



Refining & Chemicals  
Total Research & Technology Feluy

POLYMERS

Feluy, June 2020

Dear Customer,

This letter responds to your request to give specific information regarding the Traceability of our polymers products.

We have therefore regrouped the following information to support our response.

Our operations are executed under the ISO 9001 requirements and in accordance with these also the topic of Traceability (chapter 8.5.2).

The traceability system is built on the fact that every polymer production lot has a specific unique lot number :

- Based on the lot number all information (product measurements, production measurements, used raw material, ...) can be retrieved based on date and time of production.
- All relevant product information are stored in interconnected digital systems and therefore data is secured and easily retrievable.
- All customers to whom a specific lot is shipped can be retrieved from the order management system (SAP).

In the Management system of our production plants, specifically under Internal Audit, the topic of traceability is captured by executing Internal Audits with the purpose to validate compliance versus our procedures that have been set-up to ensure traceability.

Best regards,

Marc Dufrenoy  
Quality Manager TOTAL Polymers Europe & Orient

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