

Quality Policy for Special Products

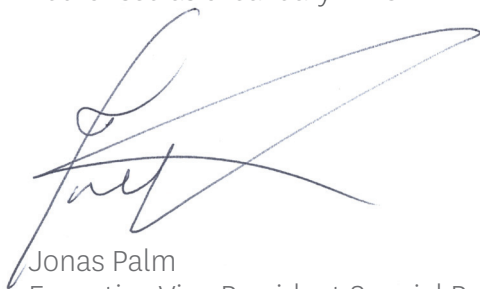
We are providing reliable solutions to our customers with quality, environmental consideration and technology expertise.

We shall

- > Deliver on promise
- > Meet our customers' expectations in an efficient manner
- > Work in close cooperation with our customers to improve our solutions
- > Comply with legal requirements and regulations

"It is a responsibility for all of us in Special Products to follow this policy."

Authorised as of January 1st 2012



Jonas Palm
Executive Vice President Special Products
Statoil Fuel and Retail

