

American Chemistry Council Comparison Table	Responsible Care Management System [®] (RCMS [®]) February 2019
RCMS:2013	RCMS:2019 (changes in <i>italics</i>)

The following table provides a comparison of the RCMS:2013 and RCMS:2019 Technical Specifications. This document is for guidance purposes only and not for use on audits. The official versions of the Technical Specifications and their requirements are found in RC101.04 (RCMS:2013) and RC101.05 (RCMS:2019).

<p>Introduction</p> <p>Responsible Care is the American Chemistry Council's (ACC's) comprehensive health, safety, security and environmental performance improvement initiative. ACC Member and Responsible Care Partner companies implement Responsible Care to effectively manage their operations and products and respond to stakeholder concerns. Implementation of Responsible Care[®] is an obligation for ACC member and Responsible Care Partner companies covering their U.S. asset base as defined by the ACC's dues formula.</p> <p>The ethical foundation of the Responsible Care initiative is based on the commitments American Chemistry Council members and Responsible Care Partners have made through the Responsible Care Guiding Principles. The Guiding Principles are personally endorsed by each ACC member and Responsible Care Partner company Executive Contact (e.g., CEO, President, etc.) upon admission into the ACC.</p> <p>Responsible Care Management System (RCMS) is an integrated health, safety, security and environmental management system based on the principles of Responsible Care and the Policy-Plan-Do-Check-Act continual improvement cycle. ACC members and Responsible Care Partners are required to demonstrate conformance to the requirements of this technical specification (beginning on page 6) or conformance to the RC14001[®] technical specification (RC151.06) as part of their overall Responsible Care obligations. Conformance is determined through an independent third-party audit conducted according to established ACC procedures which can be accessed at -----</p> <p>Responsible Care is a dynamic initiative which evolves to meet the expectations of the industry's stakeholders and the larger society. Information on ACC's current Responsible Care requirements (as of the publication of</p>	<p>Introduction</p> <p>(Changes to Introduction noted below)</p>
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<p>this document) to which its members and Responsible Care Partners subscribe can be found in Appendix 2 of this document. Since Responsible Care is based on the principle of continual improvement, parties implementing this management system model and/or conducting conformance audits can obtain the most current listing of program requirements at -----</p> <p>0.0 Management System Components</p> <p>Policy and Leadership Policy establishes an overall sense of direction and sets the principles of action for an organization. It sets the overarching goal as to the level of responsibility and performance required of the organization and against which all subsequent actions shall be judged. Responsibility for setting policy rests with the organization’s senior management.</p> <p>Planning An organization shall formulate a plan to fulfill its policy. The organization shall understand its hazards, risks and impacts, both inside and outside the fence line, including those related to the organization’s products. Planning is an ongoing process which can be impacted by numerous internal and external events and activities.</p> <p>Implementation, Operation, and Accountability For effective implementation, an organization shall develop the capabilities, support systems and resources necessary to achieve its policy, objectives and targets. Implementation is a dynamic continual improvement process. An organization shall focus and align its people, systems, strategy, resources and structure in order to achieve its objectives consistent with the Responsible Care Guiding Principles.</p> <p>Performance Measurement, Corrective and Preventive Action An organization shall measure, monitor and evaluate its performance. There shall be a system to measure and monitor actual performance against the</p>	<p>Planning An organization shall formulate a plan to fulfill its policy. The organization shall understand its hazards, risks and impacts, both inside and outside the fence line, including those <i>related to the organization’s activities, products, and services</i>. Planning is an ongoing process which can be impacted by numerous internal and external events and activities.</p> <p>Performance Measurement, Corrective Action and Continual Improvement An organization shall measure, monitor, evaluate and <i>continually improve</i> its performance. There shall be a</p>
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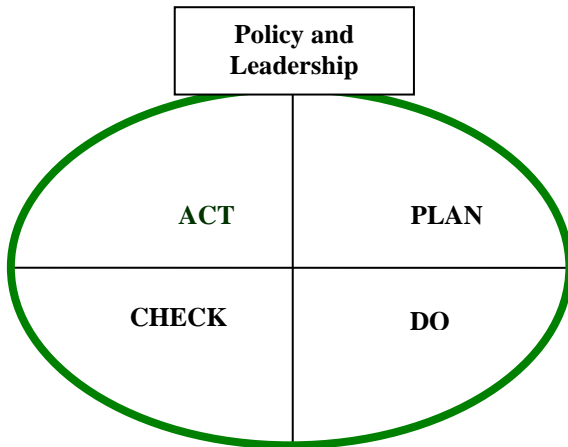
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organization's objectives and targets. Systems shall also exist to plan and implement appropriate corrective and preventive actions.

