Procurement Excellence
the synthomer way
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Synthomer is one of the world’s foremost suppliers of water-based polymers and has leadership positions in many markets. Our polymers help customers create new products and enhance the performance of existing products in key industries such as coatings, construction, textiles, paper and synthetic latex gloves. With the acquisition of Omnova Solutions in 2020, Synthomer grew its global manufacturing network, expanded its product portfolio and its geographical presence.
Introduction

Synthomer has its global headquarters in London, UK, and provides customer focused technical services from regional centres in Harlow, UK; Marl, Germany; Kluang, Malaysia and Beachwood, OH USA. Synthomer is committed to operating its business in an ethical and environmentally sound manner. It has been committed to the International Council of Chemical Associations’ (ICCA) Responsible Care project since the early 1990s and in August 2019 committed to the principles of sustainable development as set out in the UK Chemical Industries Association (CIA) ‘Vision of Sustainability’.

As a major chemical manufacturer, we continuously seek to improve our standards, work within and uphold our Group policies and reduce the impact of our own operations and that of our value chain.

As a global chemical business, we recognise our key sustainable impact areas as:

• **Human Health**: no accidents or incidents or adverse health impact of those who work in, or live near, our operations or to anyone who uses our products. The safety of our raw materials and finished goods during their transit, unloading, storage, use and disposal

• **Consumption of Natural Resources**: the reduction of our consumption of the world’s natural resources through product, process and packaging improvements by working with our suppliers and stakeholders to reduce and mitigate our sustainability impacts through quality management and innovation

• **Environmental emissions**: the reduction of our environmental emissions, particularly carbon emissions contributing to climate change, from our site operations in the manufacture of our products, their use and disposal and the inbound and outbound logistics chain

• **Human Rights**: to uphold the Rights of all people who work or live near our operations or within our value chain. Supporting the aims and objectives of the relevant legislation on the supply of conflict minerals by not knowingly procuring specified metals that originate from high risk areas

• **Ethical Governance**: to reduce and manage the risks of bribery, corruption and anti-competitive behaviour and trading with sanctioned countries
Sustainable procurement is defined by Synthomer as, **meeting the needs of our company and stakeholders through the best-value sourcing of products and services that balances safety, environmental, social and ethical aspects over the whole product or service lifecycle.**

Synthomer sees this as essential and efficient business practice, which is integral to the way we work. It helps us to make properly informed and balanced decisions when buying the products and services from our Suppliers that we need for our business.

The term Supplier is used in this document to mean the provider of materials, products, equipment, site works or other services. It is used as a collective term for a material or equipment supplier, sub-contractor, trade contractor, consultant or professional service provider.

Synthomer will only do business with responsible Suppliers who adhere to our Code of Conduct or its own codes or policies setting equivalent standards, understand the nature of the products, materials and services they are supplying, and who recognise their responsibility, as we do, to protect the environment and foster good relations with their employees and local communities.
Our Vision and Values

Synthomer has a set of Core Values and Behaviours that describe what we aspire to as a company and what is expected of our employees and stakeholders. We have revised and embedded these within our business to become ‘our guiding compass’:

Synthomer Core Values are:

- **SHE**
  - “We always have time to work safely”
- **Accountability**
  - “We deliver our promises”
- **Innovation**
  - “We welcome change & new ideas”
- **Integrity**
  - “We act with integrity & show respect”
- **Teamwork**
  - “We are stronger as ONE team”

We consider these to be at the centre of how we operate and to directly support our sustainability aims and objectives.
Aims and Objectives

Our Sustainable Procurement aim is,

To have a robust approach to identify, manage and minimise the safety, environmental, social and ethical impacts of our business value-chain underpinned by a commitment to continuous improvement.

