



## **SASOL NORTH AMERICA INC. MANAGEMENT SYSTEMS POLICY**

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. Quality and security (along with safety, health, and protection of the environment as defined by the Sasol Group SH&E policy) will form an integral part of our planning and decision making. We will manage our facility in an ethical way that strikes an appropriate and well-reasoned balance between economic, social and environmental needs.

We are committed to:

- ◆ Legal and Regulatory Compliance;
- ◆ Continuing pollution prevention;
- ◆ Continually improving our quality system;
- ◆ Continually improving our commitment to responsible care.
- ◆ 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:

- ◆ Implementing internationally recognized quality management systems;
- ◆ A “cradle to grave” approach to the products we develop, manufacture, use, distribute and sell;
- ◆ Informing and appropriately training all employees and contractors on security & quality matters appropriate for their responsibilities;
- ◆ Setting and periodically reviewing performance versus objectives and targets;
- ◆ Being open with our stake holders.
- ◆ Demonstrating visible leadership, commitment and involvement from senior management and other levels of the organization with respect to Responsible Care
- ◆ Providing appropriate resources required to implement the above.

Recognizing that quality is an inherent part in all we do, from customer satisfaction to regulatory compliance, Sasol North America Inc. 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 America Inc. 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.



**W. P. Brown, President and LCCC Manager  
Sasol North America  
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