



United Cement Group

APPROVED BY  
Chief Executive Officer of  
UNITED CEMENT GROUP

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# QUALITY POLICY OF UNITED CEMENT GROUP

## **Introduction**

The management of the United Cement Group (hereinafter “UCG” or the “Company”) are of the view that the quality of UCG’s products is a significant and valuable asset that is essential for the retention of its clients and in improving UCG’s position as a leading cement producing company in the region.

## **Objectives**

This Policy sets out UCG’s commitment to delivering high quality products and services and the manner in which UCG seeks to maintain this high quality.

## **Applicability**

This Policy applies to all of the companies that form part of UCG and their employees and agents who shall be required to follow this Policy in their operations.

## **Policy Statement**

### **General**

The foundation of UCG’s business strategy is:

- to ensure that it satisfies, in an efficient and timely manner, its customers’ demands, both on the local and international markets;
- to continue developing new and existing outlets; and
- the continuous improvement of its production processes and the quality of its products.

As such, it is the policy of UCG to adhere to the following commitments to its customers:

- To adhere to the technical specifications of products and delivery schedules as agreed with its customers;
- To provide products of a consistent quality for all deliveries;
- To build long-term relationships with its customers and provide technical maintenance services in order to resolve any problems experienced by its customers;
- Respond quickly and effectively to any customer complaints in order to ensure complete customer satisfaction.

Each division of UCG is responsible for the implementation of this Policy and is responsible for the maintenance of quality-control systems.

Each employee shall be responsible for the quality of the process, product or the service entrusted to him/her.

### **Goals and Means of Achievement**

The goals of this quality policy are:

- to manufacture products which meet and, if possible, exceed the expectations of each customer;
- ensuring a consistently high quality of products;
- to improve the quality-control systems at UCG to enable the continuing and dynamic development of the Company;
- to create a high quality image of UCG among its peers and customers;
- the consolidation and expansion of product markets;
- to increase its manufacturing efficiency and reduction of unit costs without compromising on the quality of its products;
- the improvement of manufacturing product-quality indices;
- increasing sales volumes of products as a result of greater demand for UCG's products as a result of their superior quality;
- increasing manufacturing production volumes to meet increased demand from sales;
- to minimize any customer complaints regarding differences in delivery volumes to contracted volumes;
- to reduce the volume of products that do not meet the specifications of the required product at the manufacturing stage of the process; and
- obtain certification of worksites in production departments.

In order to achieve its goals UCG intends to:

- assess its customers and their expectations and regularly review whether it is delivering products and services that meet these expectations;
- set up (and regularly review) quality control management systems within UCG in such a way so as to prevent problems prior to them occurring;
- deal efficiently and effectively with all customer concerns regarding the quality of products and services and to resolve issues as far as possible to the satisfaction of its customers;
- improve its technology, products and work organization;
- manage interlinked processes as part of one overall system;
- manufacture of environmentally safe products;
- obtain certification of the manufactured products under different systems of certification (quality confirmation by third parties);

- establish mutually beneficial relations with suppliers and all other interested parties;

### **Final Provisions**

The management of UCG is responsible for realizing this policy and achieving its goals with regards to of the provision of quality products and services.