



VeryOne[®]

Fuel Improvers

A EURENCO Company

Issue n°20 – November 2022

The VeryOne[®] Newsletter's main objective is 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' uses and trend.

VeryOne[®] Newsletter n°20 at a glance:

- [VeryOne China EDITORIAL](#)
- External Survey: Customers are very satisfied with their VeryOne services!
- VeryOne Blending
- ISO 9001/ ISO 14001 certification
- VeryOne European Supply Chain : Two new comers!

HIGHLIGHT

VeryOne China editorial: Transportation Restriction for COVID-19

Since March 2022, Omicron BA.2 sub-variant has spread in China, especially in the North and the East of the country. **Chinese government upholds dynamic-zero COVID strategy** and **starts emergency lockdown for spreading areas** following more and more

strict traffic controls, which have led to the limited sales and controlled delivery of VeryOne Cetane Improver in our customers' area.

Shandong province does not lockdown, but takes strict traffic control as following:

1. Vehicle Permit (for vehicle coming from risk area and other provinces) and traffic restrictions (expressway shut down).
2. Results of COVID-19 screening within 48 hours for driver.
3. Testing of COVID-19 screening for driver when arriving the destination.
4. Same day delivery (staying overnight is not allowed for the vehicle coming from other provinces).
5. Spraying containers.

VeryOne teams is actively working with Chinese transport companies to deliver on time the VeryOne Cetane Improver to the Chinese refineries with all the necessary controls asked by the government and the provinces.



VERYONE NEWS

External Survey : Customers are very satisfied with their VeryOne services!

In order to continuously improve its services, VeryOne launched a satisfaction survey during the second quarter of 2022.

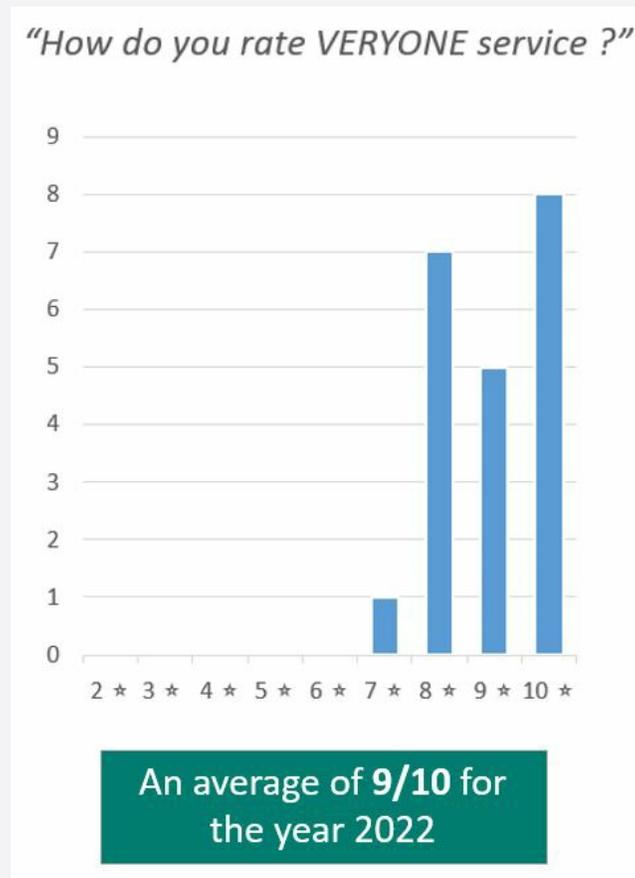
The survey was sent to over 230 contacts worldwide. With 4 questions, the survey focused on **“VeryOne's services”** and **“VeryOne communication”**. The aim was to

obtain customer feedback after the special 2020-2021 period.

Based on this survey, we are proud to say that our customers **are very satisfied with VeryOne's service and VeryOne communication**. Indeed, we obtained an **average satisfaction score of 9/10**.

Your feedback and comments are very beneficial in continuing our efforts to provide an world class service. Many efforts are already underway to improve certain areas and offer our customers the level of service they deserve.

Thank you for your trust!



Result of the survey

VeryOne Blending

The VeryOne blending facility at Sorgues is now fully operational. Specially designed to make blends rich in cetane improver, the facility **can produce 500 Tons by month** of performance packages. Cleaning and safety procedures allow for **strict adherence to customer specification** with state of the art equipment. Based on the current projections, VeryOne is scheduling a debottleneck of the installation in the next 24 months to double the production capacity.

Instead of transporting Cetane Improver, you can directly transport the performance package !



Do not hesitate to contact us!

ISO 9001/ ISO 14001 certification

The Certifications ISO 9001 and ISO 14001 for EURENCO have just been renewed. As a subsidiary of EURENCO, **VeryOne is fully involved and integrated in those certifications.**

This clearly demonstrates that VeryOne is guided **by the satisfaction of its customers, the guarantee of high safety standards, and the respect of the Environment.**



VeryOne European Supply Chain : Two new comers!

The VeryOne Europe Supply Chain team is **growing with two new people** who bring new skills. **Bruno** comes from operational logistics (loading trucks and wagons). With his field experience, the logistics solutions are immediately operational.

Bilal joins us as a trainee with a fresh eye for revising our internal procedures.

Our constant objective: to improve customer service!



On the picture from left to right: Bilal, Sophie, Tatiana, Laetitia, Magali, Bruno

Do not hesitate to contact us!

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Contact us

VeryOne

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