

The Values Statement of Sasol

We are a customer focused company. We believe in winning with people and, for all of us, safety is our foremost priority. We aim to achieve excellence in all we do, while believing we can continuously improve, and we subscribe to integrity and transparency throughout our businesses.

Customer focus	Winning with people	Safety	Excellence in all we do	Continuous improvement	Integrity
<p><i>We meet customers' needs by providing world-class service, optimal product performance and efficient support systems.</i></p>	<p><i>We respect and encourage individuals to grow as unique contributors to their teams. We reward performance and promote sharing and the harnessing of diversity.</i></p>	<p><i>We commit to eliminate all incidents and work to world-class safety standards.</i></p>	<p><i>We pursue world-class business and operating standards and superior performance within a framework of sound governance and internationally accepted health and environmental standards and practices.</i></p>	<p><i>Our innovative spirit drives us as we continuously improve our performance.</i></p>	<p><i>We maintain the highest level of ethics, fairness and transparency in our interaction with each other, customers and all other stakeholders.</i></p>
<p>Desired behaviours</p>	<p>Desired behaviours</p>	<p>Desired behaviours</p>	<p>Desired behaviours</p>	<p>Desired behaviours</p>	<p>Desired behaviours</p>
<ul style="list-style-type: none"> • we understand our external and internal customers' changing needs and meet them • we listen to and respond quickly to our customers' agreed requirements • we actively seek feedback from our customers to confirm that we are satisfying their requirements • we all take responsibility for addressing poor customer service in, and beyond, our own work areas • we base our goals on the requirements of our customers 	<ul style="list-style-type: none"> • we treat all people with dignity and respect • we are sensitive to the needs and circumstances of our colleagues and thrive on team-based behaviour • we do not tolerate any discriminatory practices • we ensure that systems are in place to encourage and reward performance • we empower people so that they can manage their own activities and encourage them to engage in a lifelong process of self-learning and development • we seek to create stimulating work environments 	<ul style="list-style-type: none"> • we recognise that all accidents can be prevented and consider safety as the first priority in planning any task • we develop and reward safety attitudes and behaviours that support a world-class safety culture and recognise the key role leadership plays in setting the example • we do not ignore any safety malpractice and promote interactive dialogue and action on safety matters ("zero tolerance") • we expect the same competence and safety performance from contractors as we do from employees • we are all, individually and collectively in teams, accountable for our own safety and those around us 	<ul style="list-style-type: none"> • we are personally committed to world-class performance standards • we achieve excellence at all levels by keeping up to date with and utilising the most relevant technologies • we ensure quality measurements are in place for all processes and understand the quality standards expected of us • we accept accountability for the prevention and correction of processes that do not conform to quality standards • we strive to eliminate or minimize any negative impact of our technology, operations and products on people and the environment 	<ul style="list-style-type: none"> • we establish systems that value and encourage innovation and creativity at all levels • we benchmark ourselves against the world's best and set our standards accordingly • we add value by improving our productivity and work quality on an ongoing basis • we continuously challenge our performance levels • we encourage responsible risk taking 	<ul style="list-style-type: none"> • we ensure proper governance regarding our own work and the activities for which we are responsible • we ensure that all of our processes adhere to the highest appropriate and relevant specification requirements • we share information openly within legal, strategic and competitive requirements and constraints to ensure that all employees and interest groups are able to work toward common goals • we are open, honest and deliver upon our word • we interact with all stakeholders and members of the public with honesty, humility and respect