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		Corporate : Reference Document	
Document #:	DOC-28917	Revision:	21
Document Owners:	Melissa Di Benedetto	Effective Date:	Aug 20, 2025
Title:	Formerra QMS Overview		

Location(s)	Romeoville, IL; Littleton, MA; Mississauga, Ontario; Rancho Cucamonga, CA; Saltillo, Mexico; Shanghai, China; Corporate Logistics 3PW
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Dear Valued Customer,

Thank you for your interest in our Quality Management System (QMS). This document expands upon the information located at www.formerra.com to provide customers with frequently requested information. In lieu of completing customer-supplied documents, this resource provides customers with details pertaining to our commitment to quality and focus on the customer experience. Customer requirements not covered within should be submitted to Formerra for review, prior to order placement. Please contact your account manager for assistance in the quality agreement process.

Formerra is an independent performance material solutions distributor. We do not manufacture any raw materials, nor do we mold any parts or final products. In addition, we do not make any alterations to the products we distribute upon arrival in our third-party warehouses or at the time of delivery to our customers. Over the past 100 years, our company has operated under different names including M.A. Hanna, The Geon Company, PolyOne Distribution, and Avient Distribution. We have been operating as Formerra since 11/1/2022.

General Information:

Formerra Taxpayer ID Number: 92-0266140

D&B DUNS#:

- Formerra LLC (Headquarters): 11-883-6925
- Canada: 24-329-1977
- Saltillo, México: 81-664-1039
- Shanghai, China: 54-298-2243
- Ireland Ltd: 98-562-8069
- UK Ltd: 22-051-1812

Revenue Canada No. 989 45 1794

SIC/NAICS: 5162/424610

Standard Payment Terms: Net 30

Remit to Lockbox: Formerra, LLC PO Box 735499 Chicago, IL 60673-5499

Number of Total Employees: 360

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Chief Executive Officer: Cathy Dodd

Terms and Conditions of Sale: Located [here](#)

Form W-9: Located [here](#)

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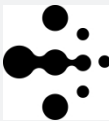
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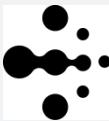
Business & QMS Alignment

Formerra 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. Formerra 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 considering the internal and external issues, we analyze pertinent information to determine potential impact within our context and subsequent customer/organizational success. Formerra will monitor and review internal and external information to ensure that a continual understanding of each group's requirements is 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.

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

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Business Continuity Plan

Formerra has developed a Business Continuity Plan to safeguard the interests of our customers and suppliers in the event of business disruption. The timing and impact of disruptions are unpredictable, so we have built flexibility into our plan to respond to actual events as they occur.

We strive to quickly recover and resume normal business operations, given the scope and severity of the business disruption. First and foremost, we will respond by safeguarding our employees and property also allowing our customers to transact business. Our Business Continuity Plan addresses initial damage assessment, operation restoration, disaster declaration, loss of system/communications, initializing temporary operations and facility restoration.

The information contained within this document is a summary of our plan. Since it contains confidential information, our Business Continuity Plan is not shared publicly. If a copy is required, please send a request to Quality@formerra.com. All requests require a non-disclosure agreement, which will be reviewed and agreed upon prior to releasing any additional information.

Certificates of Analysis

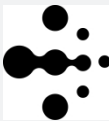
Customers may opt to receive a certificate of analysis (COA) electronically and/or printed with each shipment. Formerra's vendors generate COAs containing Formerra purchase order information. Since vendor COAs do not contain Formerra's customer information, we provide customers with a COA document summary or packing list containing the customer's specific order details.

Change Notifications

All change notifications received from our supplier partners are promptly communicated to our customers that have purchased the material(s) in the prior 24 months. Examples of the types of notifications Formerra receives from the product manufacturer include changes in product formulation, raw material vendor changes, basic methods of manufacturing changes, packaging/label changes, manufacturing facility location changes, product name change, product discontinuation along with mergers and acquisitions.