This is achieved through our procurement teams, supported by their colleagues, having the accountability, empowerment and resources needed. The procurement team has the competent organisation, leadership and business processes and governance to facilitate this aim. We seek to influence our Suppliers to minimise their impact and will collaborate to achieve our aims. This is done by building trust and long-term relationships which is beneficial to both parties.
To support our sustainable procurement Aims and Objectives, Synthomer has aligned to the UN sustainable development goals, UNSDGs. The key UNSDGs where we contribute are:

- **SDG 3**: Good Health and Wellbeing, Ensure healthy lives and promote well-being for all at all ages
- **SDG 6**: Clean Water and Sanitation, Ensure access to water and sanitation for all
- **SDG 7**: Affordable and Clean Energy, Ensure access to affordable, reliable, sustainable and modern energy
- **SDG 8**: Decent Work and Economic Growth, Promote inclusive and sustainable economic growth, employment and decent work for all
- **SDG 9**: Industries, Innovation and Infrastructure, Build resilient infrastructure, promote sustainable industrialization and foster innovation
- **SDG 12**: Responsible Consumption and Production, Ensure sustainable consumption and production patterns
- **SDG 13**: Climate Action, Take urgent action to combat climate change and its impacts

The three targets for Procurement to contribute to the overall aims and objectives are in summary:

1. Ensure that our Suppliers and stakeholders know about this policy
2. Have the appropriate risk assessment tools to identify our high-risk Suppliers
3. Ensure that these high-risk Suppliers are adhering to this policy

**Target 1**
**Policy Awareness and Communication**
We will communicate this policy across the global procurement team, wider business and stakeholders. We will deliver training to our procurement team on sustainable procurement focusing on our key risk areas during 2021. We will make this policy available and accessible for both internal and external stakeholders.

**Target 2**
**Supplier Sustainability Risk Assessment and Qualification Standards**
We will define our main sustainability risk areas of our supply-base and strengthen our sustainability risk assessment tools to segment our supply-base by these risk areas to identify our high-risk Suppliers. We will establish our minimum standards for these Suppliers and ensure that our supplier qualification, selection and management processes are appropriate and adequate to manage the identified risks.

**Target 3**
**Supplier Audit and Assessment**
We will evaluate our key supplier performance against our minimum standards through internal or third-party audits.
# Action Plan

To achieve the targets above, we have developed the following Action Plan:

**Policy Awareness and Communication**

<table>
<thead>
<tr>
<th>Action</th>
<th>When</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Create within global Procurement a new Procurement Excellence team</td>
<td>Q3 2020</td>
</tr>
<tr>
<td>that will lead on the Sustainable Procurement targets and be resourced</td>
<td></td>
</tr>
<tr>
<td>to deliver on our aims</td>
<td></td>
</tr>
<tr>
<td>2. Communicate and embed this policy and commitments across the</td>
<td>Q4 2020</td>
</tr>
<tr>
<td>global procurement teams though the awareness and commitment of the</td>
<td></td>
</tr>
<tr>
<td>procurement leadership team</td>
<td></td>
</tr>
<tr>
<td>3. Publish this policy on internal and external forums</td>
<td>Q3 2020</td>
</tr>
<tr>
<td>4. Deliver training workshops for the Procurement teams on</td>
<td>Q4 2021</td>
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<tr>
<td>Sustainable Procurement</td>
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**Supplier Risk Assessment and Qualification**

<table>
<thead>
<tr>
<th>Action</th>
<th>When</th>
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<tbody>
<tr>
<td>1. Define our main sustainability risk areas aligned to the UNSDG</td>
<td>Q3 2020</td>
</tr>
<tr>
<td>goals through stakeholder consultation and reference to industry</td>
<td></td>
</tr>
<tr>
<td>sector good practice</td>
<td></td>
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<tr>
<td>2. Strengthen our sustainability risk assessment tools to segment our</td>
<td>Q4 2020</td>
</tr>
<tr>
<td>supply-base and identify our high-risk Suppliers</td>
<td></td>
</tr>
<tr>
<td>3. Establish our minimum standards for these Suppliers and ensure</td>
<td>Q1 2021</td>
</tr>
<tr>
<td>that our supplier qualification, selection and management processes</td>
<td></td>
</tr>
<tr>
<td>are appropriate and adequate to manage the identified risks</td>
<td></td>
</tr>
<tr>
<td>4. Review our controls on trading with sanctioned countries</td>
<td>Q1 2021</td>
</tr>
</tbody>
</table>

