

SASOL NORTH AMERICAN OPERATIONS

Management Systems Policy



SASOL

We, the people of Sasol, striving for excellence in all we do, recognize the impact that our activities can have on people and the environment. Safety and quality (along with security, health, protection of the environment and minimizing risk as defined by the Sasol Group Safety, Health & Environmental (SH&E) Policy and the Sasol Group Security Policy) will form an integral part of our planning and decision making. We will manage our facilities in an ethical way that strikes an appropriate and well-reasoned balance between economic, social and environmental needs.

We are committed to:

- Continually improving our commitment to Safety and to the Responsible Care guiding principles;
- The legal, Responsible Care and other compliance obligations to which Sasol North American Operations is subject or subscribes;
- Continuing pollution prevention;
- Continually improving our quality system;
- Continually making security and quality essential and integral parts of our product and facility design, construction and operation;
- Continually improving customer satisfaction.

We will achieve these by:

- Ensuring all employees and contractors are competent, aware and informed on Safety, Health, Environment, Security & Quality matters appropriate for their responsibilities;
- Implementing internationally recognized quality management systems;
- A stewardship approach to the products we develop, manufacture, use, distribute and sell;
- Setting and periodically reviewing performance versus objectives and targets;
- Providing openness with our interested parties;
- Demonstrating visible leadership, commitment and involvement from top management and other levels of the organization with respect to the Management Systems;
- Applying a risk-based approach to decision making;
- Providing appropriate resources required to implement the above.

Recognizing that quality is an inherent part in all we do, from customer satisfaction to compliance obligations, Sasol North American Operations will continuously improve its Quality Systems and Customer Satisfaction by incorporating the following concepts in our daily business:

- Our long-term growth and prosperity are directly linked to our ability to satisfy the needs of our customers on an on-going basis.
- We will consistently provide superior products, services and information that meet the needs and expectations of our customers.
- The highly motivated employees of Sasol North American Operations will provide higher quality products, better services, lower cost and increased productivity by continuously measuring, working on and improving processes.
- We are committed to continuous improvement through the use of data based decision-making processes involving teams of employees. This commitment will assist our customers in developing the competitive base for meeting current and emerging needs in their markets.

Mike Thomas, Senior Vice President,
North American Operations

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