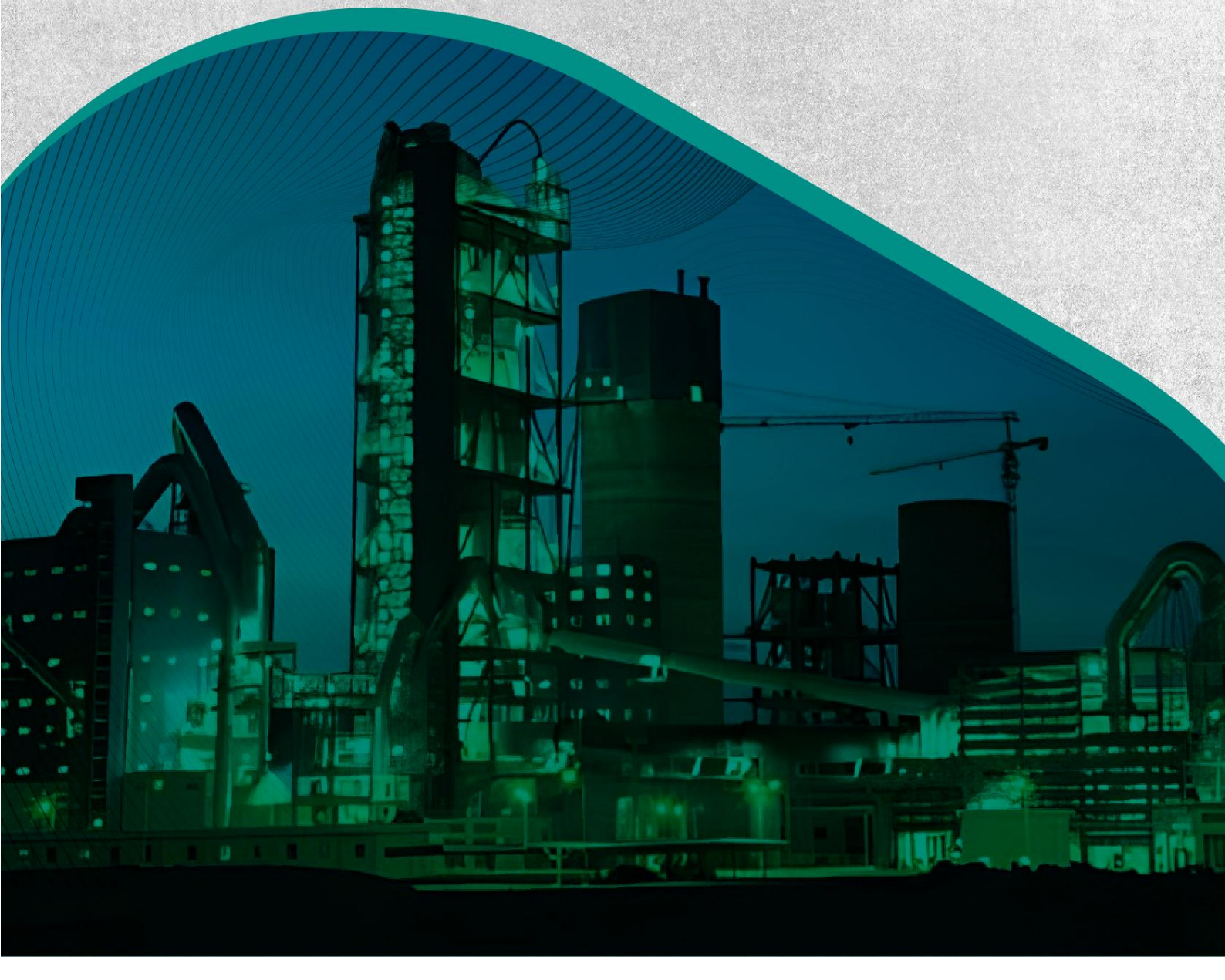
أسمنت الرياض
RIYADH CEMENT

Beneficiary Service Charter



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Introduction

In line with Riyadh Cement Company's commitment to operational excellence and to building a positive relationship with all beneficiaries — including customers, distributors, contractors, suppliers, and partners — the Company adopts this Charter as a clear declaration of beneficiaries' rights and the Company's obligations toward them.

This Charter aims to enhance transparency, improve service quality, facilitate access to information, and ensure a consistent and effective experience across all points of contact.

Our Commitments to Beneficiaries

Riyadh Cement Company is committed to the following:

Professional and Respectful Service

- Providing fair and courteous service to all beneficiaries without discrimination.
- Maintaining respect and professionalism across all communication channels.

Clear and Accurate Information

- Providing up-to-date information on products, specifications, sales terms, and working hours.
- Clearly explain procedures for submitting requests, inquiries, and complaints.

Easy Access to Services

- Offering multiple service channels, including phone, email, electronic forms, and in-person visits.
- Simplifying procedures and facilitating beneficiaries' access to information and services.

Quality of Products and Services

- Delivering products that comply with approved standard specifications.
- Addressing technical observations promptly and efficiently.

Timely Response

- Responding to inquiries within 1–2 business days.
- Informing beneficiaries of any updates related to their requests or transactions.

Complaint Handling

The Company is committed to:

- Receiving complaints through clearly defined channels.
- Registering complaints and providing beneficiaries with a reference number.
- Resolving complaints within a reasonable timeframe and informing beneficiaries of the outcome.
- Following up to ensure beneficiary satisfaction with the resolution.

Data Protection and Privacy

- Protecting beneficiaries' data and not sharing it with any third party except in accordance with applicable laws and approved policies.

Beneficiaries' Rights

Beneficiaries are entitled to:

- Receive accurate and clear information.
- Obtain professional and fair service at all times.
- Submit inquiries or complaints through official channels and receive a response.
- Protection of their data and privacy.
- Deal with products that meet approved standard specifications.

Beneficiaries' Responsibilities

We expect our beneficiaries to:

- Provide correct and accurate information to facilitate service delivery.
- Comply with agreed terms of engagement, payment, and delivery.
- Use official communication channels.
- Follow safety instructions when visiting operational sites.

Communication Channels

You may contact us through:

- **Phone:** +966 11 261 1888
- **Email:** sales@riyadhcement.com.sa , public.relation@riyadhcement.com.sa
- Electronic complaint and inquiry forms
- **Website:** www.riyadhcement.com.sa
- **Head Office Address:** P.O. Box 250002, Riyadh 11391 Kingdom of Saudi Arabia Imam Saud bin Abdulaziz bin Mohammed Road

Our Commitment to Continuous Improvement

We continuously strive to enhance our services and products through:

- Measuring beneficiary satisfaction.
- Monitoring and analyzing complaints and feedback.
- Improving processes and developing digital service channels.