



# **Bureau Veritas** **Oil & Petrochemicals**

Global Capabilities &  
Customer Review



**BUREAU**  
**VERITAS**



# Bureau Veritas

## Oil & Petrochemicals Overview

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**With origins dating back over 150 years, Inspectorate, a Bureau Veritas Group Company, has built and continues to maintain an outstanding reputation for independence and technical excellence within the oil, gas and petrochemical industries.**

Bureau Veritas' extensive network of state-of-the-art laboratories and expert inspectors and technicians provides reliable quality and quantity determination services, with local and global industry knowledge.

Our laboratories are able to support clients requiring third party analytical services within the Oil & Petrochemicals market or who are looking to outsource their Quality Control requirements. We operate under the most stringent quality and HSE controls and hold accreditations including ISO 9001, ISO 14001, ISO 17025 and OHSAS 18001.

### Global Customer Recommendation

**91%** of customers would **recommend us for Oil & Gas testing and inspection services.**

Source: TechValidate survey of 325 Bureau Veritas customers  
TVID: 0E1 - 73B - 182



**91%** Recommended





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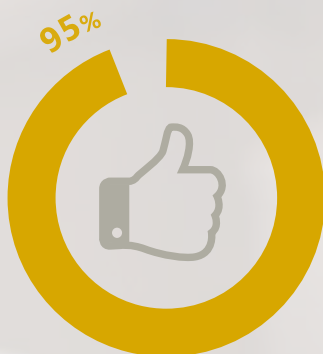
**BUREAU  
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# Products Served

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Bureau Veritas offers inspection, testing and consultancy services at all key loading, discharge and ship to ship (STS) locations around the world. We provide independent verification of the quantity and quality of:

- Crude Oil
- Diesel Fuel
- Gases
- Gasoline and Components
- Heavy Fuel
- Jet Fuel
- Petrochemicals



## Understanding Customer Needs

**95%** of customers found that **we understand their needs very well or extremely well.**

Source: TechValidate survey of 309 Bureau Veritas customers  
TVID: D19 - C22 - 56F



# Services Offered

Bureau Veritas has an extensive network of state-of-the-art laboratories and expert inspectors and technicians. We are able to provide reliable quality and quantity determination, along with the local and global industry knowledge that is required to promote successful trade.

Bureau Veritas also offers an additional suite of testing and inspection services to support the Oil & Gas industry, including:

- Cargo Treatment / Petroleum Additives
- Environmental Testing
- Laboratory Subcontracting
- Lubricants, Coolants & Oil Condition Monitoring (OCM)
- Marine Fuel Services - VeriFuel
- Metering & Calibration Services
- Specialised Testing Services
- Transformer Oil Analysis



## Meeting Customer Needs

**95%** of customers found that **our services meet their needs very well or extremely well.**

Source: TechValidate survey of 305 Bureau Veritas customers  
TVID: E82 - A77 - 107



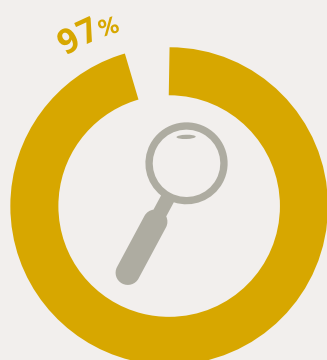
# Inspection Services

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Professional inspection services are critical whenever the custody of goods transfers between buyers, sellers and traders, especially for petroleum cargo. To assist with a seamless transition, Bureau Veritas has highly skilled professionals on the ground in all major transit and trading locations.

With the support of our comprehensive network of independent testing facilities we are able to offer certificates that are trusted for their integrity by all contractual parties, including financial institutions and insurance companies.

