

Quality Management Policy

Valenz is the marketing arm of Proman's methanol which is produced in their own production facilities in Trinidad & Tobago, US and Oman. Valenz is one of the world largest methanol marketing companies with offices in Wollerau, Singapore and Houston and storage facilities across Europe, the Americas and Asia. Valenz delivers methanol supply and logistics solutions, unleashing the potential of the entire value chain, leading customers with confidence at every turn.

We are committed to deliver methanol with high-quality standards in line with our core principles of:

Customer Focus: We prioritize customer satisfaction as the base of retention and business growth.

Leadership: Our leadership team develops and upholds quality standards.

People Engagement: We empower every employee to implement and continually improve our quality standards, fostering a culture of ownership and responsibility.

Process Approach: We follow structured processes to guarantee consistent quality, monitoring them through regular internal audits.

Continuous Improvement: The PDCA cycle logic is the basis for enhancing our operations. We encourage risk-based thinking, continual learning (sharing best practices and adapting processes accordingly) and innovation.

Evidence-based Decision Making: Our decisions are based on data and evidence.

Relationship Management: We develop and maintain strong relationships with stakeholders.

Compliance: We ensure compliance with all relevant legal, regulatory, and customer requirements.

Staff Development: Developing staff competencies, creativity, empowerment, and accountability through appropriate training programs.

Supplier Collaboration: We select, develop and strengthen collaboration with suppliers and service providers and evaluate their performance and promptly address any issues.

Vision

To maintain Valenz role as a respected market leader supplying methanol globally as a value-add service for our customers.

Together we will grow the market for methanol as a versatile solution for customers striving for a more sustainable future and in full alignment with Proman Group GAIN strategy.

Values

Commitment, Integrity, Camaraderie, Long-term thinking, Decisiveness, Adaptability.

Peter Harders
Managing Director