

CUSTOMER COMMITMENT STATEMENT



Our customers are the lifeblood of Sasol. Our success depends on them and without them we would not be where we are today. That is why it is vital that Sasol, as an organization and as individuals, are constantly thinking about how we could better be serving our customers and making it easier for them to do business with us.

Sasol's Customer Commitment shown below is organized around the three cornerstones of our approach to customer centricity namely that "We care", which means we take our customers and their needs seriously, "We deliver" which means we are doing something about it, and "We innovate" which means that we are continually improving our products and our services.



WE CARE:

- Recognising and respecting the diversity of our customers, and building mutually beneficial long-term relationships, based on mutual trust and fairness
- Equipping and empowering our employees to be customer centric
- Placing a priority on safety and responsible environmental stewardship



WE DELIVER:

- Emphasising product quality and consistency in our operations
- Striving to fulfil all orders on time, and in full
- Providing professional service with clear, proactive, transparent and courteous communication



WE INNOVATE:

- Aligning our business to the needs of our customers to co-develop our product and service solutions
- Seeking to continuously improve in order to make it easier for our customers to do business with us in digital and personal interactions
- Adapting our business models to be more flexible, agile and collaborative while offering competitive and value-adding solutions