

## PROMOTING EFFECTIVE PRODUCT STEWARDSHIP *continued*

### Contributing to global product stewardship initiatives

We continue to play a leadership role in contributing to enhancing the safe use of chemicals worldwide, primarily through our involvement in the International Council of Chemical Associations' Chemicals Policy and Health Leadership Group.

For the past seven years Sasol experts have been advising South African government representatives on the implementation of the Globally Harmonised System of Classification and Labelling of Chemicals (GHS). We also participated in the United Nations sub-committee of experts on the GHS as vice-chair of the sub-committee, representing the South African Department of Trade and Industry.

### Promoting climate change mitigation in our product chain

We have assessed the gate-to-gate carbon footprint of some of our primary products, which we communicate to customers on request. To ensure accuracy, we continue to conduct carbon footprint calculations for a selection of Sasol's products.

We supply customers with natural gas (NG) and methane-rich gas (MRG), enabling them to switch from coal and thereby reduce their direct emissions. As a result of our increased intake of natural gas from Mozambique, we have been able to increase our supply of NG and MRG to consumers. This year our total NG supplies to customers amounted to 37,50 Petajoules, while total MRG sales amounted to 23,2 Petajoules. As a result of these sales and the resulting substitution from coal to gas, we estimate that our customers reduced their total direct emissions of GHG by 3,1 million tons during this reporting period.

## Maintaining positive relations with customers

We sell most of our products to businesses, rather than to individual consumers. Sasol Oil contributes the highest percentage of external customer revenue for the group

Sasol Oil's direct sales to retail convenience centres in South Africa is the most visible manifestation of the Sasol brand with consumers. We maintain an active relationship with our franchisees through regional and national councils. To manage potential compliance risks, we train relevant personnel on the implications of the South African Consumer Protection Act 68 of 2008. Tailored compliance training is being provided to all affected stakeholders.

### Monitoring and managing our market reputation

We monitor our reputation among consumers in South Africa through the Reputation Institute of South Africa's annual Reprtrak Survey. The latest results released in 2014 showed a deterioration from 69,05 to 62,07. There has been a declining trend of public trust in large South African corporations, as measured by the Reputation Institute since 2010, as it reflects a broader public sentiment on companies, particularly in an environment of weak economic growth and prospects, as well as inequality. We do not currently participate in similar rating initiatives in other countries, but will be seeking to do so as our presence increases in North America.



Our online report, which can be found at [www.sasolsdr.com](http://www.sasolsdr.com), includes additional information on our research on fuels technology and the recent launch of clean diesel in South Africa.

