



TO THE READER

A note to the readers by **Dmitry Konov**, Chairman of SIBUR's Management Board.

Dear Clients and Partners,

This year was full of exciting projects and challenges. Following a phased expansion and upgrade of our capacities, we demonstrated strong production results across all product categories and did not only improve the existing grades, but also launched new solutions tailored to the needs of our customers.

These achievements were made possible thanks to, among other things, your direct involvement, openness to change and willingness to test our products and share your experiences and knowledge.

The departing 2017 saw some of our clients revise their product offering and tap into new markets. It was not always easy, and we are delighted to have been able to offer solutions that helped them accomplish the mission.

The lead up to Christmas is usually the time when we reflect on the year gone by and make plans for the year ahead. And this is going to be the main topic of our new SIBUR for Clients issue. As part of the established tradition, it features our clients' comments concerning not only the market environment, but also various aspects of cooperation with SIBUR. We are very happy that many of you do notice the changes that are taking place in the Company. And it is not only the quality of products that is improving. We are also working to deliver the best customer experience by attending to every detail, looking for and finding win-win solutions. We remain committed to customer-oriented thinking, which is one of our highest priorities.

The Russian economy is gradually emerging from crisis, with demand recovering across multiple industries that are end consumers of petrochemical products. I would like to take this opportunity to wish you all a happy New Year. May it bring with it achievement of all production targets, new exciting projects, continuous development, well-being and health to you and your loved ones! I am confident that our joint efforts will contribute to your strong and profitable growth in 2018.

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).