

**Indorama Corporation Pte. Ltd.**

**Policy on Treatment of Customers**

Version: 2

Effective: 05 May 2020

**Scope:**

This Policy on Treatment of Customers is applicable to all employees, Board of Commissioners (wherever applicable), and Board of Directors of Indorama Corporation Pte. Ltd. and its direct and indirect subsidiaries (“**IRC Group**”). References in this document to “**Indorama**” or “**Company**” or “**We**” mean the entities of the IRC Group.

In the event that any provision contained in this policy is in conflict with the local laws, rules and regulations of any entity, and makes such provision invalid or unenforceable, then such local laws, rules and regulations will prevail. If any entity has adopted stronger practices than this policy or prevailing customs, the stronger practice shall apply.

**Guidelines:**

Indorama is committed to the highest standards of product safety, quality, and business integrity in order to meet our customers’ expectation and to achieve Customer Delight.

The Company wins and maintains long-term customer relationships based on the quality and value of its products and services. So, it is critical that we market them responsibly and sell on their legitimate features and benefits. Our customers trust our word because we demonstrate integrity and honesty in our activities. We create value for our customers because we provide the information they need to make the best purchasing decisions. It is never worth the risk to our well-won reputation to engage in any inappropriate marketing practices.

- (a) We are committed to developing and providing quality products for our customers;
- (b) We are committed to do research and development on our products on a regular basis in order to control our product quality and provide new products for our customers;
- (c) We will provide accurate information to customers without misrepresentation;
- (d) We respect individual rights of customers and will keep customers’ information confidential;

- (e) We provide channels for customers to file complaints relating to the quality of products and services and try our best to promptly address their complaints; and,
- (f) We provide support for various activities in order to strengthen and maintain a good relationship with all our customers.

*[end]*