

Quality Statement towards Customers

Version: September 2025

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The purpose of this document is to describe and explain the way Sustainability, Safety, Health and Environment and Quality Assurance is organized within all legal entities of Envalior. The legal entities to which this statement applies are listed below under General Information. It is aimed at providing input to customers for their management systems. The document does not replace or amend the general terms and conditions of Envalior which are, save for explicitly stated in other legal agreements made between Envalior and its customers, applicable to all our offers, confirmations, sales and/or other business transactions. This document will be revised once per year and published on our quality website on <https://www.envalior.com/en-us/about/quality.html>.

I About Envalior

Established in 2023, but with a combined heritage of over 100 years, Envalior is a leading global engineering materials powerhouse that offers novel and innovative materials solutions to today's world. Bringing together two highly complementary established players in DSM Engineering Materials and LANXESS High Performance Materials, Envalior offers a remarkable positioned portfolio of longstanding material, application, and design expertise, creating real and meaningful value for our customers and the greater society. Our environmentally friendly and sustainable solutions are innovated, engineered, and produced by our highly skilled, engaged, and diverse global workforce.

For further info, please see <https://www.envalior.com/en-us/about/legal/Imprint.html>.

Sites and locations

Envalior's global presence spans across various continents with a network of 18 production sites, 14 R&D centers and multiple sales offices. For more details, please see [Sites & Locations](#)

Our ambition

Envalior aims to be the leading global & sustainable Engineering Materials provider shaping the world - today and tomorrow.

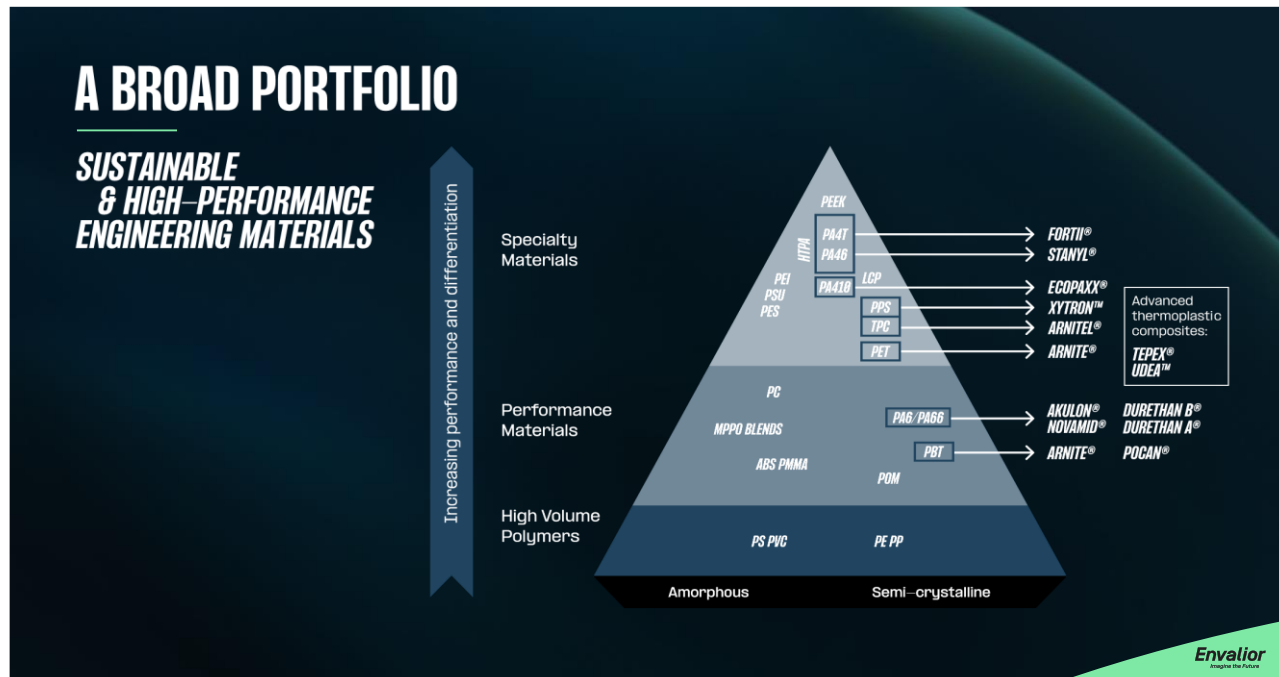
Imagine the future

Through Innovation and market leading sustainable products we make ideas come to life, we drive progress for a better and more environmentally friendly world. This can only be achieved through deep collaboration with our customers and stakeholders who share the vision for a better future. Our products and innovative pipeline of new materials are more sustainable, purposeful, and circular to make the world a better place.

