

# CUSTOMER SERVICE CHARTER

*“Committed to product and service excellence”*

## WHO WE ARE

East African Portland Cement Company Limited (EAPCC) is a commercial state corporation manufacturing Blue Triangle Cement and other cement products

We are committed to providing our customers a quality product and reliable service

Our Customer Service Charter is our promise to customers which is backed by facts and measurements

Our products have been used in major infrastructure projects e.g housing, roads, dams and bridges across the Eastern Africa Region

## MISSION STATEMENT

To provide cement for infrastructural solutions to the satisfaction of our stakeholders.

## VISION STATEMENT

To be the regional leader in the provision of cement, innovative cement products and solutions.

## CORE VALUES

Teamwork	Integrity
Customer Focus	Commitment
Innovativeness	Safety
Timeliness	

## OUR COMMITMENT TO YOU

PRODUCT & SERVICES	OUR COMMITMENT	TIMELINE
<b>Service Standards</b>	To provide excellent customer service in all our business processes as per our customer service standards to deliver optimal value to all our stakeholders.	Always
	To promptly provide information on request for distributorship, transport and supplies.	Within 24 hours
	To pay our creditors as per the contract.	As per agreed terms
<b>Quality and Safety</b>	To produce quality cement that conforms to the set cement standards KS-EAS 18-1:2001.	Always
	To produce our products in an efficient and safe manner in conformance to ISO 9001:2008 and OHSAS 18001:2007.	Always
	To provide training to our customers on the product applications as per the schedule.	Continuous
<b>Availability and Delivery</b>	To ensure consistence supply of the existing products as per the customer's order.	3 hours
	To promptly deliver the product to our customers where transport is provided by us.	Nairobi & environs 6 hrs, Upcountry radius 250km 24hrs, upcountry beyond 250 kms 48hrs & Export 4 days
	Incase of unforeseen delay in delivery, we shall advise and take appropriate action.	Within 24 hours
<b>Customer Relationship</b>	To handle customer concerns effectively and efficiently as per the approved procedures.	Within 24 hours
	To inform customers of the intended course of action and time frame of response, when the response to cases go beyond a fortnight.	Two (2)weeks after receiving the complaint
	To assure confidentiality in respect to all complaints made through adherence to code of conduct and ethics.	Always
	To give prompt feedback when we experience problems which might impact on our service or product delivery.	Within 24 hours

**In our service delivery, we shall always seek to promote human dignity; human rights; equality and equity; social justice and inclusiveness; non-discrimination and protection of the marginalized**

### Customer Feedback/Complaints/Inquiries:

Please register your feedback in writing, email and website or call us using any of our numbers shown below.

You may drop your feedback at our Customer Care office in Athi-River



East African Portland  
Cement Co. Ltd

*Holding Life Together*

### CONTACT

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