**Supplier Audit and Assessment**

<table>
<thead>
<tr>
<th>Action</th>
<th>When</th>
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<tbody>
<tr>
<td>1 Create KPI’s on the qualification of new Suppliers and ensure that</td>
<td>Q4 2020</td>
</tr>
<tr>
<td>the processes are appropriate and adequate for our identified</td>
<td></td>
</tr>
<tr>
<td>sustainability risks</td>
<td></td>
</tr>
<tr>
<td>2. We will evaluate our highest-risk Supplier performance against our</td>
<td>Q2 2021</td>
</tr>
<tr>
<td>minimum standards through internal or third-party audits</td>
<td></td>
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Supporting Policies

The following are the relevant supporting business policies that complement this Policy:

- Global Procurement Policy
- Group Safety, Health and Environment Policy
- Code of Conduct
- Modern Slavery Act Statement
- Board Statement on Diversity
- Group Policy: Quality and Business Success
- Group Policy: Risk Management
- Conflict Minerals Policy Statement

Monitoring and Review

This Policy will be reviewed and updated annually with the procurement leadership team, cross-function stakeholders and consultation with the Sustainability Committee.

Commitment and Accountability

The VP Procurement has overall responsibility for this Policy. The Procurement Excellence team within the global procurement team are responsible for the delivery of the targets and the action plans within it working with the wider procurement team and stakeholders as needed. The targets and actions will form part of the Global Procurement Leadership Team Targets and be included in the personal objectives of the team members as part of the annual personal development and appraisal process.

Under the Code of Conduct there is guidance on how to escalate concerns, issues or for support in making the right decisions. In addition, there is also access for all employees and stakeholders to an external anonymous ethics helpline: synthomer.ethicspoint.com
To achieve our sustainability aims and objectives Synthomer has the following Sustainable Procurement Pillars that are detailed below:

- Safety, Health and Environmental Management
- Sustainable Sourcing
- Diversity, Human Rights and Equal Opportunity
- Quality Management
- Digitalisation
Safety, Health and Environmental Management

The management of the impact our activities have on Safety, Health and the Environment are a fundamental part of how we conduct our business. This is underpinned through our Group Safety, Health and Environment Policy.

Synthomer has an established safety management system that is built around the central core value and message that “We always have time to work safely”. This is supported by a clear set of principles and our Ten Golden Rules. These are:

- Look After Yourself
- Look After Each Other
- Effective Last Line of Defence
- Stop and Think
- Safe Workplace
- Safe Vehicle, Safe Driver
- Safe Processes and Operations
- Safe Systems of Work
- No Change Without Assessment
- Learning from Our Mistakes

Alignment with UNSDG Goals

The Safety, Health and Environmental Management Policy is primarily aligned to these three UNSDG goals:

- SDG 3: Good health and Wellbeing
- SDG 8: Decent Work and Economic Growth
- SDG 12: Responsible Consumption and Production

Aims/Objectives

Synthomer has three long-term goals in Safety, Health and Environmental Management:

- To have no accidents or incidents;
- To have no adverse impact on the health of those who work in, or live near our operations, or on the health of those who use our products; and
- To minimise any environmental burden created by our activities.
Health and Safety (Worker)
The above safety principles are contained within the Synthomer SHE Management System, under Guidance Selection 8 Permits and Rules - Selection and Control of Contractors. This requires all Synthomer sites to ensure that all Suppliers selected and engaged on site have the competency and resources to comply with our SHE Group Policy and requirements. This requires the Supplier to be approved and for an approved list or register to be maintained at all sites. It is the Site Manager’s responsibility to do this, working with the procurement team and often involves the Supplier being accredited to a recognised industry body, for example CHAS in the UK, and the use of software tools to track the competency and certification of individuals.