Many challenges lie ahead to be tackled in an evolving environment, but we are confident our deep knowledge and understanding of materials will shape the future in New Mobility, advanced Electrical & Electronics, and other industry verticals through introduction of high performance, safer & light weight solutions.

Product information

For details on our products, please refer to <https://www.envalior.com/en-us/products.html>.



Leadership team

For details on the Envalior leadership team, please refer to <https://www.envalior.com/en-us/about/leadership.html>.

For further information contact our Customer Service Centers or your account manager.

Envalior Code of Business Conduct

At Envalior, integrity is at the heart of our legacy – and it continues to guide our journey forward. Good business conduct forms the foundation of our success as a company that is respected and trusted by our stakeholders, by living up to our business principles – from complying with relevant laws and regulations to operating in line with the highest ethical standards and embodying our values of safety, customer focus, collaboration, empowerment, and curiosity. Please find the Envalior Code of Business Conduct here: <https://www.envalior.com/en-us/about/website-info/code-of-conduct.html>

II Sustainability at Envalior

At our company, sustainability is not a separate initiative – it is an integral part of how we approach quality, innovation, and long-term value creation. As a provider for high-performance engineering materials, we understand the importance of aligning our technical excellence with environmental and social responsibility.

Our sustainability ambitions are brought together in **Envalior CARES** – our organization-wide commitment to addressing the environmental and social impacts of our business. Envalior CARES is built on three pillars: Low **C**arbon, Sustainable **R**esources, and **S**ocial Responsibility. By targeting our activities around these three focus areas, we can drive progress at our sites around the world and contribute to a more sustainable future for people and the planet. We pursue this through our ambitious and pragmatic roadmap, which contains key organizational frameworks and strategic commitments.

Low Carbon

Tackling the growing global problem of climate change requires consistent action on carbon reduction, both within our own operations and across the value chain. Envalior has developed a concrete transition plan for climate mitigation, **covering the reduction of Scope 1 and 2 emissions by 2030**. This will be achieved through a variety of operational optimization and responsible sourcing measures, including our **commitment to sourcing 100% of our electricity from renewable sources by 2030**. The next step is to develop a decarbonization roadmap beyond 2030, including the incorporation of Scope 3 targets.

Sustainable Resources

As part of our commitment to sustainable resources, we are actively evaluating and improving the raw materials used in our products—prioritizing responsibly sourced inputs and exploring alternative, more sustainable options to reduce environmental impact while maintaining product quality. In line with this ambition, **Envalior is committed to offering an entire portfolio of bio- and/or recycled-based alternatives by 2030**. This end-to-end product stewardship approach plays an important role in reducing the environmental impact of both Envalior and its customers.

Social Responsibility

The Social Responsibility pillar is dedicated to ensuring the safety and well-being of our people. Envalior's operations and processes are regularly reviewed to ensure they comply with global standards. By adhering to international human rights frameworks and conducting regular impact assessments, we ensure transparency and accountability across all our operations.

Beyond these three pillars we also offer a wide range of additional information on regional Product Carbon Footprints (PCF), product line specific Life Cycle Assessments (LCA) and ISCC certifications to help ensure the highest quality of our mass-balanced products.

For further reading, please refer to <https://www.envalior.com/en-us/sustainability.html> and for any further specific enquiries, please contact your account manager.

III Quality Assurance

Policy

Envalior is committed to supply innovative and competitive products and services to enable the success of our customers. The Total Quality approach implies constant and continual involvement and commitment of all people of all levels.

