

PLEASE NOTE: TEXT OF THIS DOCUMENT IN ENGLISH LANGUAGE IS A TRANSLATION PREPARED FOR INFORMATION PURPOSES ONLY. THE TRANSLATION MAY CONTAIN DISCREPANCIES AND OMISSIONS AND DOES NOT REPLACE THE RUSSIAN TEXT OF THIS DOCUMENT. IN ANY AND ALL CASES THE TEXT OF THIS DOCUMENT IN RUSSIAN LANGUAGE SHALL PREVAIL

APPROVED
By the decision of the Board of Directors
of Uralkali PJSC
(Minutes No. 390 dated March 19, 2021)

POLICY IN THE FIELD OF APPEAL MANAGEMENT FOR PRODUCTS OF URALKALI PJSC

The policy in the field of appeal management for products of Uralkali PJSC (hereinafter - the "Policy") has been developed with a view to creating an appropriate environment for interaction with the parties concerned and promoting related business norms and principles. This Policy is intended to inform all the parties concerned about the opinion of Uralkali PJSC and its subsidiaries (hereinafter collectively referred to as "Uralkali" or the "Company") in relation to appeals received in relation to the products supplied. The policy applies to all employees of the Company, regardless of their position.

We believe that a timely, diligent and accountable response to the appeals is necessary to maintain and increase customer satisfaction and strengthens the position of Uralkali in the global and domestic markets.

Our goal is customer satisfaction with the process of handling their appeals.

We are guided by the following principles in our activity in the field of appeal management:

- Customer orientation, implemented on the basis of constant study and analysis of their demands and expectations;
- Openness to feedback and willingness to enter into commitments to take the necessary steps to handle complaints;
- Identification and distribution of the necessary resources to achieve the effectiveness and efficiency of dealing with appeals;
- Continuous improvement of the process of dealing with complaints based on regular analysis of the process.

To achieve our goal, we ensure:

- Careful and impartial analysis of all appeals received, regardless of their source and way of informing;
- Compliance with the agreed terms for handling appeals;
- Development and implementation of effective corrective actions for justified appeals.

This Policy is public. The communication, distribution and ensuring the availability of the use of this Policy is made in the prescribed manner by informing the Company's employees and publishing on the internal and external information resources of the Company.