



TO THE READER

by **Vladimir Razumov**, deputy chairman of the management board and executive director.

Dear Clients and Partners,

We are delighted to offer you a new issue of SIBUR to Clients dedicated to SIBUR's first Customer Forum that took place late in spring 2017.

We tend to our Partners' needs. To that end, we conduct regular customer satisfaction surveys, improve our request processing procedures, and optimise the customer support services. That said, the first Customer Forum became a veritable milestone for SIBUR. It was the first time that we engaged such a wide range of customers to discuss in detail the development of the Company and a wider industry, and analyse the macro trends that will define our future.

SIBUR has defined a number of strategic development areas that will be our main business drivers in the decades to come. They primarily include development of the circular economy, implementation of the Digital Industry 4.0 toolkit across the production chain, deeper hydrocarbon processing, and production of goods for the industries that are spearheading the rise of tomorrow's economy. Attention to our Customers and strong partnerships are key to the implementation of this new strategy, as each development area requires an ongoing dialogue with the market players and joint efforts to transform the business.

The Forum of the Future showed that our partners are ready to engage in such a dialogue and change in lockstep with the Company.

If you have any questions, suggestions and opinions (including critical comments), do not hesitate to email them to **dearcustomer@sibur.ru** (mailto:dearcustomer@sibur.ru).