

Customer Charter ¹

Al Khalij Cement Company's (AKCC) Customer Charter is our engagement to meet product, service and delivery standards.

Product Conformity	Our cement complies with national and international standards QCS2014, BS EN-197 and ASTM C150. Our Oil Well Cement is Class G HSR grade, certified by the American Petroleum Institute and compliant with API 10A.
Quality Management System	AKCC is certified by Bureau Veritas for Integrated Management System (ISO 9001:2015, ISO 14001:2015 and OHSAS 18001:2007 Management systems).
Support Requests	Our customer service team will respond to support requests within 60 minutes during office working hours ² .
Resolution	Customer support requests will be fulfilled or, in rare cases, provided a course of action within 36 hours.
Relationship Management	Every customer will be assigned a dedicated AKCC representative. We welcome plant visits to learn about our production and quality control processes.
Loading Efficiency	Our logistics team will load customers' bulkers within 60 minutes or flat-bed trucks within 90 minutes of passing the plant entrance gate.
Customer Feedback	We will always listen to and value our customers' feedback, respond courteously, and deal fairly with all requests.
Sustainability	Our plant will remain amongst the lowest emitters of NOx, SOx and Co2 emissions in Qatar against its peers.
Safety & Welfare	The safety and welfare of our employees, visitors, customers and contractors shall always be a top priority.
Operational Transparency	We will communicate promptly when we become aware of problems which might affect our customers' operations.
Training	We will offer periodical and complimentary sessions to ensure our customers use and benefit from our products efficiently and cost effectively.
Confidentiality	We have robust safeguards to protect your data.

¹ This charter is not a contractual document.

² Saturday to Thursday 8am to 4pm. Support requests outside these hours will be responded to the next working day.

Suggestions

We invite and welcome your suggestions. AKCC operates a continuous improvement policy.

Customer support

Please contact your dedicated account manager.

Sales enquiries and feedback

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