Quality Management System

Envalior has adopted the management system of IATF 16949 and ISO 9001:2015 and has continued the use of the powerful core-tools of AIAG, like APQP and PPAP, as described below. Link: <https://www.envalior.com/en-us/about/quality.html>

Customer specific requirements of Automotive QMS Standard IATF16949

With over 1500 automotive related customer accounts, implementation of the CSRs for all customers in the Management system of Envalior would be highly impractical. Furthermore, since Envalior strives to exceed the expectations of their customers, its Management System is already defined in such a way that Envalior covers most of its customer's CSRs, which is summarized in this "Quality Statement Towards our Customers" and lastly, Envalior as Bulk Material Supplier rarely gets these kinds of requests from their (TIER1/2) customers.

Therefore, general policy is to send this "Quality Statement Towards our Customers" to all customers requesting CSRs

Continual Improvement

The objectives and measurements are monitored more than once per year on a plant site level. Evidence of continual improvement journey can also be seen in several business processes, including customer complaint handling, audits, CAPA, FMEA, control plans, preventive maintenance, contingency planning, and quality management reviews.

Advanced Product Quality Planning (APQP)

For the development of new products, Envalior uses the Product Quality Planning and Control Plan guidelines as described in the AIAG Advanced Product Quality Planning and Control Plan Manual, adapted to the engineering materials (bulk materials) standards and work processes.

Production Part Approval Process (PPAP)

As a producer of base polymers and generic and specialty compounds, Envalior is a bulk materials producer, as defined in the AIAG, PPAP Manual. This means that Envalior does not apply PPAP, unless requested by its customers. In case PPAP is applied, the Bulk Material Specific Requirements from the AIAG, PPAP Manual, Appendix F, are used.

Failure mode effect analysis (FMEA)

FMEA risk/action prioritization methodologies are acceptable, according to VDA/AIAG guidelines: 1) The Risk Prioritization Number (RPN) ranking methodology as described in the 4th Edition FMEA Manual by AIAG (2008), and 2) the Action Priority (AP) methodology as described in the 1st Edition FMEA Handbook by AIAG and VDA (2017). As such, new FMEAs will follow the 1st Edition FMEA Handbook by AIAG and VDA (2017). Regarding the modification or conversion of existing FMEAs, Envalior is monitoring customer requirements and will rely upon guidance from VDA and AIAG.

Non-conforming products

Deviating materials, which are outside specification ranges, will be isolated and, depending on the nature of the deviation, either allocated to selected customers after agreement with these customers, reworked, or designated as waste.

Audits

A system is in place for internal audits according to IATF 16949, ISO 9001, ISO 14001 Etc. Standards and third party certification body conduct audit as per set frequency.

If the customer's quality assurance system requires verification of compliancy of Envalior with the IATF16949 standard, or requires verification of satisfactory complaint resolution, Envalior is willing to provide the results of the surveillance audits.

Customer audits are possible in collaboration with Envalior with the aim of mutual benefit. Be aware that a Secrecy Agreement is required, and confidential information or pictures shall never be shared on hardcopy or electronically.

Complaint Handling Policy

Envalior strives towards zero defects and zero complaints; however, if the Customer believes they have received defective products or services, Envalior places a high priority on handling the complaint with efficiency and quality to restore the strong business relationship and company-supplier loyalty.

Organization

To process that customer complaints are handled expediently and with clear communication, Customers are asked to communicate all complaint-related information through the Complaint Coordinator, who is the single point of contact for the customer throughout the complaint process. In case of a complaint, the Customer may email their regional Complaint Coordinator and carbon copy the Envalior account manager:

Procedure

Systems are in place to make sure customer complaints are being handled with high priority and to limit the time between receipt of the complaint and the final answer to the customer as to the cause of the complaint and proposed corrective and preventive actions. Within one working day after receipt of the complaint, Envalior Complaint Coordinator will confirm to the Customer that a complaint has been issued and will agree about necessary intermediate containment actions. Envalior will strive to inform the Customer about the results of the investigation within 21 calendar days or discuss progress on a regular basis.

Envalior complaint management system is based on Team Oriented Problem Solving (TOPS-8D). In this system, after acknowledgement of a complaint, immediate containment actions are followed by a root cause analysis. Based on this, corrective and preventive actions are proposed, implemented, and verified. In case of a complaint about a product, a sample is necessary for investigation.

