Avient Corporation: Quality Response

Formerly PolyOne Corporation

North America & ColorMatrix Europe

Dear Valued Customer:

Thank you for your inquiry regarding Avient and our collective quality management principles and processes.

Avient Corporation, its subsidiaries and affiliates design, source, manufacture and distribute chemicals and plastic products globally. Avient creates lasting relationships with our suppliers and customers, which allows Avient to competitively offer a wide selection of products and solutions to customers within industries across the world.

Avient has created the quality survey response below in an effort to communicate proactively with current and potential customers around our commitment to our customers through quality and maintaining sound and diverse quality management systems. Avient is committed to continuous improvement and delivering solutions on the foundation of quality focus. We at Avient are strong advocates of quality with our business partners. Our focus on continual improvement is critical to delivering success in all aspects of our business.

Review the index for particular pieces of information and location within the response. Unless otherwise noted, the information contained within is applicable to all Avient-North America and ColorMatrix Europe facilities.

Thank you again for your inquiry. If any further information beyond included content is needed, feel free to contact us.

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1.0 Avient Quality Policy

AVIENT

QUALITY POLICY

At Avient, we collaborate with customers to provide specialized and sustainable solutions, accepting material science challenges that can enable a circular economy and meet the needs of the present without compromising future generations to do the same.

- We listen - To customers' needs to deliver unique, innovative solutions
- We do it right - The first time to provide defect-free materials
- We deliver - A consistent product on time

Our commitment to continuous improvement and operational excellence drives our actions and decision-making – all with the goal of making Avient the preferred provider of specialized materials, services, and solutions to customers around the world.

Avient is committed to use the Quality Management System (QMS) to satisfy all applicable customer and regulatory requirements. The QMS is fully integrated into the organization's business processes with a focus on customer satisfaction. Top management promotes the use of a process-based approach and risk-based thinking. All associates have a responsibility to ensure Avient achieves its intended results.

Bob Patterson
Chairman, President, and CEO
May 02, 2022

2.0 Avient Business & QMS Alignment

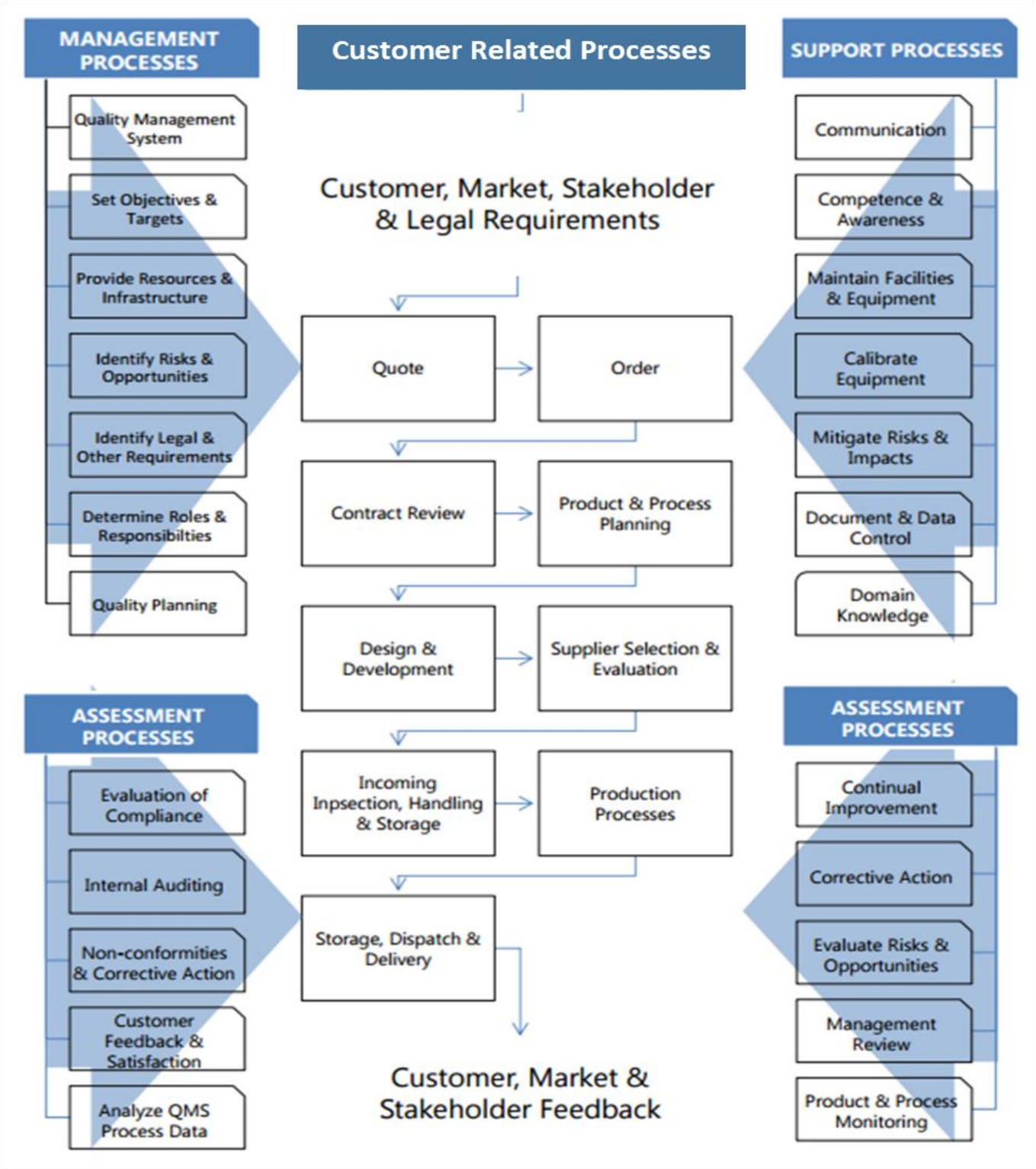
At Avient, our business is structured to provide operations with specialized polymer materials, services and solutions customers need. Avient is a premier provider of specialty polymer formulations, color and additive systems, packaging solutions and polymer distribution.