Our supply chain is empowered and committed to continuously improve these standards with us to ensure they remain leading standards. Suppliers must also ensure they maintain a trained and competent workforce appropriate to the duties they are undertaking.

Health and Safety (Products and Goods Supplied)
It is expected that our Suppliers understand the goods and services that they provide and comply to all the appropriate legal requirements and standards, for example, CE marking and provide the information and datasheets to allow for assessments in their use to be made, for example COSHH in the UK. All new chemicals or changes in use, planned on sites are subject to a documented risk assessment and approval process that covers regulatory, SHE, procurement and operations teams.

Health and Safety (Process Safety)
It is expected that our Suppliers provide raw materials, goods and services according to our required specifications and standards so as not to impact the safety of our processes. This is primarily managed through our Quality Management Systems and is further detailed under the Quality Management pillar.

Environmental Management
Suppliers shall work actively to help Synthomer lower the environmental impact of its operations and products appropriate to scale, sector and geography. This includes minimising impact on biodiversity, climate change and water scarcity. Suppliers, when requested, are expected to work with Synthomer on renewable raw materials via its innovation teams.

Suppliers shall have in place effective environmental management systems that are appropriate for the type and scale of their business and the services they provide, that identify and mitigate environmental risks.

Suppliers shall always look to optimise and look for opportunities to reduce consumption of natural resources and to improve energy efficiency. Suppliers are encouraged to use clean, low energy and cost-effective sources based on whole life value.
Carbon Emissions
Synthomer expects, where material, that its Suppliers will work towards understanding and measuring both the embodied, use phase carbon in the products and materials they supply, and the carbon associated with the activities they carry out on site. This will be achieved through early engagement with Suppliers, collaborative solutions in identified high impact areas and innovation from the supply chain.

Synthomer will request this information in tender documentation and the cost of carbon will be used as a measure that influences decisions made during the procurement process when material. Suppliers should note the most significant and cost-effective opportunities to reduce carbon emissions associated with their goods or services within their tender, providing supporting evidence as appropriate.

Materials
We expect our Suppliers to be aware and to promote materials with reduced environmental impact that is detailed further in our Sustainable Sourcing Pillar below.

Water
Suppliers shall support Synthomer in its commitment to reducing demand for, conservation and recycling of water resources. We will work with our supply chain to reduce water consumption where possible by:

- Avoiding water intensive activities
- Measuring water consumption
- Improving water efficiency

Suppliers should note the most significant and cost-effective opportunities to reduce water consumption to add value to their tender, providing supporting evidence as appropriate. Suppliers, where material, should also provide information on the embodied water of the products and materials they supply and provide information on high intensity water use in their supply chain especially in relation to water stressed areas.

Use of recycled and secondary materials
Suppliers shall reuse materials wherever viable and maximise the use of recycled or secondary content in products and packaging. Where applicable, they shall provide evidence of recycled content alternatives in their submitted tender.
Reducing waste
Suppliers shall have responsible waste management practices within their organisation to reduce waste where possible, re-use or recycle where feasible and dispose in other appropriate stream to ensure no pollution to the environment. Suppliers shall also support Synthomer in its commitment to delivering zero waste to landfill. Where practical, all products supplied will be able to be reused, recycled or recovered, closing the loop as far as possible. They shall provide evidence on waste reducing actions and other opportunities to reduce waste in any submitted tender where appropriate.

Protection of assets, property and equipment
Synthomer safeguards and protects its assets from damage, theft, loss and misuse, as they are essential to our business. Suppliers are required to respect the assets of Synthomer and its stakeholders and only use assets belonging to Synthomer and others as and when appropriately authorised.

Packaging
Use of packaging should be minimised to that required to be fit for purpose. As a preference, packaging should be made from materials that can be reused (e.g. plastic returnable transit packaging). All packaging materials must be able to be recycled or recovered by commonly available methods. Suppliers where required by Synthomer, should take back or recover any packaging and reuse, recycle or dispose of it in a responsible way.