Management Review

The organization's management shall, at appropriate intervals, conduct reviews of the RCMS to ensure its satisfactory operation and promote continual improvement. This review shall be broad enough in scope to address the Responsible Care dimensions of its activities, products or services.



system to measure and monitor actual performance against the organizational objectives and targets. Systems shall also exist to plan and implement appropriate corrective actions *and improvement initiatives*.

Management Review

The organization's management shall, at appropriate intervals, conduct reviews of the RCMS to ensure its *effective* operation and promote continual improvement. This review shall be broad enough in scope to address the Responsible Care dimensions of its activities, products *and* services.

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	<p>New Text to follow Section 0.0's Plan-Do-Check-Act section</p> <p><i>The intended outcomes of an organization's Responsible Care management system include:</i></p> <ul style="list-style-type: none"> <i>— enhancement of Responsible Care performance;</i> <i>— fulfilment of legal and other Responsible Care-related requirements</i> <i>— achievement of Responsible Care objectives and targets.</i> <p><u><i>The auditable elements of the RCMS include:</i></u></p> <p><i>0.5 The organization shall determine the boundaries and applicability of the Responsible Care management system to establish its scope. Once the scope is defined, all activities, products and services of the organization within that scope shall be addressed by the Responsible Care management system.</i></p> <p><i>To achieve the intended outcomes, the organization shall establish, implement, maintain and continually improve a Responsible Care management system, including the required processes and their interactions, in accordance with the requirements of this Technical Specification.</i></p>
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(changes in *italics*)

1.0 POLICY AND LEADERSHIP

- 1.1 Senior management shall develop, document and implement a policy for the organization that recognizes Responsible Care, and shall communicate it to employees and other stakeholders as appropriate, and make it available to the public.
- 1.2 The policy shall be relevant to the nature, scale and impact of the organization's operations, products and processes.
- 1.3 The policy shall set a framework for establishing and reviewing Responsible Care goals, objectives and targets and shall include a commitment to continual improvement.
- 1.4 The policy shall include a commitment to comply with legal and Responsible Care related requirements to which the organization is subject or subscribes.
- 1.5 The policy shall promote openness with stakeholders.
- 1.6 The policy shall reflect a commitment to the Responsible Care Guiding Principles.
- 1.7 Senior management shall take accountability for the effectiveness of the Responsible Care management system and demonstrate visible leadership, commitment and involvement from senior management and other levels of the organization with respect to Responsible Care.

1.0 POLICY AND LEADERSHIP

- 1.1** Senior management shall develop, document and implement a policy for the organization that recognizes Responsible Care, and shall communicate it to employees and other stakeholders as appropriate, and make it available to the public. The policy shall:
- be relevant to the nature, scale and impact of the organization's operations, products and processes.
 - set a framework for establishing and reviewing Responsible Care goals, objectives and targets and shall include a commitment to continual improvement.
 - include a commitment to comply with legal and other Responsible Care related-requirements to which the organization is subject or subscribes.
 - promote openness with stakeholders.
 - reflect a commitment to the Responsible Care Guiding Principles (See Appendix -)
- 1.2** Senior management shall take accountability for the effectiveness of the Responsible Care management system and demonstrate visible leadership, commitment and involvement with respect to Responsible Care.

Guiding Principles will be included in an appendix.

