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APPROVED:

By the Board of Directors of
PJSC “Uralkali”

(Minutes of the meeting of the Board of
Directors dated 19.03.2021, No.390)

The Product Message Management Policy of PJSC Uralkali

The Production Message Management Policy of PJSC Uralkali (the Policy) was developed to create a proper environment for relations with stakeholders and to promote associated business standards and principles. This Policy aims to inform all stakeholders about the position of Uralkali and its subsidiaries (the Company) in relation to any messages (i.e. queries, requests, grievances etc.) it may receive that concern the Company’s products. The Policy extends to all employees of the Company regardless of their jobs.

We strongly believe that responding to any incoming messages in a timely, careful and responsible fashion is necessary to maintain and improve satisfaction of our customers and to boost Uralkali’s position in the domestic and global markets.

Our goal is to make sure that customers are satisfied with how their messages are handled and resolved.

In our message management activities, we observe the following key principles:

- Focus on customers through a continuous analysis of their requirements and expectations;
- Being open for feedback and committed to taking necessary actions to resolve any issues;
- Identification and allocation of necessary resources to ensure effectiveness and efficiency of the message management activities;
- Continuous improvement of the message management process through regular analysis and assessment.

To achieve this goal, we provide for the following measures:

- A careful and impartial analysis of all incoming messages regardless of their source and communication channel;
- Consideration of messages within a specified time period;
- Development and implementation of effective corrective actions where reasonably required.

This Policy is a public document. It is communicated and made available to our employees and to external stakeholders through our established communication channels including the internal and external information resources of the Company.