Avient is committed to defining our position in the marketplace and understanding how relevant factors arising from legal, political, economic, social and technological issues influence our strategic direction and our organizational context. Avient identifies, analyzes, monitors and reviews factors, which may affect our ability to satisfy customers and stakeholders, as well as factors, which may adversely affect the stability of processes, or the integrity of the Quality Management System.

To ensure the QMS is aligned with our strategy, and taking into account the issues, we analyze pertinent information in order to determine potential impact on our quent customer/organizational success. Avient will monitor and review information fr. d outside the organization to ensure that continual understanding of each groups' requirements are established and maintained. To facilitate the understanding of the context of various stakeholders, we regularly consider pertinent issues during Management Review, Business Meetings, Customer and Supplier Meetings, Performance and Cultural Improvement.

Internal Issues	External Issues
Market share	Customers & suppliers
Employees	Markets & competition
Performance	Regulatory & statutory
Capacity	Economic backdrop
Values & culture	Technological
Innovation & knowledge	Cultural & social

3.0 Customer Focus Process



4.0 Scope of Quality Standard Response Document across North America & ColorMatrix Europe

Avient; Corporate Headquarters & Technology At Avient, our business is structured to provide your operations with the specialized polymer materials, services and solutions you need. We are a premier provider of specialty polymer formulations, color and additive systems, packaging solutions, and polymer distribution.	**Facility Address** 33587 Walker Rd. Avon Lake, OH 44012
Colors, Additives & Inks A leading provider of specialized custom color and additive concentrates in solid and liquid form for thermoplastics, dispersions for thermosets, as well as specialty inks, plastisol, and vinyl slush molding solutions. Color and additive solutions include an innovative array of colors, special effects and performance-enhancing and eco-friendly solutions.	**Facility Locations & Businesses** Berea, OH; Color Matrix Bethel, CT; Colorant Chromatics Elk Grove, IL; Color and Additives Glendale, AZ; Color and Additives Lockport, NY; Color and Additives Kennesaw, GA; Specialty Inks & Coatings La Porte, IN; Sil Co Tec Lehigh Valley, PA; Color and Additives Massillon, OH; GSDI Mountain Top, PA; Specialty Coatings North Baltimore, OH; Specialty Coatings Norwalk, OH; Color and Additives St. Louis, MO; Specialty Coatings Toluca, MX; Color and Additives Vonore, TN; Color and Additives Knowsley, UK; ColorMatrix Eindhoven, NL; ColorMatrix & GSDI
Specialty Engineered Materials A leading provider of specialty polymer formulations, services and solutions for designers, assemblers and processors of thermoplastic materials across a wide variety of markets and end-use applications. Our product portfolio, which we believe to be one of the most diverse in our industry, includes specialty formulated, high-performance polymer materials that are manufactured using thermoplastic resins and elastomers, which are then combined with advanced polymer additives, reinforcement, filler, colorant and /or biomaterial technologies.	**Facility Locations & Businesses** Avon Lake, OH; Engineered Materials Birmingham, AL; Glasforms Englewood, CO; Polystrand McHenry, IL; Engineered Materials North Haven, CT; NEU Montrose, CO; Gordon Composites
Avient Distribution (Formerly PolyOne Dist. Or 'POD') Distributing more than 3,500 grades of engineering and commodity grade resins, including Avient-produced solutions, Avient Distribution principally serves the North American and	**Avient Distribution Service Centers** Romeoville, IL Littleton, MA Rancho Cucamonga, CA

