

Product Stewardship and Treatment of Customers Policy

Indorama is committed to the highest standards of product safety, quality and business integrity to meet customer expectations and achieve customer delight. Our Product Stewardship approach is designed to minimise health, safety, environment, and social impacts of products and is monitored for continual improvement.

Indorama wins and maintains long-term customer relationships based on the quality, safety, and value of its products and services, and we market our products responsibly and 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 and service that they need to make the best purchasing decisions and ensure safe use of products.

We are committed to:

- developing and providing quality and safe products for our customers;
- assessing and managing potential health, safety, environmental, and social risks associated with our products;
- innovating to develop and provide new products for our customers;
- providing accurate information to customers and supply chain partners without misrepresentation;
- respecting the individual rights of customers, including maintaining the confidentiality of customer information;
- providing channels for customers to file complaints relating to the quality and safety of products and services, and promptly addressing any complaints;
- providing support for activities that strengthen and maintain a good, long-term relationship with our customers and supply chain partners.

Each Indorama business will implement this policy. We will share good practices throughout the organization and will measure and report progress and performance on a periodic basis.

This policy will be reviewed every 2 years.