Transport
Synthomer encourages Suppliers to use low emission transport modes including considering the use of rail or barge where appropriate. In addition, Suppliers shall aim to optimise transport efficiency and minimise transport distances through effective planning and in the use of telematics. Driver training and competency, particularly in the handling of hazardous materials is a key requirement.

Associated targets/KPI’s
Synthomer has long established Group Targets and KPI’s across Safety, Health and Environment Management which are found within the Group Annual Report and Sustainability Report.

Supplier Minimum Requirements
Our Suppliers are required to understand and adhere totally to our Safety Principles and Golden Rules and to work actively to prevent workplace accidents and work-related ill health whilst on our sites.

Synthomer must be informed of any significant potential risks related to the products or services supplied.

Suppliers must ensure that all work is undertaken in accordance with relevant health and safety legislation (for example in the UK, https://www.hse.gov.uk). It is for the Supplier to support Synthomer to identify and demonstrate compliance with all relevant legislation both at the tendering stage and throughout the lifetime of the contract and to ensure that suitable monitoring, audit and review systems exist to demonstrate that compliance.
Synthomer considers that the need to co-operate and co-ordinate health, safety and environmental issues is central to successful health and safety management, therefore it is required that:

- Suppliers must provide all relevant safety documents relating to the work that they are tendering for, including risk assessments and method statements
- Important messages must be communicated through pre-start briefings providing the opportunity for effective two-way dialogue between workers, supervisors and management
- When requested, Suppliers must attend pre-start and other site meetings at which health, safety, and welfare matters pertinent to the work shall be discussed, agreed and formally recorded, ahead of being implemented on site
- Suppliers are encouraged to share best practice and innovation with Synthomer and others
- Health and safety goals, messages and vision should be shared, embraced and acted on by all
- Suppliers shall pro-actively report events, spillages, issues or concerns to identify opportunities for improvement and, through discussion, help to change behaviour

Suppliers must have in place effective Health and Safety management systems, appropriate for the nature and scale of their business and services provided, ensure compliance with health and safety law generally, as well as standards and codes specific to their area of work. Suppliers shall ensure that all occupational health and safety risks are mitigated by using appropriate risk management strategies and establishing a suitable assurance regime. Suppliers should seek to drive performance beyond management system requirements and demonstrate innovation and continual improvement.

**Sub-Contracting**

Suppliers are not permitted to use sub-contractors or other third-party organisations to supply products or services to Synthomer (other than those specified in their tender submission) without first gaining prior written approval from Synthomer.

Suppliers must ensure that any sub-contractors or other third-party organisations engaged by them are fully aware of and compliant with the aforementioned provisions by employing an appropriate prequalification and capability assessment approved by the Synthomer engaging person.
Sustainable Sourcing

Suppliers shall ensure that products and services are sourced and produced under a set of internationally acceptable environmental, social and ethical guidelines and standards. Suppliers in certain sectors or geographies are required to provide information to show full transparency on the origin of products and materials, including all stages of extraction, manufacturing and distribution and the identity of all parties in the supply chain. Where required, these must be disclosed at the tender stage.

Aims/Objectives

Concept of Life cycle costs

Synthomer’s objective is ensuring that the best value solutions are delivered. To achieve this, it requires its Suppliers to support life cycle cost analysis. Synthomer expects Suppliers to demonstrate the financial, social and environmental costs associated with the use and selection of their products, maintenance costs, energy/utility usage, durability and the support period for service and like-for-like replacement of products and components.

Synthomer will request this information in tender documentation and the lifecycle costs will be used as a measure that influences decisions made during the procurement process.

Alignment with UNSDG Goals

The Sustainable Sourcing Policy is primarily aligned to these three UNSDG goals:

- SDG 9: Industries, Innovation and Infrastructure
- SDG 12: Responsible Consumption and Production
- SDG 13: Climate Action

The tendering process and supply of information

Synthomer seeks to make the procurement process as transparent and fair as possible, within commercial and legal constraints.

