

BID CORPORATION LIMITED

Registration Number: 1995/008615/06

STAKEHOLDER ENGAGEMENT POLICY

1. INTRODUCTION

- 1.1. The Bidcorp board recognises the importance of acting in the company's best interest and protecting the legitimate interests and expectations of stakeholders.
- 1.2. Bidcorp's social and ethics committee oversees the group's sustainability activities and this Stakeholder Engagement Policy supports the social and ethics committee's Charter and Bidcorp's approach to sustainable development.
- 1.3. The Bidcorp board is responsible for the management of stakeholder relationships, delegated to the management of each business to achieve effective stakeholder relationships with material stakeholders and to balance their legitimate and reasonable needs, interests and expectations. Bidcorp's decentralised business model promotes responsible product sourcing, reducing environmental impact, employee wellbeing and supporting social investment programmes.

2. PURPOSE

- 2.1. Bidcorp's Stakeholder Engagement Policy is designed to provide guiding principles to manage the way in which we interact with our defined key stakeholders.

3. STAKEHOLDER GROUPS

- 3.1. Bidcorp is committed to adding sustainable value, founded on honesty, integrity, accountability and transparency, for the following identified key stakeholder groups:
 - 3.1.1. Employees
 - 3.1.2. Suppliers
 - 3.1.3. Customers
 - 3.1.4. Shareholders, including investors and analysts
 - 3.1.5. Environment
 - 3.1.6. Communities
 - 3.1.7. Government, authorities and regulators
 - 3.1.8. Partners and potential partners

4. GUIDING PRINCIPLES

- 4.1. Responsible corporate citizenship, social responsibility, sound business practice and natural resource management are fundamental to Bidcorp's sustainability, as are stakeholder trust and confidence.

- 4.2. Bidcorp's commitment to inclusive stakeholder engagement is based on the principles of:
 - 4.2.1. **Relevance** – focusing on issues of material concern to our stakeholders and to Bidcorp and identifying how best to address them for mutual benefit.
 - 4.2.2. **Completeness** – understanding the views, needs, performance expectation and perceptions associated with these material issues while also taking cognisance of prevailing local and global trends.
 - 4.2.3. **Responsiveness** – engaging with stakeholders on these issues and giving regular, comprehensive and coherent feedback.
- 4.3. Such relationships ensure open, honest, transparent and efficient communication with identified stakeholders and inform group strategy and related activities.
- 4.4. Bidcorp will foster constructive relationships with its stakeholders and make every attempt to understand and meet their expectations by:
 - 4.4.1. recognising that our social, economic and environmental responsibilities to these stakeholders are integral to our business;
 - 4.4.2. direct liaison and consultation;
 - 4.4.3. minimising or mitigating risk to ensure a high level of business performance;
 - 4.4.4. striving to improve our environmental performance through implementation of sustainable development and environmental policies;
 - 4.4.5. establishing partnerships with communities;
 - 4.4.6. complying with all laws and regulations;
 - 4.4.7. influencing public policy;
 - 4.4.8. measuring, monitoring and managing customer satisfaction; and
 - 4.4.9. monitoring and addressing customer complaints.
- 4.5. This Stakeholder Engagement Policy is applicable to the group and all its business units with regards to all current, planned and future activities.

5. RELATED DOCUMENTS

- 5.1. The Stakeholder Engagement Policy is to be read in conjunction with Bidcorp's Code of Ethics.

6. APPROVAL

- 6.1. This policy will be reviewed and adopted annually by the Bidcorp Board.

7. CONCLUSION

- 7.1. Bidcorp will continue to develop human, social and natural resources in a way that ensures its sustainability approach enhances its long-term viability and overall prosperity and is committed to measuring and reporting its progress in terms of this policy.