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<p>2.1 The organization shall have a system to identify and evaluate health, safety, security and environmental hazards and assess and prioritize the risk associated with:</p> <ul style="list-style-type: none"> a) New and existing products; b) New and existing processes; and c) Changes to existing products and processes <p>Including:</p> <ul style="list-style-type: none"> i. Distribution, transportation and use of raw materials and products; ii. Activities associated with its operations including operational energy efficiency and waste minimization, reuse and recycling. 	<p>2.1 The organization shall have a system to identify and evaluate health, safety, security and environmental hazards and assess and prioritize the risk associated with:</p> <ul style="list-style-type: none"> a) New and existing products; b) New and existing processes; c) Changes to existing products and processes; d) Activities associated with operations; e) <i>Abnormal conditions and reasonably foreseeable emergency conditions;</i> f) Distribution, transportation and use of raw materials and products; <p>The organization shall <i>take into account</i> operational energy efficiency and waste minimization, reuse and recycling when identifying its hazards and prioritizing its risks.</p> <p><i>The organization shall communicate its prioritized risks among the various levels and functions of the organization, as appropriate.</i></p> <p><i>The organization shall maintain documented information of its:</i></p> <ul style="list-style-type: none"> — <i>prioritized risks; and</i> — <i>methodology used to determine its prioritized risks.</i>
<p>2.2 The organization shall monitor emerging health, safety, security and environmental concerns relevant to its business and maintain current information related to hazards and risks for:</p> <ul style="list-style-type: none"> • Products • Processes • Activities associated with its operations 	<p>No change</p>
<p>2.3 The organization shall have a system in place to review and determine the applicability of regulations, legislation and other Responsible Care related requirements to which the organization is subject or subscribes.</p>	<p>No change.</p>

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2.4 The organization shall have a process in place to assess stakeholder perspectives.	No change.
<p>2.5 The organization shall establish Responsible Care goals, objectives and targets as applicable for:</p> <ul style="list-style-type: none"> a) Products b) Processes c) Activities associated with its operations <p>These goals, objectives and targets shall be based upon the organization's prioritized risks, stakeholders' input and regulatory, legal and other Responsible Care-related requirements to which it subscribes. The goals, objectives and targets shall be:</p> <ul style="list-style-type: none"> • established for each relevant function; • reflect the organization's commitment to continual improvement; and • include timeframes and responsibilities for accomplishment. <p>The organization shall have a process to identify and assess program and organizational needs and to allocate resources to meet Responsible Care goals, objectives and targets.</p>	<p>2.5 The organization shall establish Responsible Care goals, objectives and targets as applicable for:</p> <ul style="list-style-type: none"> a) Products b) Processes c) Activities associated with its operations <p>These goals, objectives and targets shall be based upon the organization's prioritized risks <i>emerging concerns, business strategy</i>, stakeholders' input and regulatory, legal and other Responsible Care-related requirements to which it subscribes. The goals, objectives and targets shall:</p> <ul style="list-style-type: none"> • be established for each relevant function; • reflect the organization's commitment to continual improvement; and • <i>include timeframes, responsibilities, and resources for accomplishment.</i>
3.1 The organization shall document its Responsible Care Management System as necessary to ensure its effective implementation, maintenance and control. Documentation shall be legible, dated, readily identifiable and available.	<p>3.1 Documentation</p> <p>3.1.1 The organization shall maintain documented information determined as being necessary for the effectiveness of the Responsible Care management system</p> <p>3.1.2 Documentation shall be legible, dated, readily identifiable and available.</p> <p>3.1.3 The organization shall establish and maintain procedures for the identification, maintenance and disposition of relevant Responsible Care records, including training</p>