Asian markets. Products are sold to more than 6,000 custom injection molders and extruders who, in turn, convert them into plastic parts that are sold to end-users in a wide range of industries. Representing over 25 major suppliers, Avient Distribution offers a broad product portfolio, just-in-time delivery from multiple stocking locations and local technical support. Recent expansion in Central America and Asia has bolstered Avient Distribution's ability to serve the specialized needs of customers globally. Avient Distribution is strictly a distributor of thermoplastic resin & silicone elastomers. As such, Avient Distribution does not manufacture any raw materials, participate in any material compounding nor mold any parts or final products. Avient Distribution is excluded from questions within this document relating to the manufacture, compounding, or testing of raw material or final products.	Toronto, Canada Ramos Arizpe Coahuila, Mexico **Warehouse Locations** Elyria, OH Eagan, MN Brampton, Ontario

AVIENT™

Avient Quality Standard Response: North America & ColorMatrix Europe

5.0 Company Information

Global Directory & Contacts	http://www.avient.com/contact/global-directory-and-contacts
What are Avient's Core Competencies/Technologies?	Avient is a premier provider of specialty polymer formulations, color and additive systems, packaging solutions, and polymer distribution.
Website	www.avient.com
Federal ID Number	34-1730488
Certification of Insurance	Upon Request to (3rd Party) Risk International Services, Inc. Phone: 216-255-3406 Fax: 216-255-3456 4199 Kinross Lakes Parkway, Suite 220 Richfield, OH 44286
SIC/NAICS Codes & Descriptions	3087 / 325991 Customer compounding of purchased resins 2821 / 325211 Plastic material and resin manufacturing 2851 / 325510 Paint & Coating manufacturing (Specialty Coatings) 424610 Plastic materials wholesalers (Avient Distribution) 326199 Composites (Glasforms)
Avient Code of Conduct Policy	Yes. Refer to website: https://www.avient.com/sites/default/files/resources/PolyOne%2520Code%2520of%2520Conduct_0.pdf
Modern Slavery Statement:	Yes. Refer to website: http://www.avient.com/company/policies-and-governance/europe-modern-slavery-and-human-trafficking-statement
Is Avient a private or public Company?	Public- AVNT on the NYSE
What year was Avient created?	PolyOne was created in 2000 through the consolidation of The Geon Company and M.A. Hanna Company. Polyone and Clariant Masterbatch combined in 2020 to form Avient.
Are personnel on site unionized?	We do not provide this information on surveys.
Is Avient experienced in exporting and importing within the United States?	Yes. Avient is a global company.
How many years has Avient been supplying service in these technologies?	Over 100 years through its predecessors starting in 1927 for The Geon Company and 1885 for the M.A. Hanna Company.

