



SIBUR STREAMLINES SUPPLIES

From 1 March, products made by our Kazan and Nizhnekamsk sites can be purchased through our one-stop shop platform.

Dear partners,

Following the SIBUR and TAIF merger, we are actively integrating commercial functions and improving processes. We also strive to maintain high quality and efficient customer service. In order to make our collaboration even more convenient and successful, we have decided to start selling our petrochemical products through a one-stop shop platform. SIBUR Holding, Nizhnekamskneftekhim, and Kazanorgsintez have all signed a contract transfer agreement.

IN ORDER TO MAKE OUR COLLABORATION EVEN MORE CONVENIENT AND SUCCESSFUL, WE HAVE DECIDED TO START SELLING OUR PETROCHEMICAL PRODUCTS THROUGH A ONE-STOP SHOP PLATFORM

All existing supply contracts with Nizhnekamskneftekhim and Kazanorgsintez have been handed over to SIBUR Holding, including all rights and obligations under these contracts except for payment and claim terms for product batches delivered directly by Nizhnekamskneftekhim or Kazanorgsintez.

When making a payment for your goods, please double check the recipient of the funds:

- If your goods were delivered by Kazanorgsintez or Nizhnekamskneftekhim, please send the payment to Kazanorgsintez or Nizhnekamskneftekhim
- If your goods were delivered by SIBUR Holding or if you have signed an addendum to your supply contract with SIBUR Holding, then the recipient should be SIBUR Holding

You can find SIBUR Holding's bank details in the notification that supply contracts were being transferred, which was sent previously. You are always welcome to check the up-to-date bank details with the Customer Service Centre at client-service@sibur.ru (<mailto:client-service@sibur.ru>). Also please note that some terms of the delivery contract contain separate procedures and provisions for deliveries directly from SIBUR.

If you have any questions, please reach out to the account manager from Kazanorgsintez or Nizhnekamskneftekhim who managed your supply contract, or to the Customer Service Centre. We look forward to further expanding our relationship that benefits both our companies and drives success!

Maria Borisova,
Head of the Customer Service Centre at SIBUR:



MARIA BORISOVA
Head of the Customer Service Centre at SIBUR

“The quality of products and the speed of their arrival are crucial for us. We strive to be as flexible as possible and offer unrivalled deals that include the full range of value-added services that are now available to customers of the newly-combined company.

Looking at the financial arrangements, we offer a variety of trade finance instruments, from deferred payment options and factoring to letters of credit and much more.

If, for example, you need an urgent shipment and are looking to minimise costs, we can identify savings opportunities for both parties by offering a streamlined transport leg or lower third-party warehousing costs. Our logistics services allow for this and much more.

The technical services offered within the basic product sales and delivery process include handling requests, product education, certification – and that is not all. They are complemented by unique services from SIBUR’s teams of experts and researchers, including extended consultations to help launch new equipment or products, advanced laboratory tests, and the development of digital analytics solutions to optimise production.

We create and tailor a portfolio of services to match the needs of each individual client, helping SIBUR customers to grow their business with us. With all this in mind, I would like to assure you that this move to merge our teams and sales platforms will not only maintain the existing level of service but also take it to new heights by leveraging the potential of the combined team and the resources of the combined company.”