

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.



CEO (Spandex Business)
8th June 2026

Environment and Climate Change Policy

We are committed to effective environmental management as an integral part of our business with the aim of minimizing impact on the environment and reducing our impact on climate change.

We will:

- comply with applicable national, regional, and local environmental regulations, and good international practice;
- develop, implement, and maintain environmental management systems aligned with our commitments and beliefs, and consistent with good international practice;
- establish and review targets to continuously drive environmental improvement;
- avoid, reduce, or mitigate impacts to the environment and neighboring communities, and where feasible improve and enhance environmental conditions;
- minimize the consumption of water, energy, materials, and other resources;
- recover, recycle, reuse, and reduce waste to minimize environmental discharge;
- design, construct, operate, and close storage facilities and other assets in compliance with applicable laws and regulations and in alignment with good international practice;
- conserve natural resources through process improvements, and by adopting environmentally friendly and energy-efficient technologies;
- minimize and mitigate biodiversity risks throughout our businesses and integrate biodiversity conservation with business needs throughout the project lifecycle
- assess our climate-related risks and implement mitigation and adaptation measures;
- establish programs to reduce our greenhouse gas emissions and achieve regional carbon abatement norms through renewable energy use, process improvements, innovative technologies, improved energy efficiency, and other measures;
- incorporate environmental principles in procurement processes, and through a life cycle approach where applicable;
- enhance awareness among our employees, service providers, and suppliers to act in an environmentally responsible manner.

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Community and Stakeholder Policy

At the core of our business philosophy is ensuring social well-being, adding value to communities, and respecting human dignity. We are committed to respecting the rights, cultures, customs, and values of employees and communities that may be impacted by our activities and will manage our businesses in a fair and equitable manner to meet our social responsibilities.

We will:

- comply with applicable national, regional, and local environmental regulations;
- develop, implement, and maintain environmental management systems aligned with our commitments and beliefs, and consistent with good international practice;
- establish and review targets to continuously drive environmental improvement;
- avoid, reduce, or mitigate impacts to the environment and neighboring communities, and where practicable improve and enhance environmental conditions;
- minimise the consumption of water, energy, materials, and other resources;
- recover, recycle, and reuse materials to reduce waste to minimise environmental discharge;
- design, construct, operate, and close storage facilities and other assets in compliance with applicable laws and regulations and in alignment with good international practices;
- conserve natural resources through process improvements and by adopting environmentally friendly and energy-efficient technologies;
- minimise and mitigate biodiversity risks throughout our businesses and integrate biodiversity conservation with business needs throughout the project lifecycle;
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Human Rights and Labour Policy

We are committed to protecting and respecting human dignity. We will conduct our business in a fair and equitable manner to meeting our social responsibilities, and we will respect the human rights of all our stakeholders in alignment with the United Nations Declaration on Human Rights.

We will:

- uphold human and labour rights aligned with national and international regulations as applicable;
- be compliant with labour laws of the countries in which we operate and promote fair working conditions as guided by international conventions;
- ensure employees are fairly and reasonably paid and remuneration structures are compliant with regulatory obligations of the jurisdictions in which we operate;
- have zero tolerance for any form of forced, compulsory, or child labour either directly or through contracted labour;
- recognize and respect employee rights to associate freely in accordance with applicable laws and regulations, and to collective bargaining;
- be an equal opportunity employer and treat all employees with respect and dignity, judging solely on their performance irrespective of race, religion, caste, gender, age or disability;
- implement policies and practices to respect the rights and interests of women and support diversity and inclusion in the workplace;
- eliminate harassment and discrimination and provide a mechanism to address worker grievances;
- respect and preserve the culture and heritage of local communities and socially vulnerable groups that may be impacted by our operations and work towards developing constructive relationships that seek broad-based support for our operations, including free, prior and informed consent of Indigenous Peoples if applicable;
- where appropriate, implement a human rights and security approach consistent with the Voluntary Principles on Security and Human Rights;
- work with government agencies to develop a common understanding and agreement to protect human rights in the event of any unforeseen situations and to protect our people and assets;
- regularly communicate social performance in an accurate, transparent, and timely manner.

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8th June 2026

Responsible Business Policy

We believe in business practices that provide benefits to society, ensure we act transparently and ethically, and address potential negative impacts associated with our operations. Our objective is to make positive contributions to the economic, environmental, and social progress at the locations in which we operate.

In addition to commitments detailed in our policies, we will:

- implement an Indorama Code of Conduct, including controls that cover conflict of interest, data privacy, cyber security, and addressing grievances;
- ensure suppliers act responsibly and achieve the commitments outlined in this policy and in the Indorama Group policies on human rights and labour, communities and stakeholders, and environment and climate change;
- implement a tax strategy that ensures taxes paid to respective governments are equitable;
- implement anti-bribery & corruption controls, including the prevention of facilitation payments;
- ensure a ban on price fixing activities or other anticompetitive agreements;
- ensure honesty, transparency, and integrity in dealings with governments, and maintaining proper conduct, responsiveness, impartiality, accountability, and respect;
- maintain the independence of Board members from Indorama or a subsidiary, through employment, business dealings, or as its auditor;
- implement a whistleblowing process to encourage and protect a person who exposes information or activity(s) that may be illegal, illicit, unsafe, or fraudulent.

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Health and Safety Policy

We are committed to the goal of zero harm and safe and healthy workplaces. The health and safety of our employees, service providers, and any other person who may be impacted by our operations is of paramount importance.

We will:

- comply with applicable national, regional, and local health and safety regulations, and good international practice;
- provide safe systems of work;
- maintain plant and equipment in a safe condition;
- incorporate health and safety criteria in the selection of service providers, technology, plant, and equipment;
- provide all employees and service providers with appropriate health and safety training;
- ensure reporting and investigation of incidents with a view to preventing recurrence;
- implement regular health surveillance and risk-based exposure monitoring to ensure the protection of employee and service provider's health;
- develop, implement, and maintain health and safety management systems aligned with our commitments and beliefs and consistent with world-class standards;
- monitor and prepare for health pandemics to protect our people and our business;
- drive continuous health and safety improvement through setting and reviewing targets using good international practices;
- promote a positive health and safety culture through effective communication, participation and consultation with employees and service providers;
- influence our service providers and suppliers to adopt principles and practices in alignment with our policies;

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