Is there an organization chart? Can it be shared with customers?	Avient maintains and organizational chart for internal use only, which is considered confidential and will not be shared with publicly.
Avient's No Surprises Pledge	https://www.avient.com/company/sustainability/product/no-surprises-pledge

6.0 IT Security

Is there firewall on our network?	Yes
Does the company have a system to backup critical data?	Yes
In the event of a disaster or significant disruption, does Avient have documented plans for business continuity and IT disaster recovery? Does the plan cover some, most, or all locations from which you provide your services?	Yes, Avient has a documented crisis management process. The plan covers all locations where services are provided and covers fire, water, storm, bomb threat, Site Security, and Information Systems Security failure scenarios.
IT Systems of Use Policy	https://www.avient.com/company/policies-and-governance/it-systems-use-policy

7.0 Environmental Health, Safety & Security

Is there an Emergency Response System?	Yes
Is there a documented crisis management process covering internal and external communications?	Yes
Does Avient have procedures for contingency plans and risk management?	Yes. For more information please refer to Avient's website: https://www.avient.com/company/sustainability/planet/responsible-care
Does Avient have a formal safety program? Does the program covers emergency plan, accidents review, environmental incidents and evacuation measures?	
Does Avient have a process for handling hazardous materials?	
Does Avient monitor lost-time accidents?	
Is there an Environmental Management System (EMS or/and ISO 14001 certifications) in place?	
Is Avient certified through ACC Responsible Care?	

8.0 Technology

Is there a review program to control and assure proper development of products from the research state through production?	Yes; planning information captured includes the nature and complexity of the material being designed/formulated, material/formulation requirements, internal and external resources (including the need for Manufacturing and Support Function review, when and where required), and verification and validation activities.
Are revision changes kept for the life of the active material?	Yes
Are necessary steps taken to assure compliance with statutory and regulatory requirements (including TSCA)?	Design input requirements are required to be clear and unambiguous and include statutory and regulatory requirements.
Can Technical Data Sheets Be Provided?	Yes, for select products. Refer to website or contact your CSR: https://www.avient.com/resources/technical-data-sheets

9.0 Regulatory & Statutory Requirements

Are Safety Data Sheets available to customers for all products sold?	Yes. Refer to website: http://www.avient.com/resources/safety-data-sheets https://www.polyonedistribution.com/safety-data-sheets If unable to locate please email: MSDSREQUESTColorsVinylEM@polyone.com
Are certifications supplied for regulatory requirements (i.e. REACH, ROHS, and CPSIA)?	Yes; inquiries can be sent to regulatoryservices@polyone.com For Avient Distribution Inquiries: PODQuality@polyone.com For ColorMatrix EMEA: regulatory.CMEU@polyone.com
If products are regulated by FDA, can a letter be provided that the product meets Code of Federal Regulations requirements for the intended use?	Yes, inquiries can be sent to fdm@polyone.com. The end use application must be supplied. For Avient Distribution Inquiries: PODQuality@polyone.com For ColorMatrix EMEA: regulatory.CMEU@polyone.com
Do you follow a written Conflict Minerals Policy?	Yes; https://www.avient.com/sites/default/files/resources/PolyOne_Conflict_Minerals_Policy_0.pdf
Are you willing to provide material content information (i.e. BPA, Phthalates, etc.)?	Yes, inquiries can be sent to regulatoryservices@polyone.com Full material disclosures will require a signed non-disclosure agreement. For Avient Distribution Inquiries: PODQuality@polyone.com For ColorMatrix EMEA: regulatory.CMEU@polyone.com

Are there any food allergens present in the plants?	Facilities may handle epoxidized soybean oil, which is refined, deodorized, and bleached, but is a derivative of soybean. Good manufacturing procedures prevent the likelihood of cross contamination.
Is there a GMP Program in place with written procedures?	Yes, GMP Program is in place for select sites per required standard(s).

10.0 Quality Management System

10.1 General QMS	
Does Avient have a documented quality management system?	Yes, documentation varies by site, business, and function.
What Quality Certifications do you maintain?	Avient maintains a multitude of Quality Certifications, which are maintained by site. Refer to our website to view certifications: http://www.avient.com/company/policies-and-governance/global-iso-certificate-library
Who is Avient's assessment body/registrar?	Varies by Site; refer to ISO Cert http://www.avient.com/company/policies-and-governance/global-iso-certificate-library
How often are 3rd party audits conducted?	Annually, with exception of central certificates—at minimum every 3 years.
Does Avient have a quality manual?	Yes, adopted by all North America$_1$ and ColorMatrix Europe Sites
Is Avient willing to send a copy of the Quality Manual?	No, Avient's Quality Manual is considered proprietary and confidential.
Are metrics and systems in place to drive and maintain quality improvements?	Yes
Does Avient have integrated quality system software?	Yes – ETQ Reliance
Does Avient have procedures for contingency plans and risk management?	Yes, defined by business unit and facility
Are there written policies and procedures covering recall procedures?	Yes, however procedures vary by site and may not be fully documented if not required by quality standard.
Is CAPA integrated into the QMS?	Yes, CAPA is routinely utilized
Is the same system used for both internal and external corrective actions?	Yes, all CAPA methods are standard using our integrated QMS software and documented procedures.