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	records, and the results of audits and reviews. (<i>previously in Element 4.7</i>)
<p>3.2 Consistent with the Responsible Care Guiding Principles, the organization shall establish and maintain systems to:</p> <ul style="list-style-type: none"> • manage its prioritized risks; • ensure safe operations and maintenance activities sufficient to achieve its policy, goals, objectives and targets; • protect the environment, conserve resources, protect worker health and create a safe and secure work environment; and • manage change for products, processes and activities associated with its operations, commensurate with risk. 	<p>3.2 <i>The organization shall establish, implement, control and maintain the systems needed to meet its Responsible Care management system requirements, manage its prioritized risks and achieve its intended outcomes by</i></p> <ul style="list-style-type: none"> - <i>establishing operating criteria for the process(es);</i> - <i>implementing control of the process(es), in accordance with the operating criteria.</i> <p>The organization shall establish and maintain systems to:</p> <ul style="list-style-type: none"> • manage change for products, processes and activities associated with its operations, commensurate with risk; • ensure safe operations and maintenance activities; • protect the environment and conserve resources; • protect worker health; and • create a safe and secure work environment.
<p>3.3 The organization shall establish, document and communicate responsibilities and accountabilities to meet the Responsible Care requirements it has set.</p>	<p>3.3 The organization shall establish, document and communicate responsibilities and accountabilities to meet its Responsible Care requirements.</p>
<p>3.4 The organization shall have a process in place to:</p> <ul style="list-style-type: none"> a) identify training needs; b) establish and maintain effective training programs; and c) verify competency for persons performing those tasks directly related to the organization’s prioritized EHSS risks. 	<p>3.4 The organization shall have a process in place to:</p> <ul style="list-style-type: none"> a) identify training needs; b) establish and maintain effective training programs; c) <i>define the necessary function-specific competence of person(s) doing work under its control that affects its Responsible Care performance and its ability to fulfil its regulatory, legal and other Responsible Care-</i>

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	<i>related requirements; and</i> <i>d) ensure that these persons are competent on the basis of appropriate education, training or experience.</i>
<p>3.5 The organization shall establish and maintain dialogue with employees and other stakeholders about its impact on human health, safety, security and the environment, its Responsible Care Management System performance, plans for improving the organization's performance and management of relevant risks for:</p> <ul style="list-style-type: none"> a) Products; b) Processes; and c) Activities associated with its operations. 	No change.
<p>3.5.1 The organization shall have processes:</p> <ul style="list-style-type: none"> a) to facilitate the flow of hazard and safe handling information along the value chain to support risk evaluation and risk management of its products; b) to facilitate the flow of appropriate guidance, information and/or training requirements along the value chain to support knowledge of the relevant risks and hazards associated with the organization's products, processes and activities; and c) for receiving such information from suppliers on goods and services used by the organization. 	No change.
<p>3.5.2 The organization shall have a process to make product safety and product stewardship information publicly available.</p>	No change.
<p>3.5.3 The organization shall participate in mutual assistance programs and sharing activities as embodied in Responsible Care.</p>	No change.

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<p>3.6 The organization shall involve employees in the development, communication and implementation of Responsible Care programs. The organization shall have a system to recognize the Responsible Care performance of employees.</p>	<p>No change.</p>
<p>3.7 The organization shall establish and maintain procedures to respond to accidents and emergency situations, and for preventing and/or mitigating the impacts that may be associated with them. These procedures shall include:</p> <ul style="list-style-type: none"> a) appropriate consideration of communications and community recovery needs; b) appropriate participation in the development, implementation and maintenance of community emergency preparedness plans; and, c) an appropriate process for responding to raw material, product, process, waste material and transportation incidents. <p>The organization shall periodically test these procedures where practical.</p>	<p>No change.</p>
	<p>new 3.8 <i>Commensurate with risk, the organization shall have a process, to select commercial partners, which takes into account Responsible Care or other environmental, health, safety or security performance and to work with them, as appropriate, to support continual improvement.</i></p> <p><i>Note: In this clause, "Responsible Care or other environment, health, safety or security performance" may include a broad range of criteria as determined by the organization.</i></p>
<p>4.1 The organization shall regularly monitor and measure key characteristics of its operations, products and activities that can have a significant effect on health, safety, security and the environment. This shall include the recording of information to track performance, relevant operational controls and conformance with the</p>	<p><i>4.1 The organization shall regularly monitor and measure Responsible Care-related performance, relevant operational controls and conformance with the organization's requirements.</i></p> <p><i>The organization shall determine what needs to be monitored and measured, the methods to be used,</i></p>