Code of Conduct

Formerra shares your commitment to ethical, respectful, and legally compliant operations. Our commitment is reflected in our Code of Conduct and related policies, which include provisions regarding respect for all, integrity in the workplace and marketplace, and corporate social responsibility.

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In addition, Formerra is committed to environmentally sound solutions and stewardship to meet the needs of the present without compromising future generations' ability to meet its needs. Formerra expects its suppliers to adopt similar policies consistent with its guiding principles. Our [Supplier Code of Conduct](#) details these requirements. Together, these policies represent our firm commitment to supplier responsibility.

Continuous Improvement

Formerra is a continuous improvement organization. The value of continuous improvement permeates all functions within Formerra and including our executive leadership team. 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.

Control of Externally Provided Processes, Products and Services

Formerra prioritizes the importance of selecting partners who exemplify the highest quality standards, which is reflected in our selection and evaluation processes.

All third-party warehouses store materials in stable environments. Medical materials are only stored at supplier approved warehouses. Materials with a shelf life are monitored to prevent the release of expired materials. Most of the warehouses in our network are ISO 9001:2015 certified and/or GMP certified. Formerra's evaluation process includes internal audits of the warehouses to confirm compliance with the ISO 9001:2015 standard.

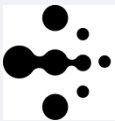
Formerra engages in distribution agreements with our material suppliers to establish terms and conditions. Supplier performance is monitored and covers topics such as on-time arrival, customer complaints, and vendor responsiveness. Our Product Management team regularly participates in business reviews with suppliers to discuss past performance and future needs.

CTPAT Certification

Warehouses utilized by Formerra meet the CTPAT Minimum Security Criteria and follow standard supply chain security practices.

Customer Specifications

Suppliers provide raw material specifications (raw material properties, acceptable ranges, test methods, etc.) on certificates of analysis, technical data sheets, or other documents.

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- Formerra references this information when determining whether customer specifications align with those identified by the supplier.
- Customers may define their own internal specifications and request approval by sending an email to Quality@formerra.com.

Note: Formerra is unable to process customer specification requests for certain manufacturers. Inquire if additional information is needed.

Environmental, Social, and Governance (ESG) Strategy and Targets

Formerra is developing its ESG strategy and targets. To help our customers better understand our status, we participated in the EcoVadis sustainability assessment. If your company participates in EcoVadis and would like to see our scorecard, contact your Account Manager. Until our company announces a formal strategy with improvement targets, the following information should be helpful.

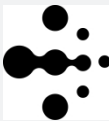
Environmental

Formerra is a distributor of materials. We do not produce any materials and do not own any of our office buildings. We utilize third party warehouses and freight companies to inventory and ship materials from our suppliers to our customers. We are working with these third parties to better understand our carbon footprint, energy efficiency, waste disposal management, and natural resource preservation.

Formerra offers a robust portfolio of sustainable solutions for our customers that can reduce carbon footprints, create circular economies, and reduce non-renewable resource depletion. Our Sustainable Solutions Line Card can be found on www.formerra.com.

- Recycle Content Solutions – Several chemistries with post-industrial recycle (PIR), post-consumer recycle (PCR), and ocean bound plastic (OBP) content
- Bio-Derived/Bio-Circular Solutions – Materials formulated at least in part from renewable resources or food and agricultural waste
- Biodegradable/Compostable Solutions – Materials that decompose in a natural environment or in an industrial or home composting environment
- Efficient Consumption Solutions – Materials that enable more sustainable practices with part production or in finished part use

Formerra is ISCC PLUS certified enabling us to distribute materials that blend sustainable and virgin fossil fuel feedstocks and require a mass balance approach. Our U.S. legal entity is currently certified, including 9 U.S. warehouses. Our ISCC PLUS certificate can be found on www.formerra.com.

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Social & Governance

Formerra has a Code of Conduct that outlines our policies for how we operate, including diversity and inclusion, discrimination and harassment, working conditions, accounting integrity, ethical practices, and data security. We also have a Supplier Code of Conduct that articulates our social, environmental, and ethical expectations for our Suppliers. These documents can be found on www.formerra.com.

