

**FOR IMMEDIATE RELEASE FOR FURTHER INFORMATION CONTACT:
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Kevin R. Huntsman
MASTIO
3300 Dale Ave., Suite 109
St. Joseph, MO 64506
Phone: (816) 279-5200
khuntsman@mastio.com

Press Release: MASTIO publishes the 2023 PE (HDPE & LLDPE/LDPE) Customer Experience Report.

MASTIO recently published the 2023 16th Edition of the industry-wide Polyethylene (HDPE & LLDPE/LDPE) Customer Value / Loyalty Benchmarking Study and is pleased to present its findings. The study was released to subscribers in mid-January. This new study provides results concerning polyethylene resin suppliers.

The 2023 study findings are based on interviews with 176 customers, which provided approximately 440 total observations. There were 10 companies that had enough ratings to be included in this 2023 report. The electronic edition allows the inclusion of all rated companies for additional analysis. The 2023 study also includes approximately 1,200 qualitative responses to ten (10) open-ended questions about individual suppliers. The data was collected by telephone interviews with key decision-makers in November 2023 and ending in January 2024. The study also asks several open-ended questions.

Top 5 Customer Needs

1. Competitive pricing.
2. Supplier is honest and trustworthy.
3. Lot-to-lot consistency.
4. Resin quality issues are resolved in a timely manner.
5. Proactive communication in the event of a potential supply problem.

Source: MASTIO 2023 PE Customer Value Study

MASTIO QUALITY AWARDS

The criterion MASTIO uses to recognize the best PE resin suppliers are:

- 1) Determined by the suppliers with the highest overall Customer Value Weighted Quality (Benefit) Score that have also met a minimum of 30 ratings.

Please note that companies need to meet the above criteria to be considered for the Mastio Quality Award.

OVERALL

Supplier
Baystar
Chevron Phillips
Dow
ExxonMobil
Formosa
INEOS
LyondellBasell
NOVA
Shell Polymers
Westlake

THE MASTIO QUALITY AWARD – Overall

Category	Overall Winner / Highest Score	Suppliers Who Exceed the Industry Benchmark
Overall Group	Chevron Phillips	Chevron Phillips ExxonMobil LyondellBasell NOVA

THE MASTIO QUALITY AWARD – HDPE Respondents

Category	Overall Winner / Highest Score	Suppliers Who Exceed the Industry Benchmark
HDPE Respondent Group	Chevron Phillips	Chevron Phillips ExxonMobil LyondellBasell NOVA

THE MASTIO QUALITY AWARD – LDPE-LLDPE Respondents

Category	Overall Winner / Highest Score	Suppliers Who Exceed the Industry Benchmark
LDPE-LLDPE Respondent Group	NOVA	Chevron Phillips ExxonMobil LyondellBasell NOVA

Mastio has accumulated over 35 years of experience in delivering actionable insights and impartial data, having successfully executed more than 900 projects and served over 350 clients across a spectrum of commodity-centric sectors. These include but are not limited to energy, utilities, transportation, logistics, plastics, chemicals, manufacturing, and service industries. Mastio maintains collaborative partnerships with numerous Fortune 100 and Fortune 500 enterprises.

For more information, contact Kevin Huntsman at 816-279-5200 or at khuntsman@mastio.com.

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