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<p>organization's Responsible Care goals, objectives, metrics and targets.</p> <p>The organization shall use relevant measures and records to analyze health, safety, security and environmental and other Responsible Care performance and trends.</p>	<p><i>and the criteria against which the organization will evaluate its Responsible Care performance.</i></p> <p>The organization shall use relevant measures and records to <i>periodically</i> analyze health, safety, security, environmental, and other Responsible Care performance and trends.</p>
<p>4.2 The organization shall periodically evaluate its compliance with relevant health, safety, security and environmental legislation and regulations as well as conformance with other Responsible Care-related requirements to which it subscribes.</p>	<p>4.2 <i>The organization shall:</i></p> <ul style="list-style-type: none"> • <i>determine the frequency that compliance with relevant health, safety, security legislation and regulation shall be evaluated;</i> • <i>determine the frequency that conformance to other Responsible Care-related requirements shall be evaluated;</i> • <i>evaluate compliance/conformance and take action, if necessary; and</i> • <i>maintain knowledge of its compliance/conformance status.</i>
<p>4.3 The organization shall have a process to conduct internal audits on the effectiveness of its Responsible Care Management System to determine whether or not it has been properly established, implemented and maintained. Audits shall occur at planned intervals and their frequency shall be determined commensurate with risks associated with the operations; results of previous audits; and changes to the management system.</p>	<p>4.3.1 The organization shall have a process to conduct internal audits of its Responsible Care Management System to determine whether or not it has been effectively established, implemented and maintained. Audits shall occur at planned intervals and their frequency shall be determined commensurate with risks associated with the operations; results of previous audits; and changes to the management system.</p> <p>4.3.2 <i>The internal audit program shall address frequency, methods, responsibilities, planning requirements and reporting of results. The organization shall:</i></p> <ol style="list-style-type: none"> <i>a) define the audit criteria and scope for each audit;</i> <i>b) select auditors and conduct audits to ensure objectivity and the impartiality of the audit process;</i> <i>c) ensure that the results of the audits are reported to</i>

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	<i>relevant management.</i>
4.4 Commensurate with risk, the organization shall have a process to work with as appropriate, review and assess customers, suppliers, contract manufacturers, carriers, distributors, contractors, and third-party logistics providers based on Responsible Care or other health, safety, security and environmental performance criteria that have been established by the organization.	4.4 <i>Commensurate with risk, the organization shall have an ongoing process to review and re-assess commercial partners based on Responsible Care or other environmental, health, safety or performance criteria that have been established by the organization.</i>
4.5 The organization shall periodically evaluate the effectiveness of its communications programs with its stakeholders.	No change.
<p>4.6 Non-conformity, corrective and preventive action</p> <p>4.6.1 The organization shall have a process to identify, investigate and assign significance to:</p> <ul style="list-style-type: none"> • Incidents and accidents relating to its products, processes and activities associated with its operations; • Instances of non-conformance with the Responsible Care Management System. <p>4.6.2 Based on the determined level of significance, the organization shall:</p> <ol style="list-style-type: none"> a) Identify root causes; b) Address and mitigate any adverse impacts; c) Initiate and complete corrective and preventive actions; d) Share key findings and associated corrective and preventive actions with relevant internal and external stakeholders; and e) Review efficacy of corrective and preventive actions taken. 	<p>4.6 <i>Nonconformity and corrective action</i></p> <p>4.6.1 The organization shall have a process to identify, investigate and assign significance to:</p> <ul style="list-style-type: none"> • Incidents and accidents relating to its products, processes and activities associated with its operations; • Instances of not fulfilling a requirement(s) of the Responsible Care Management System. <p>4.6.2 Based on the determined level of significance, the organization shall:</p> <ol style="list-style-type: none"> a) Identify root causes; b) Address and mitigate any adverse impacts; c) <i>Initiate and complete corrective action(s) that address the root causes;</i> d) Share key findings and associated corrective actions with relevant internal and external stakeholders; and e) Review effectiveness of corrective actions taken.