What is the target response time to corrective action requests?	Soft target of 60 - 90 days depending on complexity and risk.
Are quality objectives clearly defined and widely communicated, measured, and understood throughout the company?	Yes, quality objectives are established at business unit and site levels. Objectives are determined upon past and future expected performance. Quality Objectives are recorded and reviewed regularly.
Are Customers informed of delivery dates, late shipments and any other quality issues?	Yes; via Supply Chain & Customer Service
Are there written policies and procedures covering complaint investigations?	Yes, all customer complaints handled using documented procedures and our integrated QMS software to facilitate requirements.
What is the target response time to customer complaint investigations?	No greater than 30 days.
Are customer complaints analyzed for possible trends on a routine basis?	Yes, at least on a monthly basis by business unit and Corporate functions.
Does customer complaint system include Corrective Actions where appropriate?	Yes, CAPA is integrated into our complaint system through documented procedures and our integrated QMS software.
Does an adequate containment action process exist to protect the customer while the Corrective Action is determined?	Yes, all customer complaints and CAPAs include containment action(s).
Is Avient willing to permit on-site auditing from customers?	Yes, subject to commercially reasonable notice of request, prior approval and a non-disclosure agreement.
Is Avient willing to review results of 3rd party audits with customers?	This is not a current practice.
Does Avient monitor and document the cost of Quality?	Yes
Does Avient have a periodic management review meeting to review the company's QMS?	Yes, as required by the standard(s).
Are documents required by the QMS controlled by a document control system? Is the system electronic or manual?	Yes, combination of electronic and manual records.
Does Avient have a system in place for record retention?	Yes, according to internal and external requirements.
Is an effective internal auditing program in place?	Yes, as required by the standard(s)
Does your company have documented procedures and controls in place for the selection, approval, and monitoring of external	Yes, supplier selection conforms to IATF & ISO 13485 requirements. Procedures for requirements within ISO 9001 sites defined by business unit and

providers (i.e. suppliers, service providers, contractors, consultants)?	facility. Supplier monitoring executed locally within facilities—dependent and contingent upon risk factors and customer requirements.
Does Avient have a supplier rating/evaluation program?	Yes, with emphasis on critical supplier quality requirements and specifications. Overall impact to efficiency and effectiveness is assessed and monitored.
Does the company maintain an up to date approved supplier list?	Yes, primarily within SAP. IATF and ISO 13485 managed within ETQ Reliance.
Is there a system that identifies training and refresher requirements for all personnel affecting the quality of the product?	Yes
Is personnel training documented and records retained?	Yes
How is the suitability, adequacy and effectiveness of the QMS determined?	Internal/External Audit Results, Corrective Actions, Management Review Action Items and Opportunities for Improvement are evaluated and assessed to verify/validate the overall health of the quality management system.
10.2 Facility & Maintenance	
What is the approximate number of employees at each facility?	We do not provide this information on surveys.
What is the approximate square footage of each facility?	We do not provide this information on surveys.
Total Number of Shifts	We do not provide this information on surveys.
Is a current preventative maintenance program documented addressing facility, grounds, and equipment needs?	Yes, digital records of preventative maintenance are maintained, and personnel are trained and competent in preventative maintenance.
Is there a sanitation program; which includes waste disposal?	Yes; housekeeping programs exists at all facilities
Are there procedures in place to prevent infestation by rodents, birds, insects and other vermin?	Yes, through 3rd party pest control and according to GMP practices (as required).
10.3 Control of Monitoring and Measuring Devices	
Do test methods have documented calibration/standardization procedures for equipment, instrumentation, and measuring devices?	Yes, when not outsourcing from NIST accredited 3rd party calibration service.
Are calibration / standardization results documented and retained?	Yes, available through 3rd party calibration service.