IV Quality, Safety, Health and Environmental

Envalior is a leading global engineering materials solution provider with about 4,000 employees worldwide. With a 100-year track record of customer-focused innovation, Envalior focuses its deep material and application expertise on sustainable high-performance solutions. Emphasis must be placed on ensuring operational safety, human health, environmental protection, energy efficiency, quality enhancement and community goodwill.

This commitment is in the best interests of our employees, our customers, our contractors, our stakeholders and the communities in which we live and work.

Our SHEQEn Policy is fundamental in driving our business performance through:

- Providing an injury-free and incident free workplace;
- Protecting and striving for highest quality, energy efficiency, environmental protection and climate neutrality in all our operations. In this way we create added value for our customers, supplier and employees.
- Promoting the Safety, Health, Environment and Quality culture to suppliers, customers and contractors;
- Taking our responsibility and act as an example;
- Implementing the necessary actions to achieve the objectives set;
- Open and honest communication with our stakeholders. That is why we inform and advise thoroughly and in a timely manner.
- Ensuring the availability of a well-informed, well-trained and competent workforce;
- Complying with the applicable local and global legislation, SHE&Q requirements and standards. We meet the requirements of relevant norms and standards (e.g. ISO 14001, ISO 9001, ISO 50001, OCS, IATF16949, ...) to be a reliable partner.

As the Executive Leadership Team, we are fully committed to providing the necessary resources, to allow for the effective implementation of this SHE&Q Policy in each Envalior business. Roles and responsibilities will be clearly defined to procure full ownership and accountability for all standards and procedures.

This Policy shall be regularly reviewed to procure ongoing suitability.

SHE Management System

Envalior has a SHE Management System in place in all its sites worldwide which is based on the Envalior SHE Requirements and the international standard ISO 14001.

Link : <https://www.envalior.com/en-us/about/quality.html>

V Product Information and specification

Product Stewardship

A Product Stewardship Review for the products of Envalior is set up based on the 'Product Stewardship Guiding Principles: Responsible Care Applied to Products' as initially published by the European Chemical Industry Council (CEFIC) in May 1994. The ambition is to phase out substances of concern and to replace these by non-regrettable substitutes in all products for the global market.

REACH

REACH is one of the most important European Community Regulations on chemicals and their safe use. It deals with the Registration, Evaluation, Authorization and Restriction of Chemical substances. The aim of REACH is to enhance the protection of human health and the environment through the better and earlier identification of the intrinsic properties of chemical substances and by applying appropriate safety assessment and risk management for the use of those substances. Manufacturers and importers are required to gather information on the properties of their chemical substances, which will allow their safe handling, and to register the information via dossier submission to ECHA (European Chemical Agency) in Helsinki.

Envalior supports the important objectives of REACH and considers it a mutual responsibility of the supply chain to comply with it. We registered the substances we produce in EU and import into one of the EU member States. More regions have a similar regulation, and we comply with these regulations.

For more information on our REACH activities, please contact your account manager.

Food Contact Materials

For dedicated grades, Envalior complies with the European regulations for plastic materials in food contact applications, (EC) N°1935/2004, and (EC) N° 10/2011. Declarations of Compliance for these specific grades can be requested from your Envalior account manager.

Conflict Minerals

Envalior complies with the EU Conflict Minerals Regulation 2017/821.

ISCC+ certification

Some Envalior plants are certified as producer of bio-feedstock based materials via the International Sustainability & Carbon Certification (ISCC Plus) scheme (based on mass balance). See <https://www.envalior.com/en-us/about/quality.html>

OCS (Operation Clean Sweep)

Unintentional loss of plastic pellets can occur at all stages along the value chain despite the application of the current standard environmental, safety and quality management controls. The Operation Clean Sweep® (OCS) program was developed by the industry to help companies tackle pellet leakage by providing a series of key recommendations and guidelines. The OCS certification scheme is aimed at controlling and documenting the compliance of companies throughout the entire plastics supply chain with requirements on the prevention of plastic pellets, powders and flakes loss to the environment. Envalior has adopted the initiative in few regions.