Where appropriate, Suppliers will first need to be successful with a pre-qualification process to ensure our minimum requirements are met and to self-declare its acceptance to complying with our Code of Conduct. The evaluation criteria used during any tender or RFP process by Synthomer will include a range of criteria that will include sustainability criteria where pertinent alongside other specific requirements appropriate to the nature of the product or service being tendered. All Suppliers must be willing to provide information to Synthomer about a product’s or service’s social, environmental and ethical trade credentials. The Supplier should be prepared to disclose the locations of all and any of its facilities.

Payment terms

Synthomer is committed to pay its Suppliers in accordance with the agreed payment terms. For the UK, payment performance can be found on the Gov.UK portal, (www.gov.uk/check-when-businesses-pay-invoices). Suppliers have easy
access to our Payment Centres to update on the payment of invoices and an effective dispute resolution process.

Synthomer is investing in digital procurement and payment processes to provide improved visibility on payments.

**Products and materials**

Synthomer is working to evaluate the products and materials we buy and roll out wider minimum standards for sustainability.

- **Conflict Minerals**
  Synthomer’s policy is to be free of conflict minerals in all our business activities. For more information, please refer to our Conflict Minerals Statement.

- **Forest Products**
  Synthomer does not use significant quantities of forest products and we are reviewing whether to introduce minimum standards or 3rd party certification for some of these products that we do buy.

**Partnering and collaboration**

Synthomer may identify partnering opportunities to deliver services, carry out major projects or acquire supplies and equipment to realise the following benefits of collaboration:

- Better designed and efficient solutions with a lower cost and sustainability impacts
- Economies of scale and scope with access to new and scarce skills
- Sharing of best practice in the achievement of sustainability objectives
- Sharing of risk, reward and investment
- Improved processes ensuring joint objectives are taken into consideration
- Developing sustainable beneficial partnerships which will enhance our competitive advantage

**Associated targets/KPI’s**

Synthomer is in the process of developing targets for its sustainable procurement performance that will include as examples, No. of tenders with sustainability criteria included managed through its eSourcing tools, payment performance, etc.

**Supplier Minimum Requirements**

Suppliers must undertake to act in accordance with Synthomer’s Code of Conduct or its own codes or policies setting equivalent standards, in the performance of any agreement. This undertaking shall also include their own subsidiaries or sub-contractors. This means, amongst other things, that all products and services supplied must have been produced and supplied in compliance with all applicable laws and regulations throughout the entire supply chain.
Diversity, human rights and equal opportunity

Synthomer is fully committed to ensuring a fair, courteous and respectful treatment of its employees and values the strength and opportunities a diverse workforce brings to its global business. Synthomer expects and requires its Suppliers to do the same.

Alignment with UNSDG Goals
The Diversity, human rights and equal opportunity Policy is aligned to the UNSDG goal:
• SDG 8: Decent Work and Economic Growth

Aims/Objectives
Modern slavery
Synthomer aims for no human trafficking and no modern slavery within its supply chain and works in partnership to combat these threats. Suppliers shall comply not only with all domestic employment legislation but also with all applicable International Labour Organization (ILO) conventions and protocols and the United Nations’ Universal Declaration of Human Rights.

To meet this commitment Suppliers and their supply chains shall:
• Provide training and education opportunities for employees that support their work plans
• Not employ any person below the age of 15 or applicable higher legal minimum age
• Not use forced labour, slave labour or other forms of involuntary labour at their work sites
• Not allow any practice that would restrict free movement or freedom of association of employees

For more information please refer to our Modern Slavery Statement.

Diversity and Inclusion
Synthomer is committed to developing inclusive supply chains to remain sustainable and to help drive innovation. To develop and maintain this, we are committed to creating a diverse and inclusive workplace where there is no discrimination based on a person’s status such as race, age, sexual orientation, disability, religion or other factor protected by law for all our employees, customers and supply chain partners.

Associated targets/KPI’s
Synthomer provides reporting on diversity, human rights and equal opportunities, for example, gender mix which can be referenced in the Group Annual Report and Sustainability Report.