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<p>4.7 The organization shall establish and maintain procedures for the identification, maintenance and disposition of relevant Responsible Care records, including training records, and results of audits and reviews.</p>	<p>Moved to 3.1</p>
<p>5.1 Senior management shall periodically review its Responsible Care Management System and take action to ensure its continuing suitability, adequacy and effectiveness. This review shall address the possible need for changes to policy, goals, objectives and other elements of the Responsible Care Management System, changing circumstances and the commitment to continual improvement.</p> <p>Outputs from the management review shall include any decisions and actions related to possible changes to the policy, goals, objectives and targets and other elements of the Responsible Care management system.</p>	<p>Senior management shall periodically review the Responsible Care Management System and take action to ensure its continuing suitability, adequacy and effectiveness. This review shall address the possible need for changes to policy, <i>the extent to which goals, objectives have been met, changing circumstances, the effectiveness of actions taken to manage prioritized risks and the commitment to continual improvement.</i></p> <p><i>Outputs from the management review shall include conclusions and any decisions and actions related to possible changes deemed necessary, opportunities to enhance the alignment between the Responsible Care management system, resources and the strategic direction of the organization.</i></p> <p><i>The organization shall retain management review records, including the meeting dates, attendees, inputs and outputs.</i></p>
<p><u>Terms and Definitions</u></p>	
<p><u>Activities Associated with Operations</u> – A phrase referring to activities outside of or supporting traditional manufacturing processes. For example, a manufacturing process might be a batch production operation, while activities associated with that operation might include maintenance (planned, required, emergency, routine, and preventive/predictive), housekeeping, training, and other non-production-specific actions.</p>	<p>No change</p>
<p><u>Carriers</u> – Companies associated with the transport of products or raw materials. These may include, but are</p>	

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not limited to, railroads, marine transport, air, bulk trucks, standard freight trucks, less-than-truckload (LTL) shipments, and, in some instances, pipeline.	<u>Commercial Partner</u> - an entity who shares or takes part with another in a commercial venture with shared benefits and shared risks.
<u>Contractors</u> – A broad category that addresses companies associated with operations to assist the organization. Plant Contractors may include maintenance, construction, operations, security, landscaping, facility upkeep, janitorial, and a number of other functions. Organizational Contractors may also include consultants, administrative, accounting, and a number of other functions.	<i>Note: for Responsible Care purposes, commercial partners may include, but are not limited to, carriers, contractors, customers, distributors, logistics management providers, suppliers, toll manufacturers, waste disposal providers, etc.</i>
<u>Customers</u> – Sometimes identified as “direct product receivers.” Customers refer to those entities that the organization directly sells its products to.	
<u>Distributors</u> – These companies are used by the organization to sell (often after re-packaging) its products to multiple downstream users. Distributors are different than “resellers” who purchase a material and resell it under their own brand name.	
<u>Facilitate the flow of information</u> – Develop dialogue and working relationships with suppliers, customers, and others in relevant value chains, including two-way communications between producers and downstream customers.	No change
<u>Hazard</u> – Source of or situation that could result in harm in terms of human injury or ill health, damage to environment, property or the workplace or a combination of these	
<u>Nonconformance</u> – Any deviation from planned activities within a management system. For example, if the plant’s incident tracking system requires health and safety incidents to be recorded in a database within 48 hours of the occurrence, any incident that was not recorded or recorded after 48 hours would be considered a Nonconformance	<u>Nonconformity</u> - non-fulfilment of a requirement
<u>Risk</u> – Combination of the likelihood and consequence(s) of a specified hazardous event occurring.	No change

