



Table of Behavioral Attribute in Connection to Customers

Item	Scope	Measures
1	Commitment (Promise)	The duration between receiving purchase documents up to issuing and confirming sale sheet is maximum 1 working day.
		In parallel with facilitating customers' access to all after sale services (including purchasing, balance in IRR, tonnage and shipping), the required reports shall be accessible in form of online through web portal of the company for the customers.
		In parallel with facilitating customers' access to all sale transactions (including changes in shipping, tracking cargo, replacing products, etc.), the required services shall be rendered through factory's offices and the own company.
		Within maximum 3 working days from issuance date of presale sheet, the first part of the purchased cargo by the customer is going for the shipment.
		As soon as the loaded truck leaves Hegmatan Cement Co. to the customer, a text message shall be sent to the call number of the customer to inform of loading the truck.
		The company's obligations in terms of cement quality are as follows: <ul style="list-style-type: none"> - Producing cement in conform with National Iranian Standard - Continuous quality control by physical and chemical tests conform with requirements of ISO IEC 17025 in company's equipped labs - Bags' weight tolerance control with a mechanized system
		In case of dissatisfaction of the customer about cement quality based on above mentioned requirements, this company, by offering the case to the sale commission and confirming by them, shall replace it with qualified cement if the customer has the cement sample and could improve his claim.
		The company is obliged to sale all its productions based on the price list of Guild Union of Cement Industry Employers or requirements of Iran Good Exchange Market.
2	Limitations announced to the customer	The information of the customer shall be assumed confidential in all handling steps.
		The duration of issuing presale sheet shall be increased for one working day if the purchasing documents are not completed by the customer.
		It is not possible to sale cement in bag and bulk less than 12 tones and 15 tones, respectively by virtue of limited number of shipping trucks.
		In case of applying traffic limitations by Traffic Dept. or bad weather, the excess time shall be added to the delivery time of cargos.
		The delay forced by probable causes resulted from shipping cessation by shipping institutes or shipping fleets shall be added to the delivery time of the cargo.
		In case of disorders in internet and telecommunication networks, it will be ceased to use customers' portal or sending text message.
		In case of unpredicted matters in the duration of producing the products, the excess time shall be added to the time of first shipment and delivery time of the whole products.
The company is obliged to observe announced instructions by following authorities: <ul style="list-style-type: none"> - Cement task forces - The regulations established by guild union - Regulations of Good Exchange Market - Limitations established by supervisory bodies 		
3	Other instruction's conditions	The sale conditions of Hegmatan Cement company are the same in all sale offices.
		The request for canceling sale sheet and settling with customers (if required) shall be handled after filling relevant forms and by Hegmatan Cement factory.
		The cargo which is announced to the customer to be shipped shall be shippable within maximum 24 hours after announcement.
		In case of providing infrastructure facilities, other sale steps (issuing presale sheet) shall be announced to the customer by text message system.
		It is the emphasized goal of the attribute the product quality, proper services and full satisfaction of the customers.
		The timeslot for handling qualitative issues is maximum 45 days from the date of filling the form of customer's voice.
4	Supporting Information	In case of any changes in cement price, the margin shall be added to or decreased from the cement volume.
		Tel. number for tracking the matters related to issuance of sale sheet and the balance of customer's account is 081—38200842.

		<p>Offered information by the customers together with the forms</p> <p>The required services by the client shall be rendered in sale office of the factory and the phone numbers of Hamedan office have been provided for facilitating.</p> <p>The customers' satisfaction shall be monitored and measured as per requirements of 10004 standard.</p> <p>Customers could connect the company in relation to the products by phone, in person, by internet or in written through following:</p> <ul style="list-style-type: none"> - Tel. No.: 081-38222568 - Add.: upper floor of Maskan bank, corner of Saeidieh complex, Saeidieh Bala, Hamedan, In-Charge person: Mr. Baniardalan - Email: sales@hegmatancement.com - Website: www.hegmatancement.com <p>The method of hearing customers through customers' relationship dept. (phone No. 081-38222568) shall be based on requirements of ISO 10002 and ISO 10003 (authorized by Guild Union of Cement Industry Employers)</p>
5	Planning, Design, Writing and Commissioning Instructions	<p>The recommendations of eager groups such as personnel, customers, agencies, members of community, guild suppliers and other beneficiaries of the attribute shall be applied in order to design the attribute and their demanded obligations.</p> <p>The modus operandi about customers' relationship shall be tested in trial.</p> <p>The encourage and performance assessment system shall be applied to effectively execute the attribute.</p> <p>The customers shall be surveyed in terms of propriety of the attitude.</p> <p>The organization shall show the required endeavors to publish behavioral attribute and enhance access paths in order to inform customers.</p> <p>Establishing strategic planning document and identifying optimization indices and projects</p>
6	Maintenance & Improvement	<p>Internal auditing and following up the measures</p> <p>Evaluation of complaint data</p> <p>Revising in marketing competition and market researching</p> <p>Changing physical facilities development and infrastructures and try to enhance customers' accountability</p> <p>Developing customer-oriented procedure in the organization</p> <p>Holding meetings with all beneficiaries</p>