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Issue n°17 – March 2021

*The **VeryOne® Newsletter** has a main objective: to inform our partners about the world of fuels. We gather information on diesel fuels and crude oils and share it with you. We use our dedicated VeryOne® team to provide our customers with value added information on **Fuel additives' use**.*

VeryOne® Newsletter n°17 at a glance:

- **VERYONE OTD (On Time Delivery)**
- Retention samples of VeryOne® Cetane Improver
- Customers are very satisfied with their VERYONE deliveries!
- PLATTS organized its Annual Middle Distillates Virtual Conference on February 4th, 2021. VERYONE was on line!

HIGHLIGHT

VERYONE OTD (On Time Delivery)

VERYONE is committed to deliver high-quality service to its customers. Among our range of Key Performance Indicators, the On-Time Delivery rate is closely monitored every month and allows us to understand if we managed to deliver on the date agreed with our customers. If not, the reasons of a delay are **always analysed and solutions are sought to improve the service.**

Last year, we aimed at reaching 98.5% of On-Time Deliveries. We are thrilled to share our 2020 results with you : in addition to achieve our objective, we **exceeded it reaching an average OTD rate of 99.4%**.

This achievement is just an example of **what we can do, what we want to keep on doing for our customers**. And for that our Customer Service and Supply Chain department is **working on a daily basis on offering an OTD as close as possible to the excellence**.



VERYONE NEWS

Retention samples of VeryOne® Cetane Improver

VERYONE produces more than **70,000 tons of 2 Ethyl Hexyl Nitrate** (VeryOne® Cetane Improver) every year at its Sorgues site in France.

Every day, VERYONE's team collects samples of VeryOne® Cetane Improver during production and from intermediate storages, which are evaluated in the site's two laboratories. Firstly in the production control laboratory located in the manufacturing workshop, then in the central laboratory for further analysis according to **specifications guaranteed by VERYONE**.

VERYONE keeps samples of each batch of VeryOne® Cetane Improver produced on site for a minimum of **two years**. Some samples are kept **more than 10 years** to check any potential evolution of the product over the time. VERYONE also keeps samples taken regularly from its remote storage sites worldwide.

VERYONE would like to remind you that **the guaranteed shelf life of the VeryOne® Cetane Improver is 2 years from the date of manufacture**.



Yannick CHEMIN (Veryone's HSE Specialist) - photo taken in February 2020

Customers are very satisfied with their VERYONE deliveries!

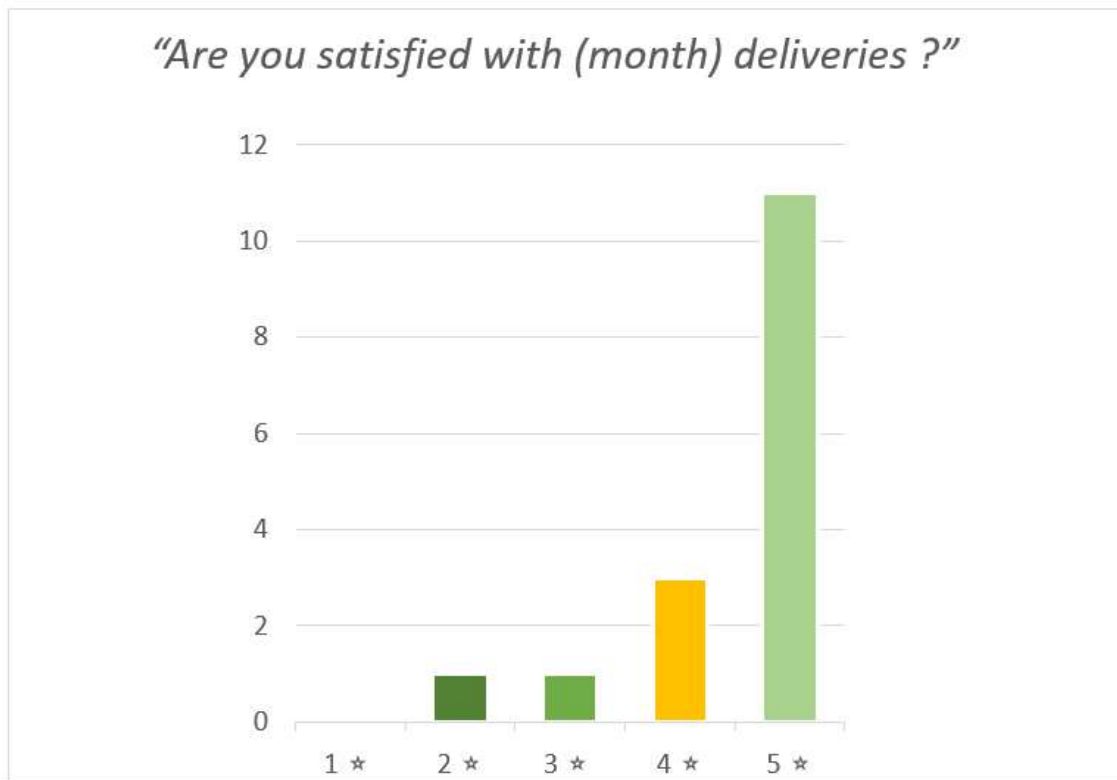
In order to **continuously improve its services**, VERYONE launched several **satisfaction surveys during the year 2020**.

Sent to 45 European customers, the surveys was about the **VERYONE's deliveries**. These surveys aim to **obtain feedback** in order to meet as much as possible customer expectations.