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<u>Prioritized Risks</u> – Arranging or addressing risks in order of importance	No change
<u>Product Safety</u> - Product safety management requires an understanding of intended product uses, a science-based assessment of potential risks from products, and consideration of the opportunities to manage product safety along the value chain. A key component of managing product safety by parties in the value chain is exchanging information regarding product hazards, intended uses, handling practices, exposures and risks.	No change
<u>Product Stewardship</u> - Product stewardship directs participants involved in the life cycle of a product to take shared responsibility for understanding, managing and communicating the impacts to human health and the environment that result from the development, production, use, distribution and end-of-life management of the product. This helps companies and their partners to promote safe and environmentally sustainable use of products.	No change
<u>Product stewardship information</u> - Information elements that may be made publicly available include, but are not limited to: <ul style="list-style-type: none"> • Chemical identity (or category description) • Uses - applications, functions • Physical/chemical properties • Health effects • Environmental effects • Exposure - exposure potential • Risk management - recommended measures <p>Other elements that might strengthen a company's stewardship message, may also be included.</p>	No change
<u>Responsible Care</u> – An international environment, health and safety performance improvement initiative of the chemical industry. Responsible Care is based on the concepts of continual improvement and openness in responding to the concerns of stakeholders about	No change

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<p>the industry’s operations and products. In the United States, Responsible Care is implemented by the member and Partner companies of the American Chemistry Council (ACC). ACC also includes a focus on security of manufacturing plants, the chemical supply chain and IT/cyber activities in its Responsible Care program.</p>	
<p><u>Senior Management</u> – At the company (organizational) level, Senior Management of the organization should be defined as the ACC Executive Contact. Senior management should have broad responsibilities in the company, typically over multiple businesses and product lines. At a plant site or a smaller company, Senior Management might be the plant manager or the Operations/Divisional Vice President to which the plant manager reports. While the definition of Senior Management may vary slightly from company to company, it should be clear that Senior Management is the person or persons with significant responsibility and authority concerning the organization’s operations.</p>	No change
<p><u>Stakeholders</u> – Person or persons impacted or potentially impacted by the organization’s operations. These may include employees, stockholders, neighbors, emergency responders, other industries, customers and other commercial partners, public at large, NGOs, regulators, and anyone else with a personal stake in the organization’s operations.</p>	No change
<p><u>Suppliers</u> – Most typically defined as providers of raw materials needed for the company’s production operations. This can also be defined as providers of maintenance chemicals, equipment, and, in some cases, services. For this reason, some companies define Contractors as a sub-category of Suppliers</p>	See note above on <i>commercial partners</i>
<p><u>Third-Party Providers</u> - Any company associated with an organization’s activities that do not clearly fall into the above categories. These may include warehouses, terminals, agents, logistics providers, etc. Other examples of third-party providers include, but are not limited to:</p>	See note above on <i>commercial partners</i>

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<ul style="list-style-type: none"> • <u>Toll Manufacturers (Tollers)</u> – Sometimes called Contract Manufacturers, these are companies employed to manufacture all or a portion of a company’s products and/or process a finished product in some way. For example, a Toller may provide full production assistance to address a short-term capacity issue or it may provide bagging service for a finished product manufactured in bulk. • <u>Waste Disposal Contractors</u> – A sub-category of Contractors associated with handling and disposal of an organization’s wastes. Waste Disposal Contractors include landfill operations, hazardous waste disposal facilities, waste hauling services, tank cleanout, and other functions associated with waste. 	
<p><u>Value Chain</u> - The chemistry value chain includes the full range of activities that are required to bring a chemistry related output from its conception to its end use (e.g. design, procurement, production, and distribution). Value chain activities can be contained within a single firm or divided among different firms, and can be contained within a single geographical location or spread over wider areas. (Includes products, processes, technology, etc.)</p>	No change
	<p><i>Operational energy efficiency</i> - Engineering accepted use of the term by the organization. Examples are conversion efficiency, energy required/energy used, output/input, theoretical energy used to operate/energy used to operate.</p>
	<p><i>Product Incident</i> - Occurrence arising out of or in the course of handling a product that results in injury or ill-health or has an impact on the environment or security.</p>
	<p><i>Corrective Action</i> – action(s) to eliminate the cause of a nonconformity and to prevent recurrence</p>