Supplier Minimum Requirements
All Suppliers shall note that not only must they undertake to work in accordance with Synthomer’s Code of Conduct or their own codes or policies setting equivalent standards, but they must also ensure that all factories and premises used in the manufacture and supply of products and services are working towards meeting the provisions of the Ethical Trading Initiative (ETI) Base Code, (www.ethicaltrade.org) or hold, where appropriate, SA8000® certification.
Quality Management

Suppliers shall have in place:

• Effective quality management systems appropriate for the nature and scale of their business and services provided.
• Systems to identify customer requirements and a measure of customer satisfaction
• Efficient and effective delivery processes that minimise waste

The Supplier shall inform Synthomer of any potential quality risks related to the products or services supplied.

Synthomer operates its own certified management systems to continuously improve areas including supply security, quality, environmental, health, safety and to manage risk. Being informed about supplier risks and opportunities plays a key part in Synthomer achieving continuous supply chain improvement and managing its risks. Synthomer’s ability to realise these improvements is reliant on supplier co-operation and participation in assessment activity.

Where defects in the product or service are identified, possibly via a complaint from Synthomer the Supplier shall investigate timely the issue and report to Synthomer its findings and shall implement appropriate correction(s) and corrective action(s) in order to prevent recurrence.

Alignment with UNSDG Goals

The Quality Management Pillar is aligned to the SDG goal:
• SDG 12: Responsible Consumption and Production

Aims/Objectives

Through robust quality management Synthomer ensures that it receives the correct raw materials to the correct specifications to ensure safe delivery and storage, to improve our resource efficiency and to reduce waste in our supply chain from non-conforming raw materials. By striving to be the preferred supplier-of-choice to our customers we drive innovation in more sustainable products and improve the efficiency and effectiveness of our customers processes and products.

Associated targets/KPI’s

Synthomer has long established Group Targets and KPI’s across its Quality and Business Success Management systems, for example number of complaints per 1,000 deliveries, On-time and In-full delivery metrics, and should be referred to within the Group’s reporting.

Supplier Minimum Requirements

Suppliers are expected to:

• Provide Synthomer or its authorised representatives with reasonable access and facilities upon reasonable notice at reasonable times in order to perform compliance audits or similar. This may also include the premises of the Supplier’s supplier chain, including sub-contractors’ premises
• Provide information for the purposes of examining and checking the Supplier’s (and relevant sub-contractor’s) compliance with the supply contract and our management systems
• Provide samples of products for evaluation when requested
• Participate in supplier development programmes if proposed as part of collaborative work and a strategic supplier relationship management programme.
Digitalisation

Synthomer requires its Suppliers to work towards digital ways-of-working and high standards of data security, for example, paper-less transactions, to improve business effectiveness and efficiency. Synthomer has selected procurement systems and platforms and it requires its Suppliers to cooperate fully and to participate in their development and deployment. For example, maintaining their own company’s profile and master data.

Alignment with UNSDG Goals
The Digitalisation Policy is aligned to and supports the SDG goals;
• SDG 9: Industries, Innovation and Infrastructure
• SDG 12: Responsible Consumption and Production

Aims/Objectives
To improve business agility, efficiency and productivity. To reduce errors and improve data quality and reporting to provide insights into performance improvements and risks.

Associated targets/KPI’s
Synthomer is in the process of developing targets for this area that will include as examples, No. of suppliers / transactions trading across its chosen platform, SAP Ariba Network.

Supplier Minimum Requirements
Follow Synthomer IT Security Policy, Principles and Rules when accessing or using IT systems.
These can be obtained from the IT and Procurement team.
Recognise and adhere to the local requirements of Data Protection to safeguard the rights of individuals in relation to the handling of personal data. Furthermore, suppliers and any third parties who hold, use or process Synthomer Personal Data, shall do so only in accordance with Synthomer’s instructions.
Safeguard confidential data or methods of working, not disclosing them to third parties without the express permission of Synthomer.
Procurement Excellence the synthomer way