Specifications

Our products are meeting the standard delivery specifications, which will be mentioned on the Certificate of Analysis. Typical values for product characteristics are mentioned on the Product Data Sheet and could be downloaded via our website. If the customer's application requires additional specifications on specific product characteristics, it should be explicitly agreed upon in writing.

Specifications are an integral part of the supply relationship between Envalior and the customer. This supply relationship is further detailed in Envalior general terms and conditions or any explicit other agreement between Envalior and the customer. Changes in specifications will be communicated in a timely manner by the account manager.

Management of Change

Changes in Envalior processes, materials, or equipment like 4M (Man, material, method, machine) that are reasonably foreseen by Envalior to lead to a different product specification range, different packaging, new production site (relocation), product elimination, and any change expected to have a negative impact on the normal properties and/or processability of the product will be notified in writing to the Customer by the account manager in a timely manner to allow testing at the Customer. If a specific contract, is agreed upon between Envalior and a customer, the proposed change will follow this agreement.

Certificates of Analysis

With each delivery, Envalior issues a Certificate of Analysis (CoA), which declares that the products supplied comply with the requirements of the order. The CoA contains the order information, the test characteristics, and the corresponding test method and test results. The CoA will be validated by an authorized Envalior inspection representative, independent of the production department.

Material tests

The physical/chemical characteristics of the material are determined on a regular basis on the final product before the packaging. A visual inspection of the packed goods takes place prior to shipment. Due to the production process and the destructive nature of testing, 100% inspection of bulk materials is not possible. Envalior products are released via SAP when meeting the standard batch release delivery specifications and, if applicable, additional batch release delivery specifications which have been explicitly agreed upon between Envalior and the Customer.

Test methods

Our Envalior standardized test methods used for material characterization are based on international accepted standards like ISO and ASTM. These test methods are mentioned on our Product Data Sheets.

Statistical data

Cp/Cpk values are calculated based on the moving ranges method as described in the AIAG Reference Manual for Statistical Process Control. These Cpk values are evaluated regularly.

Product safety

Envalior products are typically non-hazardous materials. Material Safety Data Sheets compliant to the relevant national law are sent to the customer at first shipment, after a change or on request. In case any safety information about our products is required, that is not covered by our Safety Material Data Sheets, questions can be forwarded to the account manager. Upon a customer's request, Envalior will issue the relevant signed statement on the properties of the product as legally required, e.g. "absence declarations".

Envalior has identified employees as appropriate qualified Product Safety & Conformity Representative (PSCR), formerly PSB Product Safety Representative) related to IATF 16949, section 4.4.1.2.

In the unlikely event that customers or downstream users may be exposed to unexpected risks associated with the processing or use of Envalior products, a robust and defined process is in place for product recall management.

International Material Data Sheet

Upon customer request, a MDS will be released in IMDS. The MDS is made up according to the appropriate IMDS recommendations (IMDS 001 & 010). Envalior identity number is 16431.

General Product information

Up-to-date general product information can be found on <https://www.envalior.com/en-us/products.html>. Specific information on packaging, specifications, and certificates will be communicated by the account manager.

V Security of Supply

Supply of raw materials and services

Raw Material suppliers are selected and qualified according to the guidelines of Envalior as written down in Envalior Global Management System. The guidelines include signing the Envalior Supplier Code of Conduct - <https://www.envalior.com/en-us/about/website-info/code-of-conduct.html>

Frequency and extent of the supplier performance assessment depends on the importance of the materials and services supplied to the business processes. In the assessment the following items are audited as a minimum: logistic performance, financial performance, product quality, sustainability, and continuous improvement. Envalior is committed to only select suppliers for raw materials which are registered to at least ISO 9001 by an accredited third-party certification body. If this is not the case and our security of supply is at stake, when deviating from this requirement, Envalior makes sure to take adequate additional measures. If the raw material manufacturer is third-party certified to ISO 9001, it is preferred (but not required) for any distributor of this raw material to be ISO 9001 certified. Unless specifically required by the customer, third-party providers of logistic services, including transporting and warehousing, are preferred (but not required) to be ISO 9001 certified, other industry-relevant quality certifications are also acceptable.