Are certified outside contractors used for calibration of equipment?	Yes, contractors are vetted and approved accordingly.
Does a formal calibration program, including calibration intervals, traceability, calibration method/equipment, and environment exist with fully documented calibration schedules?	Yes, the schedule is monitored and maintained (methods are determined by 3rd party, sites manage documentation).
Is equipment verified or re-calibrated at appropriate intervals and/or as required by standards?	Yes, additionally, calibration records are maintained and retained. Equipment is stickered by calibration date.
Are Gage Repeatability and Reproducibility Studies (GR&R) conducted to ensure acceptability and fit for use of gages and test equipment?	ISO sites perform as needed; IATF 16949/ISO 13485 sites perform Gage R&R per standard requirements
10.4 Manufacturing, Production & Process Controls	
Are all manufacturing processes covered with formally written SOP's?	Yes; SOP and work instructions exist for processes that are necessary for production and product quality
How long are batch history records retained?	Batch histories are digitally retained indefinitely.
Does Avient have monitoring metrics in place, such as Statistical Process Control (SPC)?	For IATF Sites: yes. However, SPC is not implemented at sites that do not require SPC per Quality Standard(s), customer requirement, or when deemed unnecessary.
Are critical tooling verified prior to use and maintained appropriately?	Yes, when critical tooling applies to a site it is maintained properly.
Does Avient conduct an in-process inspection during manufacturing?	Yes
Are Inspections conducted to ensure requirements are met prior to mass production?	Yes; but this depends on product, customer, and application of material.
10.5 Nonconforming Materials	
Are steps for dealing with non-conformance set out in a documented procedure?	Yes
Are operators expected to initiate line stoppage when defective material is identified?	Yes, this control exists in all North America & ColorMatrix Europe Sites
Is there a procedure to separate or designate nonconforming materials?	Yes, all North America & ColorMatrix Europe Sites have procedures to separate or designate

	nonconforming materials, which are segregated and easily distinguished from conforming product.
Are adequate steps taken to prevent reoccurrence of non-conformances?	Yes, use of Non-Conforming Material Management Process and CAPA require root cause and adequately defined actions.
Are rejected materials held in quarantine pending disposition?	Yes
Are customers notified when non-conforming product may have been inadvertently shipped?	Yes, all North America & ColorMatrix Europe Sites are required to notify customers as soon as it is determined that non-conforming product may have been inadvertently shipped.
10.6 Materials, Storage, Handling & Traceability	
Are there controls are in place to keep traceability of raw materials, components, and finished products?	Yes, SAP controls identification and Traceability
Where traceability is required and applicable, does the company have a procedure to provide unique identification of individual products or batches?	Yes, materials contain a finished good code, Lot Number, and batch number
Does Avient have controlled and monitored finished good storage conditions to ensure packaging is able to withstand environmental extremes and materials are not damaged or deteriorated?	Yes
Is product identification adequate to clearly identify product to ensure accurate selection of material reaching our facilities?	Yes
Are there secure storage areas to prevent damage or malicious intervention, pending use or delivery?	Proper precautions are taken to secure areas
Is First In, First Out (FIFO) inventory management practiced?	Yes
10.7 Packaging, Shipping & Distribution	
Prior to loading or unloading of in/outbound trucks, are they inspected? Are records maintained?	Yes, inspections are conducted for all transportation modes and records are maintained and retained.
Are procedures in place covering packaging and shipping?	Yes

What information is provided to customers when product is shipped?	Information, including but not limited to a CoA, SDS, Batch #, BoL, and Customer Specific Information are provided.
10.8 Quality Control Testing	
Are all materials tested/inspected and approved by Quality prior to release for shipment or transfer to finished goods inventory?	Yes; deviations may require a waiver from the customer
Are there written procedures for inspection, testing, and identification of product while the product is in process?	Yes
How are incoming raw materials controlled for quality?	Incoming raw materials are reviewed for integrity at varying degrees. Incoming raw material inspection criteria is determined by factors such as risk and certification status of site.
Is there a formal documented review and approval procedure for test methods?	Yes, as required.
Are final lot acceptance samples taken?	Yes
Are final lot test results retained?	Yes, which are retained in accordance with internal and external requirements.
Are certifications supplied for Company Specifications and/or Customer Specifications?	Yes, product properties are verified and certified through the CoA.
Does Avient provide Certificates of Conformity / Analysis with each shipment?	Yes

