



# QUALITY POLICY

APRIL 2020

OCP GROUP



## I. PURPOSE

As a major contributor to the global fertilizer market, OCP Group supports the transition towards a more prosperous, sustainable, and resilient agriculture. The Group is vertically integrated, from phosphate rock extraction to phosphoric acid and fertilizer production, and therefore strategically positioned to deliver its mission: contribute to sustainably feeding a growing world population. This implies considering the environmental, social and governance impacts of every decision that is made.

This policy sets out OCP Group's commitment towards the quality of its products, based on the "Outstanding Quality" culture that is embedded across the whole Group.

In addition, this policy is aligned with the 2030 Agenda and the Sustainable Development Goals (SDG) and specifically with SDG 11: "Make cities and human settlements inclusive, safe, resilient and sustainable", and SDG 12: "Ensure sustainable consumption and production patterns".

## II. SCOPE

Quality is a major competitive characteristic that preserves and strengthens the Group's position in terms of performance and reputation. The Group is committed to continuously improving its processes to ensure robustness in the design, development and delivery of its products and services.

This policy is applicable to all the activities, products and services of OCP Group SA and its subsidiaries on a national scale.

## III. COMMITMENTS

The development of the Quality Management System Life Cycle Product "QMS-LCP OCP" will standardize and strengthen the "Outstanding quality" culture across the whole Group. In addition, this will ensure the continuous improvement of all quality mastership practices throughout the value chain and the life cycle of OCP Group products.

The QMS-LCP OCP places the voice of the customer and the development of capabilities at the heart of OCP Group quality approach based on the six following pillars:

Leadership & engagement:

- The Group deploys the Quality Management System across all its core business activities by putting in place the appropriate means and organizations to continuously improve processes efficiency and to strengthen the quality of products and services in a digitized manner. Company Leadership ensures, through this commitment, to anchor a culture of Outstanding Quality in the long term, with all employees, partners and customers.

Effective listening to the client's voice:



- The Group listens to the voice of its customers: in order to maintain a high level of overall customer satisfaction, the Quality Management System is continuously improved through in-depth analysis of customer feedback and the development of channels to capture explicit, implicit and regulatory requirements.

Anticipation of market needs and developments:

- The Group strives to anticipate the needs of the market and to understand the evolving challenges of its customers by providing them with innovative and value-creating solutions, in compliance with Quality Standards, Regulatory and legal requirements.

Development of capabilities:

- The Group develops the capabilities of its employees and partners in order to ensure the proper functioning of the Quality Management System: each collaborator must share and take ownership of the Group's internal objective which is to strive for outstanding quality to contribute to her/his own development within the Group through respect, responsibility, solidarity and communication.

Integration of quality across the value chain:

- The Group commits to ensuring the products offered comply with the needed safety standards, as this is vital to guarantee product quality.
- The Group ensures that the quality component is integrated throughout the product value chain in the development, measurement, monitoring of performance, safety standards, and risks: it puts in place the necessary processes and requirements internally and externally to ensure that the Outstanding Quality Level is achieved.

Reaching quality performance and continuous improvement:

- The Group commits to control the application and efficiency of quality policies through planned and structured steering bodies with the aim of maintaining an effective and efficient Quality Management System by capitalizing advances resulting from Research & Development, Excellence Centers and market feedback.

## **IV. IMPLEMENTATION**

The Group will implement the following action lines:

- Defining and deploying quality objectives for teams while regularly monitoring performance to support a culture of continuous improvement.
- Implementing internally and externally adequate systems to collect customer and markets requirements, analyze them and draw up the necessary action plans.
- Analyzing market developments and performing technological, regulatory and commercial watches to effectively adapt the offer.
- Each manager must ensure that resources are trained according to the quality requirements identified.
- Implementing standardized quality KPIs, available at all levels of the organization, which are reviewed in decision-making bodies on a regular basis.



## V. GOVERNANCE

The responsibility of this policy lies under the ESG / Ethics committee that reports at least twice a year to the Board of Directors / Chief Executive Officer.

## VI. COMPLIANCE AND MONITORING

With the aim of identifying, preventing, mitigating and responding to any potential negative consequence regarding product quality, and since these risks may change over time, OCP Group will conduct an ongoing process of risk identification and management in order to ensure the compliance with the commitments stated on its policies.

## VII. REPORTING

For more information on OCP Group's approach to quality management, please consult OCP Group Sustainability report available on its website: <https://www.ocpgroup.ma/en/investors/annual-report>.

For consulting all the above-mentioned policies, please visit OCP Group's website <https://www.ocpgroup.ma/en/sustainability/policies-and-standards>.

## VII. REVIEW

The Group will periodically review this policy to evaluate its relevance, to monitor compliance and to drive continuous improvement. OCP Group welcomes feedback and encourages dialogue with any interested party. All feedback and comments on this policy should be sent to [sustainability@ocpgroup.ma](mailto:sustainability@ocpgroup.ma).

Signature: Chief Operating Officer