IATF 16949 Certification

Formerra does not hold an IATF 16949 certification and has no plans to pursue this certification. Formerra does not manufacture products and thus is not eligible for this type of certification, which is reserved for automotive manufacturers. Because the definition of manufacturing shall be understood as “the process of making or fabricating production materials, production of service parts, assemblies, or heat treating, welding, painting, plating or other finishing services of automotive related parts” within the scope, this certification is not applicable to Formerra.

International Material Data System (IMDS)

At Formerra, we facilitate customer IMDS (International Material Data System) requests by working closely with our suppliers, who are responsible for manufacturing the products we distribute. The method selected for submission depends on the supplier and their level of participation.

IMDS submissions can be processed through two approaches:

1. Public Data Sheets:

General/public datasheets are intended for use across multiple customers and applications. Due to confidentiality protocols and system constraints, Formerra does not upload public or shared IMDS records directly into individual customer portals, as this could cause discrepancies in ownership, version control, and potential misuse. Instead, customers may reference the public IMDS record by its published IMDS ID and version for their internal use. Customers are provided with a reference letter and detailed instructions to create their own data tree within the IMDS system.

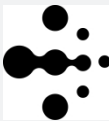
2. Customer Behalf Submissions:

The supplier creates an MDS (Material Data Sheet) within the IMDS, links it to the customer’s material, and submits it directly to the customer’s IMDS company ID. The customer is then responsible for reviewing and accepting or rejecting the submission within the system.

For IMDS requests, please contact your account manager.

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ISO 9001 Certification

Our organization originally obtained certification on October 12, 1995. A copy of our current ISO 9001:2015 certificate is available on Formerra.com.

Liability Insurance Certificate

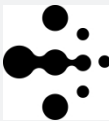
Certificates are available upon request by contacting Quality@formerra.com.

Locations

Formerra manages a warehouse network comprised of third-party providers. See the Control of Externally Provided Processes, Products and Services section for more information.

Formerra operates service centers, which are located within standard office buildings. We do not store or ship materials from any of our service center locations, listed below.

United States	
1250 Windham Parkway, Romeoville, IL, 60446 (Headquarters)	
Ph: (630) 972-0505	
305 Foster Street, Suite 105, Littleton, MA, 01460	
Ph: (978) 772-0764	
11400-A Newport Drive, Rancho Cucamonga, CA, 91730	
Ph: (909) 987-8899	
Canada	
5915 Airport Road, Suite 520 Mississauga, ON, L4V 1T1 Canada	
Ph: (905) 405-0003	
Mexico	
Blvd Jose Sarmiento 1515 int 6B Col Rancho de Pena, 25210 Saltillo Coahuila, México	
Ph: 52 (844)-8660000	
Europe	
Unit 5 Block 613, Jordanstown Road, Greenogue Business Park, Rathcoole, Co. Dublin, D24 WN93	
Ph: 44 07436 270195	
China	
2F, Block C 200 Jinsu Road Pudong, 201206 Shanghai, China	
Ph: 86 (0) 21 6028 4888	

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Nonconforming Materials

Formerra will not knowingly ship material that does not conform to the specifications without prior customer approval. If a customer has a material quality concern or believes material does not conform to the specification, the customer should segregate and hold the potentially nonconforming material pending further evaluation.

Formerra will request the customer provide details related to the potential nonconforming material within 10 business days of receipt, including but not limited to samples of the material and samples of products manufactured. Each party shall use commercially reasonable efforts to cooperate with the other party in the exchange of information required to investigate customer complaints. Formerra will take reasonable action to promptly investigate and respond to such complaints.