- Analytical Testing Services
- Cargo Treatment / Petroleum Additives
- Due Diligence Inspections
- E.B.I.S Inspections
- Full Attendance Loading Master Services
- Global Sample Forwarding Services
- Loss Control – Terminals
- On-board Vessel Quantity Surveys (ROB)
- Quality and Quantity Inspections
- Road/Rail Tanker Inspection and Sealing
- Ship-to-Ship Transfers (STS)
- Stock Audits



## Accuracy of Inspection

**97%** of customers are **satisfied with our accuracy of inspection.**

Source: TechValidate survey of 278 Bureau Veritas customers  
TVID: 64F - EDC - 0D0

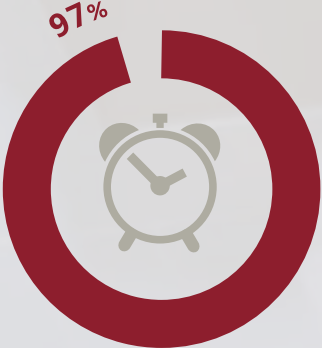




**On-time Delivery of Services**

**97%** of customers are **satisfied with our on-time delivery of services.**

Source: TechValidate survey of 287 Bureau Veritas customers  
TVID: 1EA - DFC - EFA



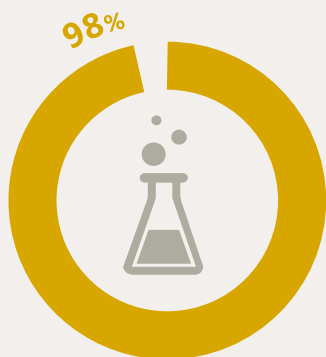
# Laboratory Services

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Bureau Veritas' state-of-the-art facilities are home to the latest in analytical equipment and staffed by master chemists and highly trained technicians, providing precise results to major players within the industry.

Our laboratories are engaged in continuous improvement to ensure we consistently achieve best-practice in terms of accuracy, speed, traceability and efficiency. Our global technical governance team monitors laboratory operations to ensure reliable, repeatable test results.

- Aviation Fuels
- Biofuels
- Crude Oil
- Diesel Fuel
- Gasoline & Component Fuels
- Liquefied Gases
- Lube Oil
- Natural Gas Composition
- Petrochemicals
- Used Lubricants
- Refrigerant Gas
- Research & Development Projects
- Shale Oil and Gas



## Accuracy of Testing Results

**98%** of customers are **satisfied with our accuracy of testing results.**

Source: TechValidate survey of 282 Bureau Veritas customers  
TVID: 33A - 20A - 2A0