Envalior aims to only select suppliers for laboratory and calibrating services which are registered to ISO/IEC 17025 by an accredited third-party certification body or have a plan available to meet this requirement within acceptable timeframe. Calibration services may be provided by the original equipment manufacturer, provided their laboratory also maintains the requirements of IATF 16949, section 7.1.5.3.1. If this is not the case and security of supply is at stake, when deviating from this requirement, Envalior strives to convince itself of the validity of the analyzes or calibrations by additional analyzes.

Planning

Envalior produces to stock, or to order. The production planning is based on contracted volumes, updated forecasts of customers and inventory data. To protect that product of the right type and quantity is available all of the time, Envalior relies on accurate forecasts from all its customers.

Envalior strives to supply product to customers as confirmed in the agreement. The specific terms of this agreement are defined in our <https://www.envalior.com/en-us/about/website-info/terms-and-conditions.html> or as otherwise expressly stated in the Seller Confirmation.

Warehouse Management

The warehouse is managed by First in First out (FIFO) principles.

Contingency planning

Envalior has taken several measures to prepare for the continuity of supply in the event of key equipment failures, interruption of external services, recurring natural disasters, fire, utility interruptions, cyber-attacks, labor shortages, or infrastructure disruptions. Contingency plans are at least in place for Envalior plants that are IATF16949 certified and the necessary inputs that support production (suppliers, utilities, parts/equipment, distribution etc.) are in place. A spare parts / maintenance program has been determined for each part of equipment based on a risk analysis.

The responsibility for cybersecurity is within the central Envalior IT department. Its goal is to use preventive and reactive measures to minimize safety relevant risks for the Company and its employees. These includes for example, testing simulations of a cyberattack, regular monitoring for specific threats, and dependency identification and vulnerability prioritization. Further information is available on the internal Envalior intranet system.

In addition, Envalior performs risk assessment of business processes on risk-based frequency. The concept of risk-based thinking is applied and documented throughout our QMS, including our turtle diagrams and quality management reviews.

Transport

Envalior works with preferred transport companies selected after careful auditing to procure service and above all Envalior's high standards on safety, quality, and reliability. All transporters must meet the Envalior Minimum Requirements for Transport, i.e.

- a. Have a Safety, Health and Environmental management system (demonstrable).
- b. Meet the requirements of the "Green Booklet", Guidelines for Standardization of Road Transport Equipment, issued by CEFIC/ECTA/EPCA working group.

The performance of the transport companies is evaluated on a regular basis.

VII Packaging

Envalior can deliver in bags on pallet, octa packs, boxes, big bags, and (restricted) in silo. Envalior uses one-way packaging and cannot retrieve or reclaim the packaging. Package types may differ between the product brands.

Traceability System

Envalior has established an integrated product traceability system that allows for complete tracking of batch histories of products throughout the process flow, from incoming raw materials to shipment of

finished goods. Identification and status of materials is provided by unique and controlled numbering system. The accuracy of traceability system is verified periodically.

Labels

To make sure traceability the pallets are labeled on both sides with:

the producer's name and address

product name

batch number (or shipment/container number, where applicable)

net weight

Material Storage and Shelf Life

Envalior's products are dried in the factory to a specified maximum moisture specification and delivered in packaging materials that minimize moisture absorption. Material stored in a warehouse will neither show decrease of molecular weight nor undergo chemical reactions with the environment, so there is no loss in original quality of the material. Therefore, the concept of shelf life does not apply to Envalior Engineering Materials' polymers or compounded products.

In case the material absorbs moisture prior to use, it is advised to dry the material according to the appropriate Injection Molding Recommendations (IMR), available for all products in multiple languages upon request.

Annex 1. Copy of Certificates

For a full copy of our certificates visit <https://www.envalior.com/en-us/about/quality.html>

Annex 2. History log

Version	Main Changes	Editor
April 2024	First version of Envalior	Santosh / Torsten / Ralf / Frank
May 2025	Changes updated	Santosh / Torsten / Ralf / Frank
Sept 2025	Sustainability information updated	Jan Schubert / Santosh Bhoj

Disclaimer: This document provides a comprehensive overview of quality measures and principles; however, it is not legally binding or enforceable, and therefore does not create any legal obligations towards customers unless expressly incorporated into a sales agreement