. Reeder  
Vice President  
PNC Business Credit  
1965 E. 6th Street - Suite 400  
Mail Stop: B7-B321-04-1  
Cleveland, OH 44114  
Phone: (216) 222-8719  
Fax: (216) 222-8155

**Accounts Payable/Billing Information For Accounts with the following billing addresses:**

**Canadian Inquiries and Billing Address**

PolyOne Canada, Inc.  
P. O. Box 90  
Avon Lake, Ohio 44012

440-930-3727 / Fax: 440-930-3531

**Freight Inquiries**

PolyOne Corp  
C/O US Bank Freight Payment Services  
Dept. POJ, P.O. Box 3001  
Naperville, IL 60566-7001

**Credit References – US and Canada**

Arkema  
2000 Market Street – 24<sup>th</sup> Floor  
Philadelphia, PA 19103  
Fax: 215/419-5400

\*\*Mail or fax requests only

Chemtura  
Middlebury, CT  
Contact: Tara-Marie Nucera @ 203/573-3302  
Fax: 203/573-2092

Rohm & Haas  
100 Independence Mall West  
Philadelphia, PA 19106  
Contact: Lonnie Picozzi @ 215-592-3824  
Email: lpicozzi@rohmmaas.com

Dated: 10/20/2010

**Domestic Inquiries and Billing Address**

PolyOne Corporation  
P. O. Box 90  
Avon Lake, Ohio 44012

440-930-3727 / Fax: 440-930-3531

**Credit References - Global**

Kaneka Texas Corporation  
6161 Underwood Road  
Pasadena, Tx 77507  
Contact: Angelo Miroballi @ 281-447-0755  
Ext.188

**Credit References – US**

Millennium Chemicals Company  
20 Wright Avenue, Suite 100  
Hunt Valley, MD 21030  
Contact: Chris Nehmer @ fax 410-229-4415  
Email: chris.nehmer@millenniumchem.com

Choctaw-Kaul  
3540 Vinewood Avenue  
Detroit, MI 48208  
Contact: Kevin Naso @ 313-894-7977

MCPC  
21555 Drake Road  
Cleveland, OH 44136  
Contact: Jeff Raycher, Credit Manager  
\*Faxed Requests Only -- Fax: 440-268-4595

## Section 11: Sustainability and No Surprises Pledge<sup>SM</sup>

### The PolyOne Sustainability Promise

As the world's premier provider of specialized polymer materials, services and solutions, PolyOne is committed to meeting the needs of the present without compromising future generations' ability to meet their needs. We are committed to creating value for our customers, employees, communities and shareholders through our dedication to ethical, sustainable and fiscally responsible principles.

- We will put our **Customer First** by helping them grow their businesses with innovative, safe and environmentally sound solutions following the principles of trust and environmental stewardship established in our groundbreaking **No Surprises Pledge<sup>SM</sup>**.
- We will strive to minimize our environmental impact and maximize our conservation of the earth's resources by using energy-efficient technologies, recycling more, reducing waste, continuously improving operating efficiencies and driving operational excellence.
- We will provide a safe workplace for our employees and will protect our communities by continuously improving our world-class environmental, health and safety performance.
- We will create opportunity for our employees by growing our business, building a more diverse workforce, investing in world-class training and development, and making PolyOne the employer of choice.
- We will be involved in the communities in which we operate by building closer relationships with charitable and public service organizations and encouraging our people's engagement in local sustainability initiatives.
- We will work collaboratively with our suppliers to lessen the environmental impact of logistics across our global supply chain.
- We will build strong relationships with providers of leading-edge sustainable technologies.

## No Surprises Pledge<sup>SM</sup>

### Beyond Polymers. Better Business Solutions.<sup>SM</sup>

At PolyOne, we are committed to helping you grow your business with safe and environmentally sound solutions. This commitment is exemplified by our **No Surprises Pledge<sup>SM</sup>** which we make to all customers and markets, across the globe.

- You can be confident that, in formulating and manufacturing our materials, we use sustainable practices to provide long-term product viability and sound environmental stewardship.
- You can expect that the materials we produce contain only ingredients that conform to accepted legal and regulatory compliance guidelines.
- You can trust that PolyOne materials meet the rigorous quality and safety management standards required across the globe.
- You can be certain that PolyOne meets or exceeds the material safety data reporting requirements of your country or region.
- When you choose PolyOne, you can be confident our products will help you meet or exceed today's stringent compliance standards.

Links:

<http://www.polyone.com/en-us/docs/Documents/PolyOne%20Sustainability%20Promise.pdf>  
<http://www.polyone.com/en-us/docs/Documents/PolyOne%20No%20Surprises%20Pledge.pdf>