Production Part Approval Process (PPAP)

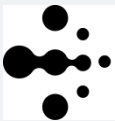
Since Formerra does not manufacture or test materials, we facilitate these customer requests with the suppliers who manufacture the materials. This excludes PPAP requests for materials not purchased from Formerra and generic materials as the bill of materials and manufacturer are unknown. Supplier participation in this process and the PPAP levels of submission are entirely determined by the supplier to align with their internal requirements and confidentiality concerns. As such, Formerra is unable to guarantee that PPAPs, including part submission warrants (PSWs), will be provided. Additionally, some suppliers do not provide PPAPs for material applications outside of the automotive industry.

Suppliers who participate in the process typically do not complete customer forms. On our customer's behalf, we will initiate the request; however, we cannot guarantee completion.

To request a PPAP, please contact your account manager.

Regulatory Compliance

We support our customers by facilitating the transfer of regulatory compliance documents from our suppliers to our customers that are actively purchasing the relevant materials. These documents include, but are not limited to: RoHS, Prop 65, and REACH statements. To request a regulatory document, send an inquiry to Quality@formerra.com. Advisory services are available to address questions; however, requests to complete customer regulatory documents cannot be fulfilled. Formerra does not manufacture any products or test materials for the various regulatory compliances. We rely on the information received from our supplier partners. We confirm that the information we provide to our customers is exchanged in the same format as received from the raw material manufacturer without changes, additions, or deletions.

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Technical Data Sheets (TDS) and Safety Data Sheets (SDS) for our key suppliers may be obtained by accessing [Formerra.com](https://www.formerra.com), without registration. However, registration is suggested, as it will allow access to customer specific information, including order tracking. To register, please click [here](#).

Trade Agreements

For United States-Mexico-Canada Agreements (USMCA) certificates, please contact the International Team at FormerraTrade@formerra.com.

Frequently Asked Questions

1.1 General Quality Management	Answer	Notes
Does Formerra have a quality manual? Will Formerra share it with customers?	Yes	Formerra maintains a quality manual; however, it is confidential and not shared externally.
Does Formerra have integrated quality system software?	Yes	Formerra uses ETQ Reliance.
Is CAPA integrated into the QMS?	Yes	CAPAs are maintained in ETQ and initiated for internal and external corrective actions.
Is there a target response time to corrective action requests?	Yes	The soft target of 60 - 90 days, depending on complexity and risk.
Are quality objectives clearly defined and widely communicated throughout the company?	Yes	Quality objectives are measured, reviewed, and communicated each month.
Are customers informed of delivery dates, late shipments and any other quality issues?	Yes	The CSR or Account Manager notifies the customer.
Does Formerra have a periodic management review meeting to review the company's QMS?	Yes	Management reviews are conducted annually.
Are documents required by the QMS controlled by a document control system?	Yes	Controlled documents are in ETQ.
Does Formerra have a system in place for record retention?	Yes	Records are retained according to internal and external requirements.
Does Formerra have a supplier rating/evaluation program?	Yes	Our emphasis is on critical supplier quality requirements. Overall impact to efficiency and effectiveness is assessed and monitored.
Does Formerra maintain an up-to-date approved supplier list?	Yes	It is stored within our ERP, SAP.



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Is there a process that identifies training and refresher requirements for all personnel affecting the quality of the product?	Yes	Training requirements are documented, and records are retained.
How is the suitability, adequacy, and effectiveness of the QMS determined?	See note	Internal and External Audit Results, Corrective Actions, Management Review and Opportunities for Improvement are evaluated and assessed to verify/validate the overall health of the QMS.

1.2 Customer Feedback	Answer	Notes
Are there written policies and procedures covering complaint investigations?	Yes	All customer complaints are processed in accordance with documented procedures and our integrated QMS software to facilitate requirements.
Is there a target response time to acknowledge a customer complaint?	Yes	Initial response is 48 hours.
Are customer complaints analyzed for possible trends on a routine basis?	Yes	Monthly.
Does the 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).
Are customer scorecards reviewed, and the appropriate action(s) taken?	Yes	Customer scorecards are recorded in ETQ, and corrective actions are taken, if necessary.