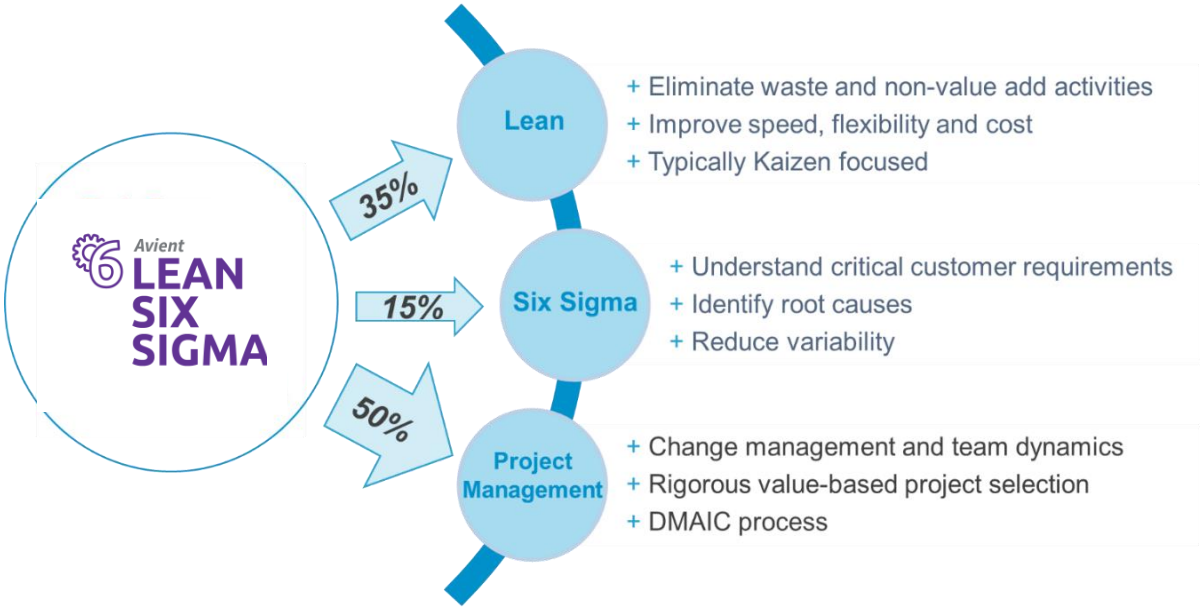
11.0 Continuous Improvement

Avient is a continuous improvement organization. The value of continuous improvement permeates all departments and functions within Avient. The ability to improve processes, reduce costs, and harmonize operating procedures, measures and methods-directly translates to improved satisfaction for both internal and external stakeholders.

Our Continuous Improvement program contains several LSS courses including multiple certification levels through Master Black Belt. The trainings and certifications are centrally controlled—with oversight and focus placed on program success factors.

The Operational Excellence / Lean Six Sigma program extends as a Customer First solution—making training, mentoring and coaching available to aide customers in improving all aspects commercial and operations processes.

11.1 Figure B. Avient Lean Six Sigma: Breakdown



Avient considers the results of analysis and evaluation, and the outputs from Management Review to determine if there are needs or opportunities, which shall be addressed as part of continual improvement. The practice of using standard processes for continuous improvement enhances the uniformity and consistency of our quality management system.

12.0 Quality Details & Revision Control

Definitions and Acronyms

Term	Definition
ISO	International Standards Organization
QMS	Quality Management System
LSS	Lean Six Sigma
FDM	Food, Drug, Medical
GMP	Good Manufacturing Practices
TSCA	Toxic Substance Control Act
Food Allergens	Food Allergens Include; Soy, Shellfish, Egg, Peanut, and Dairy
CoA	Certificate of Analysis
CoC	Certification of Conformance
BoL	Bill of Lading
IATF	International Automotive Task Force
NDA	Non-Disclosure Agreement
ISO 9001 : 2015	Quality Management system requirements
IATF 16949 : 2016	Quality management system requirements for automotive production and relevant service parts organization
ISO 13485 : 2016	Medical devices—quality management systems requirements for regulatory purposes