Based on these studies, we are proud to be able to say that our customers are **very satisfied with the VERYONE delivery service**. In fact, we obtained an **average ranking of 4.5/5 satisfaction**.

We will continue **our efforts and continue to work on an irreproachable service**. A lot of work is already underway to improve and **offer our customers the level of service they deserve**. During the course of 2021 we will extend the survey to include our customers in the USA.

Example of monthly results



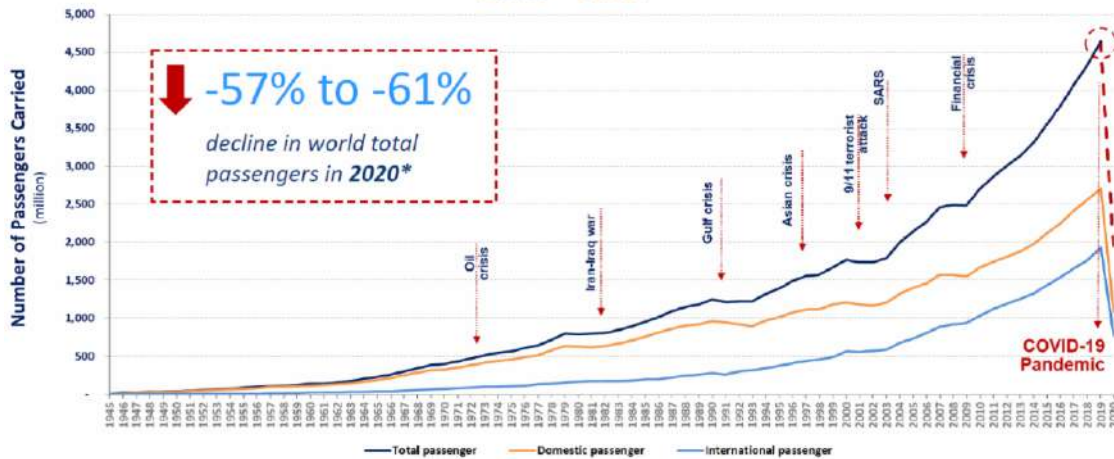
An average of 4.5/5 for the year 2020

PLATTS organized its Annual Middle Distillates Virtual Conference on February 4th, 2021. *VERYONE* was on line!

The presentation were related to 2020 production and demand drops linked to COVID19. Most analysts see a rebound in demand for diesel fuel accompanied by a rise in prices even though stocks are still high around the world compared to previous periods. All agree on the incredible plunge in demand for Jet Fuel and its consequences for the use of surplus kerosene on the profitability of refineries.

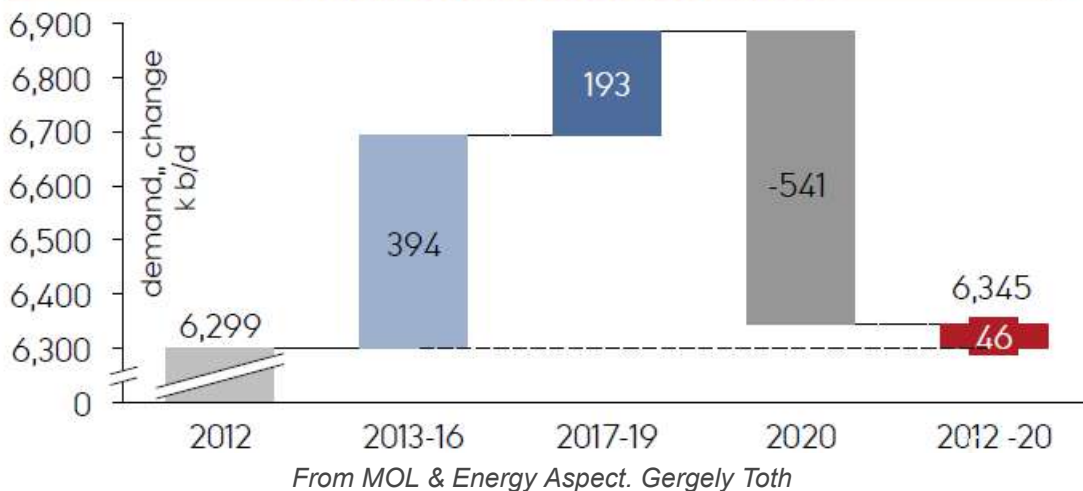
Dave Smith from Rolls Royce doesn't see a demand recovery for Jet before 2024-2025.

World passenger traffic evolution 1945 – 2020*



Even the European Diesel demand dropped to the 2012 level, Gergely TOTH, from MOL, expects a recovery in 2021 if the 3rd wave of COVID19 is limited. Related to this, the European Diesel deficit were for the first time decreasing since 8 years with in addition almost no more European jet deficit in 2020. European imports of both Diesel and Jet should drastically recover in 2021.

Total European diesel demand is back by 7 years in 2020



This drop in demand precipitated the announcements of refinery closures in EUROPE: Naantali (NESTE), Grandpuits (TOTAL), Sisak (INA), Rotterdam (GUNVOR), and Porto (GALP); which corresponds to 400 kbb / day reduction in capacity

Although the difficulties encountered in 2020, one positive point was the ability for the ship owners to find LSGO as new Marine Fuel at reasonable cost. The IMO crisis did not happen!

Fuel Improvers

VeryOne

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