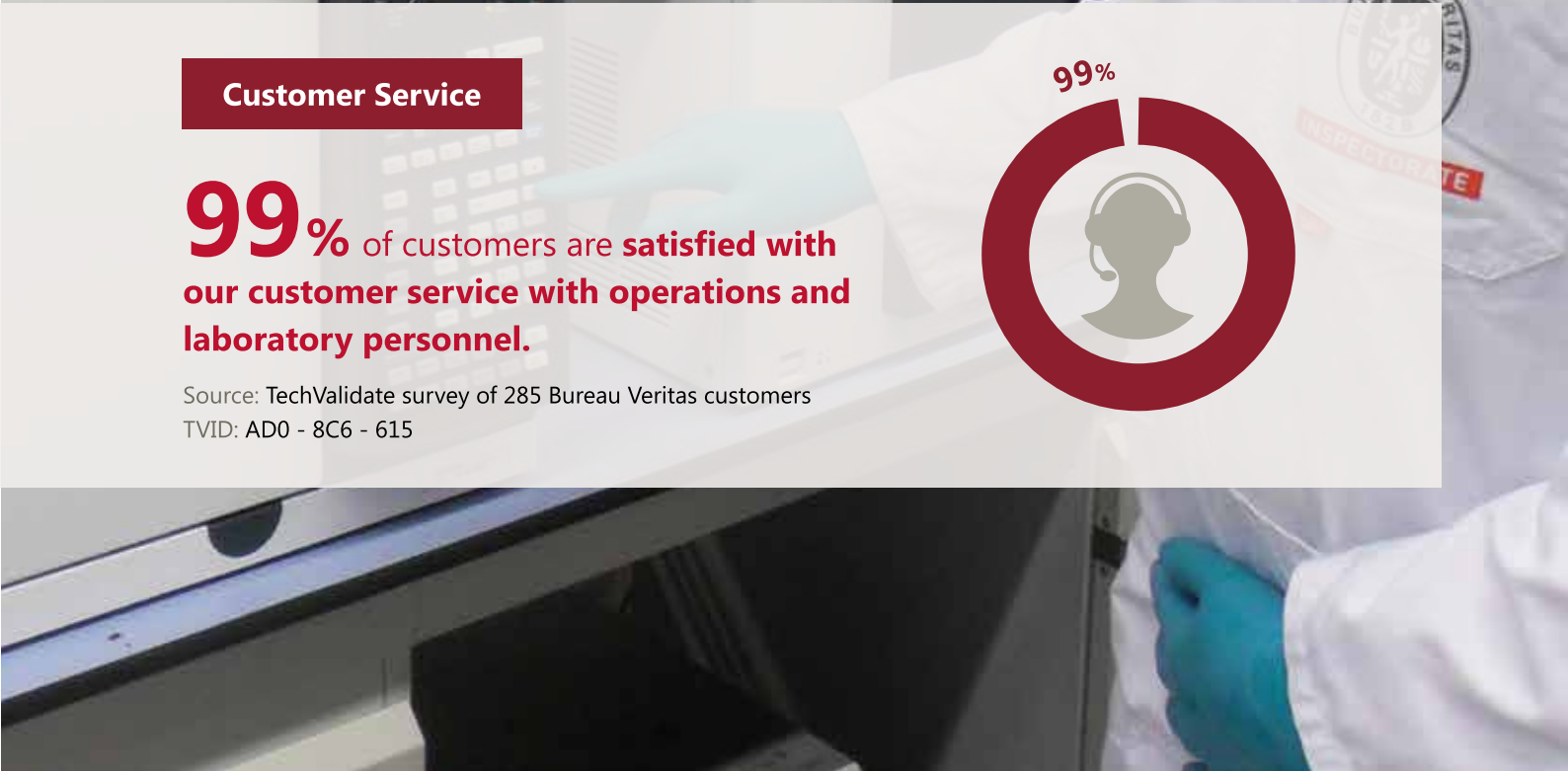




### Customer Service

**99%** of customers are **satisfied with our customer service with operations and laboratory personnel.**

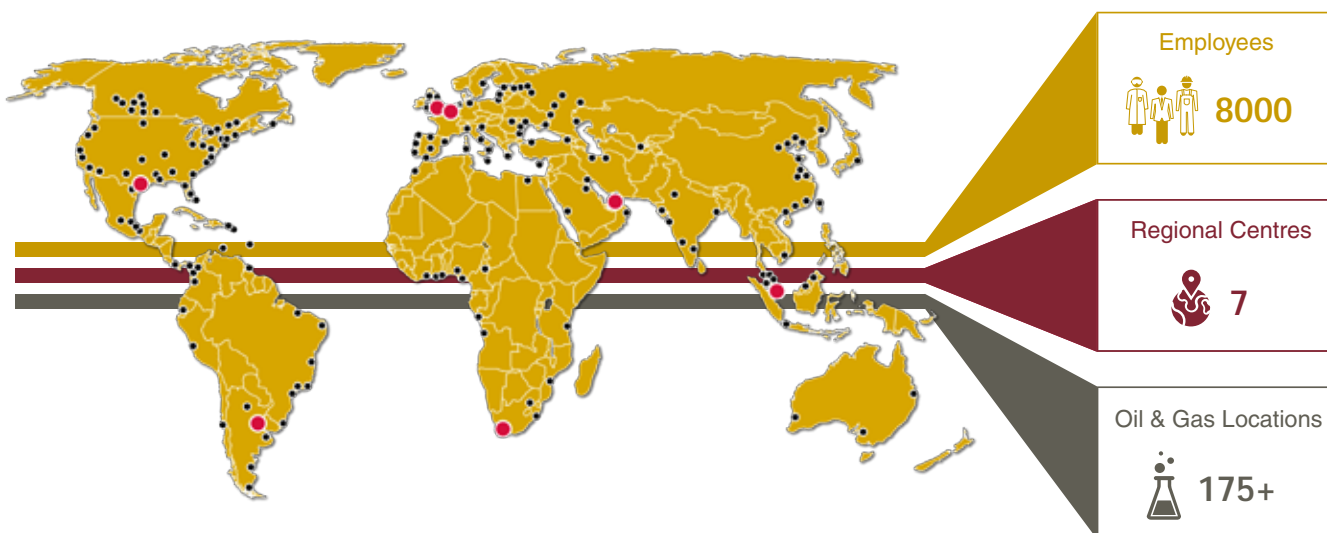
Source: TechValidate survey of 285 Bureau Veritas customers  
TVID: AD0 - 8C6 - 615



# Global Oil & Petrochemicals Network

In addition to Customer Service, Accuracy of Test Results, On-Time Delivery of Inspection / Analysis and Technical Expertise, our customers have stated that a strong local presence and expanded global network are very important to them.