1.3 Audits		
Is Formerra willing to permit on-site customer audits?	Yes	On demand audits are not permitted. All audits must be approved by Formerra no less than thirty (30) days in advance. A valid non-disclosure agreement is required.
Is Formerra willing to share the results of 3rd party audits with customers?	No	This information is not shared externally.
Is an effective internal auditing program in place?	Yes	As required by the ISO 9001:2015 standard.

1.4 Facility & Maintenance



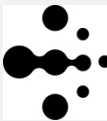
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Is there a sanitation program, which includes waste disposal?	Yes	Housekeeping programs are maintained at all facilities.
Are there procedures in place to prevent infestation by rodents, birds, insects, and other vermin?	Yes	Maintained through 3rd party pest control and according to GMP practices, as required.

1.5 Nonconforming Materials	Answer	Notes
Is there a documented procedure for handling non-conformances?	Yes	The procedure requires labeling/segregation of nonconforming materials to prevent release to customers.
Are adequate steps taken to prevent recurrence of non-conformances?	Yes	Our nonconforming material management and CAPA processes require root cause analysis and adequately defined actions.
Will Formerra release identified nonconforming materials?	See note	Only upon request. This deviation requires the customer sign a waiver.
Are customers notified when non-conforming products may have been inadvertently shipped?	Yes	We notify customers as soon as it is determined that nonconforming product may have been inadvertently shipped.
1.6 Materials, Storage, Handling & Traceability		
Where traceability is required and applicable, does the company have a procedure to provide unique identification of individual products or batches?	Yes	SAP controls identification and traceability. Vendor lot numbers and Formerra batch numbers are traceable to the materials in SAP.
Does Formerra have controlled and monitored storage conditions to ensure packaging is able to withstand environmental extremes and materials are not damaged or deteriorated?	Yes	
Is material clearly identified 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?	Yes	Proper precautions are taken to secure areas.
Is First In, First Out (FIFO) inventory management practiced?	Yes	

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1.7 Receiving, 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 products are shipped?	See note	Information includes, but not limited to, a CoA, SDS, Batch #, BOL, and Customer Specific Information.
1.8 Quality Control Testing		
Are Certificates of Conformity / Analysis provided with each shipment?	Yes	The customer determines if the certificates are received with delivery or electronically via email.

Formerra QMS Documentation by ISO 9001:2015 Clause

4.0 Context of the organization

DOC-30524, Formerra Corporate Quality Manual

5.0 Leadership

DOC-30713, Quality Policy

DOC-32606, Formerra Environmental, Health and Safety (EHS) Policy

6.0 Planning

DOC-30516, Quality Objectives and Planning to Achieve

7.0 Support

DOC-02482, Training Procedure

DOC-30477, Good Documentation Practices

DOC-30184, Documented Information

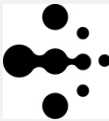
DOC-28791, Record Retention Matrix

8.0 Operation

DOC-01531, Contract Review Work Instruction

DOC-09366, Lot Traceability

DOC-30504, Control of External Providers

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DOC-07848, Supplier Corrective Actions Process
 DOC-30500, Global Supplier Quality Manual
 DOC-04329, Formerra Change Notification Policy
 DOC-04153, Formerra Business Continuity Plan
 DOC-30316, Customer Complaint Handling
 DOC-13958, Control of Nonconforming Product

9.0 Performance Evaluation

DOC-30151, Internal Audit
 DOC-02512, Quality Objectives
 DOC-11522, Customer Scorecard Process
 DOC-30126, Management Review
 DOC-29027, Cost of Quality

10.0 Improvement

DOC-30126, Management Review
 DOC-30241, Nonconformity & Corrective Action

If you have any additional quality requirements, please contact your account manager. Thank you for your continued support of Formerra.

Sincerely,

Formerra
 1250 Windham Parkway
 Romeoville, IL 60446
 Tel: 630.972.0505
www.formerra.com
 Email: Quality@formerra.com