



VeryOne®

Fuel Improvers

A EURENCO Company

Issue n°13 – November 2019

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°13 at a glance:

- **Safety:** VeryOne released a tutorial video !
- Feedback of the second VeryOne customer satisfaction Survey
- YILI qualification on the SINOPEC e-portal
- VeryOne has its own ISO 9001 & 14001 Certification!

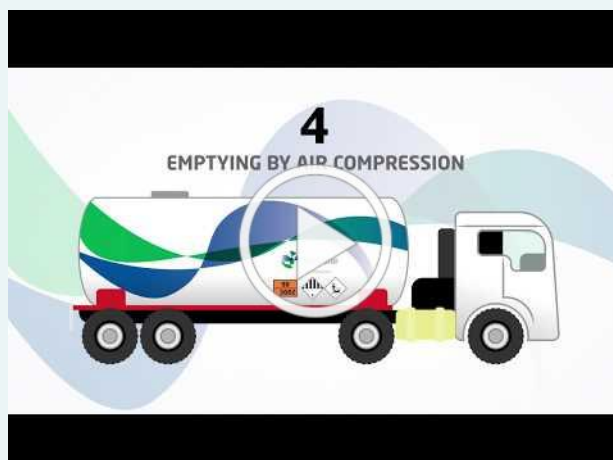
HIGHLIGHT

VERYONE RELEASES ITS FIRST TUTORIAL VIDEO! VeryOne® Cetane Improver unloading best practices

Safety is at the heart of VeryOne's continuous improvement policy. To address some customer's concerns and various questions regarding unloading 2EHN product on their site, VeryOne has released a tutorial video presenting the best practices for unloading our VeryOne® Cetane Improver.

The main goal of the video is to present safer ways to handle the VeryOne® Cetane Improver. VeryOne recommends five methods for discharging bulk tank trucks. This informational video is intended help users limit the risk of accidents and mishandling of VeryOne® Cetane Improver during the unloading process.

For safe use of the VeryOne® Cetane Improver, always refer to the latest Safety Data Sheet (MSDS) provided by VeryOne. You can also contact the VeryOne team in case of any doubt.



[CLICK ON THE VIDEO](#)

VERYONE NEWS

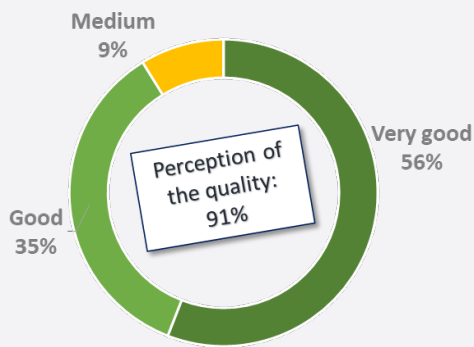
VeryOne launched its second customer survey!

With the objective to continuously improve its services, VeryOne launched in June 2019 its second customer survey, 2 years after the first one.

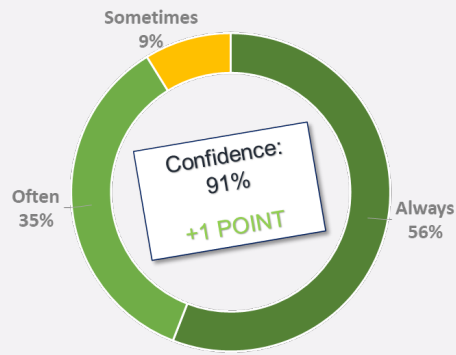
Sent to 392 customers and partners from around the world across a variety of functions, the 7 questions survey aimed to get accurate feedback on the VeryOne team's services and the perception of the company as an additives manufacturer.

From this study we are proud to report that our customers are still very satisfied with VeryOne service and that they would recommend us among the best chemical suppliers. This is an exciting base to pursue our efforts and keep working on spotless service. A lot of work is already ongoing to make it better and offer to our customers the level of service they deserve like a new web site, new handling tutorials, on line satisfaction...

"What do you think about the overall quality of VeryOne's product?"



"Do you feel confident with the VeryOne's customer service, when you send a request or an order?"



YILI qualification on the SINOPEC e-portal

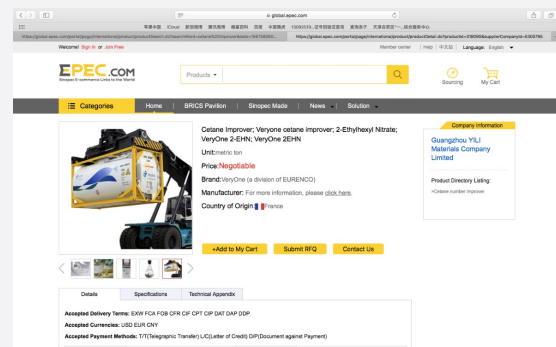
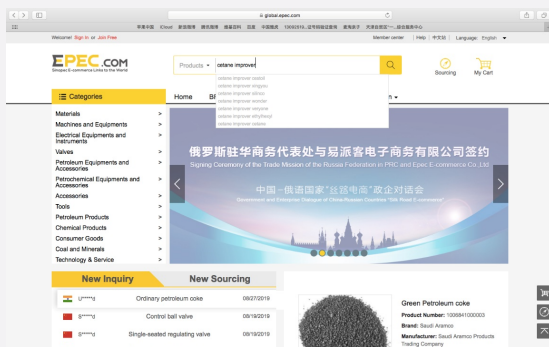
YILI, VeryOne subsidiary in China, successfully qualified to open an E-shop on EPEC Global since Aug 30, 2019!

EPEC Global is the official sales platform promoted by SINOPEC for Chinese/Foreign companies to sell products worldwide. Through the platform, overseas users of VeryOne® Cetane Improver can publish RFQ (Request for quote) online.

To access our E-shop, you have to go to <https://global.epec.com/portal> and search by product name: "Cetane Improver". All the registered suppliers are listed. Then you just have to click on "VeryOne® Cetane improver" to enter into the YILI E-shop.

The E-shop is managed by YILI but all information published need to be approved by SINOPEC beforehand. Of course, we welcome your comments and suggestions on the content of the E-shop such as the pictures and wordings and we will work with SINOPEC if changes are required.

Do not hesitate to directly contact us at info@veryone.cn should you have any request.



EVENTS

ISO 9001/ ISO 14001 Certification

Following the creation of the subsidiary VeryOne SAS (100% EURENCO) in July 2018 and in order to increase our performance, VeryOne has its own ISO 9001 certificate.

In the last few months, VeryOne has begun to improve its QSSE management system in line with the EURENCO Group. In order to obtain our own ISO 9001: 2015 certification (Quality) and to renew our ISO 14001: 2015 certification (Environment) through the site of Sorgues.

The audit occurred on March 26th in Massy and on May 14th, 15th, and 16th 2019 in Sorgues. VeryOne has successfully completed this step. Indeed, no noncompliance has been found.

The satisfaction of our customers is a constant priority for VeryOne. We continue our efforts on a daily basis to identify all the operational and strategic levers that will allow us to increase this satisfaction, for our employees and our customers.



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