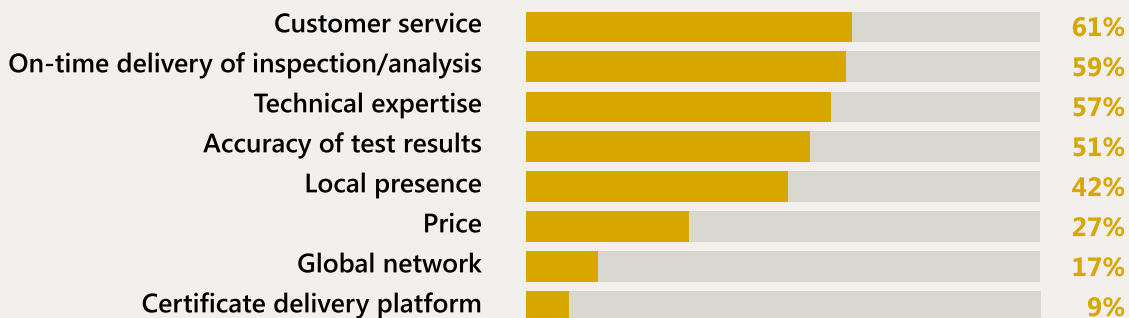
Bureau Veritas is continually reinforcing our commitment to customers with the development of new state-of-the-laboratories and expanding our capabilities in existing testing facilities.



## Purchasing Drivers

### What were your **purchasing drivers** when considering Bureau Veritas?

Source: TechValidate survey of 301 Bureau Veritas customers  
TVID: 944 - 90S - FA0





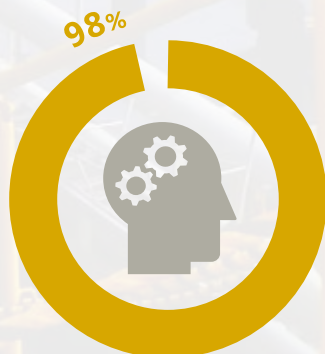
# Memberships and Accreditations

- American Petroleum Institute
- American Standard Testing Methods
- Energy Institute
- European Committee for Standardization
- Federation of Oils, Seeds and Fats Associations
- International Air Transport Association
- International Council of Machinery Lubrication
- International Federation of Inspection Agencies
- International Methanol Producers and Consumers Association
- Society of Port Engineers
- Society of Tribologists & Lubrication Engineers
- ISO 17025
- ISO 9001
- ISO 14001
- OHSAS 18001

## Technical Expertise of Bureau Veritas Network

**98%** of customers are **satisfied with the level of technical expertise of our staff.**

Source: TechValidate survey of 289 Bureau Veritas customers  
TVID: 86B - AD2 - 395



# Move Forward with Confidence

Our global network of professional Oil & Petrochemical experts are dedicated to providing our leading services to customers across the globe.

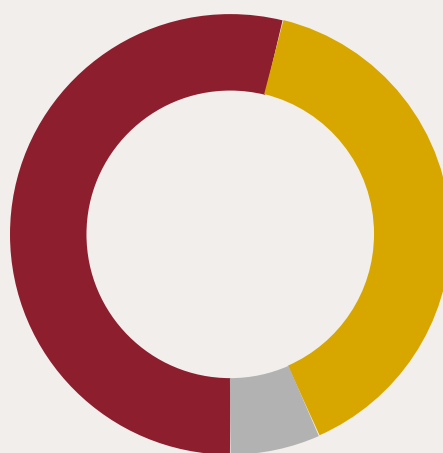
Contact us today so we can tailor a solution to meet your needs.

## Contact details

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## Bureau Veritas vs. the Competition



Better: **58%**  
Much Better / Best: **36%**  
Worse: **6%**

**94%** of customers **rated our service quality as better when compared to the competition.**

Source: TechValidate survey of 273 Bureau Veritas customers  
TVID: 9DC - FD6 - 520



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