

# BASF PETRONAS Chemicals

## QUALITY POLICY

“We create value through chemistry” - strategy can only be effective if customers are satisfied with **BASF PETRONAS Chemicals**. Therefore, we want to ensure that our products and services, internal process flows, and delivery reliability meet the needs and requirements of our customers and satisfy others applicable requirements. We link our objectives to customer’s expectations, monitor customer satisfaction and actively manage non-conformances.

A functioning management system including risk management is a prerequisite for quality, flexibility and fast reaction to changes as well as for value creation in growth and sustainability. We strive to continually improve the effectiveness of **BASF PETRONAS Chemicals Quality Management System**. This is approved regularly by external certification bodies.

The leaders within **BASF PETRONAS Chemicals** create conditions in which employees are engaged in achieving quality objectives, and provide employees with the required resources, training and authority to act with responsibility. Our leaders inspire, encourage and recognize the contribution of the employees.

We ensure that employees are aware of the quality requirements in their job and its surroundings, and that they have a high level of education so that they can work on their own and with high motivation.

**BASF PETRONAS Chemicals** strives for a good external relationship management resulting in enhanced performance of **BASF PETRONAS Chemicals** and its interested parties. There is an increased capability to create value for interested parties by sharing resources and competence and managing quality related risks.

The quality of the products, services and processes as well as business excellence is the decisive success factor and a central distinguishing feature of **BASF PETRONAS Chemicals** in the world market.

A handwritten signature in black ink, appearing to read "Marko Murtonen", is positioned above the name and title.

Marko Murtonen  
Managing Director  
BASF PETRONAS Chemicals Sdn. Bhd.