Dis-Chem

Better health starts here

Group Sustainability Policy

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CONTENTS

01
PURPOSE 3

02
OUR COMMITMENT 3

03
SCOPE 3

04
ENVIRONMENT 3

05
SOCIAL 5

06
GOVERNANCE 6

1. Purpose

The purpose of this policy is to define our overall ambitions for sustainable development.

2. Our commitment

We believe that integrating Environmental Social and Governance (ESG) into the core of our business and decision-making process is vital for our long-term sustainability. Good environmental stewardship, investing in our people and the communities we operate in, practicing good business ethics and providing a customer centric service are our sustainability cardinal pillars.

3. Scope

This policy applies to all operations within the management and control of Dis-Chem Group. This policy also considers external stakeholders.

4. Environment

At Dis-Chem we acknowledge our responsibility to implement responsible environmental stewardship to reduce the impact of our operations on the environment. With regards to the environment, we strive to:

- Protect the environment we operate in by conducting environmental impact assessments to identify and manage actual, and potential impacts.
- Comply with applicable regulatory requirements and standards.
- Implement environmental management systems aligned to international standards.
- Mobilise resources to implement best practices and technology available to reduce environmental impact.
- Implement environmental training and awareness programmes for our employees and stakeholders.
- Monitor applicable regulatory requirement and conduct audits to evaluate the level of compliance.
- Promote the responsible / efficient use of natural resources.
- Reduce emissions, releases and waste.
- Monitor environmental performance and take steps to ensure continual improvement.
- Implement environmental communication programmes.
- Consult and encourage our stakeholders to partner with us to minimise the environmental impact.

4.1 Climate change

- Conduct an assessment to evaluate our climate change risks and opportunities.
- Monitor and measure our carbon footprint.
- Implement eco-friendly best processes and technology available to reduce our impact.
- Collaborate with our stakeholders throughout our value chain to reduce the impact of climate change.

4.2 Energy management

- Conduct an assessment to evaluate the impact of our operations on energy resources (i.e. electricity, petrol, diesel and liquefied petroleum gas).
- Implement energy management system to reduce our environmental impact and continuously improve our energy management performance.
- Encourage procurement decisions to consider energy efficient products and services.
- Promote energy awareness amongst our employees.
- Monitor and report on energy management performance.
- Partner with and encourage our stakeholders to improve energy management.

4.3 Water

- Identify water stress areas and implement actions to reduce any negative impact.
- Reduce water withdrawal within our operations.
- Implement best practice and technology available to improve water use efficiencies.
- Partner with our stakeholders to promote responsible water use.

4.4 Waste management

- Identify and evaluate the impact of waste generated within our operations.
- Implement best available technology to manage waste in accordance with the waste management hierarchy (i.e. eliminate, reduce, reuse, recycle, recover, dispose).
- Promote a circular economy.
- Comply with applicable legal and other requirements.
- Encourage our stakeholders to promote responsible waste management.

4.5 Biodiversity

- Conduct an assessment to ensure avoidance of the disturbance of the ecosystem, loss of biodiversity and heritage areas.

- Mobilise resources to preserve biodiversity.
- We will integrate the awareness of biodiversity and instructions about how to mitigate biodiversity impacts, in regular training programmes.
- Collaborate with our stakeholders throughout our value chain.

5. Social

Investing in the wellbeing of our people, the communities and our customers is vital to the long-term sustainability of our business. With regards to social, we strive to:

5.1 Our people

- Comply with applicable labour and human rights regulatory requirements and standards.
- Respect human rights and diversity of our people.
- Improve diversity and inclusion (EE).
- Invest in the development of our people.
- Abolish all forms of child labour, forced and compulsory labour, human trafficking and abuse.
- Eliminate all forms of discrimination in the workplace.
- Implement just remuneration practices.
- Encourage our people to contribute to our sustainability initiatives.
- Recognise the right of our employees to freedom of association.
- Encourage reporting of unethical behaviour via approved secure platforms without fear of victimisation.

5.2 Occupational health and safety (OHS)

- Conduct OHS risk assessment to identify and manage OHS risks in the workplace.
- Implement operational controls to mitigate the risk.
- Comply with applicable regulatory requirements and standards.
- Appropriately train and develop our employees on OHS.
- Promote OHS in the workplace through various communication platforms.
- Set and monitor time specific, quantitative and qualitative OHS objectives and targets to reduce incidents.
- Identify possible workplace emergencies and develop an appropriate emergency preparedness and response plan.
- Conduct regular audits and implement improvements measures to ensure continual improvement.
- Implement employee health and wellness programmes.

5.3 Our customers

- Work with our customers to understand their needs and expectations.
- Offer products and services that meet the needs and expectations of our customers.
- Offer products and services that are accessible to our customers.
- Respect human rights and diversity of our customers.
- Offer products and services that are safe and accessible.

5.4 Our communities

- Improve the social and economic well-being of our communities by investing in the communities we operate in through the Dis-Chem Foundation.
- Participate in disaster relief for our communities experiencing natural disasters and other events affecting our communities.
- Evaluate and manage our potential human rights impact on the communities.
- Recognise the sensitivities involved in addressing issues related to the cultural heritage of indigenous communities.
- Create sustainable partnerships to encourage long term impactful value creation for our communities.
- Implement community health and wellness support programmes.
- Respect and support human rights as guided by the UN Guiding Principles on Business and Human Rights.

6. Governance

Being a good corporate citizen is central to Dis-Chem values. In order to practice and promote good business ethics and conduct, we strive to:

- Conduct our business in compliance with applicable regulatory requirements and standards.
- Provide an approved confidential reporting mechanism to enable reporting of unethical, illegal or irresponsible behaviour.
- Eliminate all forms of bribery and corruption, collusion and price fixing, and anti-competitive behaviour.
- Implement a policy that governs our employee code of business ethics.
- Roll-out ethical sourcing and responsible supply chain practices across our value chain.
- Ensure that our suppliers commit to our supplier code of conduct.