



newsonline

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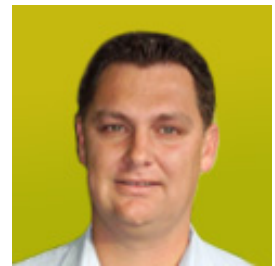


New force in our sales team

Mark joined the NCP Alcohols Commercial Team from 1st August 2009 as National Sales Manager, taking over from Graeme Davidson who is relocating his family to New Zealand.

Returning from the UK in 2002 after 10 years of customer service management experience in the cellular industry, Mark extended his career with Multi-nationals by joining Sony for a successful and rewarding 7 years in Regional Management of Sales, Marketing and Logistics functions.

"I am very excited about joining a highly successful team, a company with a global footprint and most of all being in a position to apply my business experience and relationship skills on a national basis", says Mark. "The industry is new to me and I look forward to the challenge and gaining the support of my customers and colleagues."



Mark Immelman
National Sales
Manager

News from the market

A tough old year so far - but, "when the going gets tough, the tough get going", says Alan Swart, the Commercial Manager at NCP Alcohols. "We have a talented and experienced Commercial Team, and they have excelled at bringing in new business this year".



Alan Swart Commercial Manager

Export sales have raced ahead with the news that NCP Alcohols have been awarded a 2 year global tender for East and West Africa as well as the Philippines, for the supply of high purity extra neutral ethanol.

With this significant new business and the further expansion of our other markets, NCP Alcohols continues to grow as a significant supplier of premium quality extra neutral potable ethanol in the regions Africa, Middle East and Asia Pacific.

Well done to the entire team that made this possible!



Integrated ISO systems

NCP Alcohols has committed itself to continuous improvement in all it does as a business imperative. To this end we are integrating our ISO systems and plan to achieve the first phase of integrating our ISO 9000 and HACCP systems by November 2009.

Looking ahead we are preparing for NOSA 4 Star Certification in Q3 2010 and plan to integrate this into our systems as well. This will have the benefit of further improving our safety environment

Our goal is to constantly review and improve our standards wherever necessary, to ensure we meet all our stakeholder, needs well into the future.

For our 2008 Sustainability report follow the link below: [Sustainability Report 2008](#)



Message from the MD Committed to Customer Service

As part of our ongoing commitment to customer service at NCP Alcohols we are investigating ways of receiving additional regular feedback from our customers. We are experimenting with the use of an electronic survey tool which we believe could prove valuable in continually monitoring and improving our response.

We are using this tool to conduct a Customer Service Snap Survey to measure your approval of our service to you. We would therefore like to enlist your help in identifying those areas where we fully meet your needs and those where you would like to see improvements. We attach the utmost importance to this exercise since it is your feedback that will enable us to continually improve our service in order to meet your needs. Your responses are treated in total confidence and I regard this as a very important step in our aim of continually improving the level of service we provide to you. I would like to thank you in advance for helping us with your feedback.

Please follow the link to complete the NCP Alcohols Customer Snap Survey 2009: [NCP Alcohols Customer Survey](#)



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Gary Bregovits Operations Manager



Peter Starling Managing Director