

2024

**SOCIAL AND ENVIRONMENTAL REPORT**  
FOR THE YEAR ENDED 29 FEBRUARY 2024



# TABLE OF CONTENTS

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About this Report	02
Six Capitals	03
Human Capital	04
Social Responsibility & Investment	12
Safety, Health, Environment & Quality	20
Sustainable Development Goals	27
Supplementary Data Tables	30

# ABOUT THIS REPORT

The Social and Environmental ("S&E") Report 2024 ("the Report") should be read in conjunction with the Annual Integrated Report ("AIR") and the Annual Financial Statements ("AFS") (including the Social and Ethics Committee Report), all of which may be found on our website [www.santova.com](http://www.santova.com).

The Report provides an account of the social and environmental elements of sustainability within the Santova Group (the "Group") over the financial year. The Report demonstrates the Group's social and environmental position with respect to its internal operating environment ("IOE"), external operating environment ("EOE"), strategy and performance. The Report is divided into the following sections:



The factors that have influenced the content of the Report are the following:

- The principles contained in the Santova Social and Ethics Register [this register contains a summary and analysis of the various social and ethics laws, codes and protocols prescribed by the Companies Act of South Africa (Act 71 of 2008), as amended ("the Companies Act"), and other regulations];
- The requirement to disclose sustainability matters to all stakeholders in an open, honest and transparent manner;
- The material issues facing the Group and the industries within which the Group operates, which further affect the society (community) and the environment;
- The impact and probability of any significant risks that may arise when considering sustainability areas;
- Compliance with relevant laws and regulations;
- Compliance with the relevant Codes of Good Practice including the King IV™ Report on Corporate Governance for South Africa 2016, Institute of Directors Southern Africa ("King IV™");
- The recommendations of the International Integrated Reporting Council ("IIRC"); and
- The effect of the 'six capitals' on the creation of value over time.

## SIX CAPITALS

As in previous years, this Report has been drafted to consider a wide stakeholder audience and its composition has been arranged to illustrate the impacts on society and the environment rather than the effects of the 'capitals' on value creation over time. However, as stated in "Our Approach to Reporting" on page 1 of the AIR, the Report has taken cognisance of the recommendations of the Integrated Reporting Framework of the IIRC and therefore deals with elements of the 'capitals' and in particular, the more material elements of natural capital, social and relationship capital, and human capital. However, in order to extract the complete analysis of the six capitals used by Santova to create value over time, this Report must be read in conjunction with the AIR and the AFS (which includes the Social and Ethics Committee Report). The six capitals utilised by Santova may be found on the following page of this Report.







## SOURCE DATA

This report has been prepared from data sourced from all regions within the Group, unless specifically advised. The following should be noted with regards to the source data used in this Report:

- Thailand ("TH") - This region was wound down and closed during the financial period and no data has been included from Thailand in any section of this Report.
- United States of America ("US") and Vietnam ("VN") - Our relatively new regions have been included throughout the Report for the first time.
- Melbourne, Australia ("AU") - Our newly established office in Melbourne has been included as a separate region in the Human Capital geographical headcount on page 6 but has been consolidated into the Sydney (AU) data for the remainder of this Report.

# SIX CAPITALS

As explained in more detail in Our Approach to Reporting on page 1 of the AIR, our 2024 Reporting Suite encompassed by the AIR, AFS and S&E Report sets out our performance in the following categories: economic, governance, financial and environment. Our reports may be considered from a 'capitals' perspective by considering the below table, which demonstrates the 'capitals' used by Santova to create value:

	 INTELLECTUAL CAPITAL	 HUMAN CAPITAL	 SOCIAL & RELATIONSHIP CAPITAL	 FINANCIAL CAPITAL	 MANUFACTURED CAPITAL	 NATURAL CAPITAL
<b>DESCRIPTION</b>	<ul style="list-style-type: none"> <li>In-house developed Supply Chain capabilities and IT resources and software</li> </ul>	<ul style="list-style-type: none"> <li>Group employees' skills, knowledge and experience</li> </ul>	<ul style="list-style-type: none"> <li>Relationships between Group and Stakeholders</li> </ul>	<ul style="list-style-type: none"> <li>Funding supplied by Shareholders, Bankers and Creditors</li> </ul>	<ul style="list-style-type: none"> <li>Global infrastructure of offices and equipment</li> </ul>	<ul style="list-style-type: none"> <li>Office-based usage of water, energy, land and carbon emissions</li> </ul>
<b>ASSOCIATED STAKEHOLDERS</b>	<ul style="list-style-type: none"> <li>Employees</li> <li>IT Service Providers</li> <li>Clients</li> </ul>	<ul style="list-style-type: none"> <li>Employees</li> <li>Suppliers</li> <li>Clients</li> </ul>	<ul style="list-style-type: none"> <li>Shareholders</li> <li>Employees</li> <li>Clients</li> <li>Agents</li> <li>Suppliers</li> <li>Governments / Regulators</li> <li>Communities</li> </ul>	<ul style="list-style-type: none"> <li>Shareholders</li> <li>Financial Institutions / Bankers</li> <li>Credit Underwriters</li> <li>Creditors</li> </ul>	<ul style="list-style-type: none"> <li>Suppliers</li> <li>Employees</li> <li>Communities</li> </ul>	<ul style="list-style-type: none"> <li>Governments / Regulators</li> <li>Suppliers</li> <li>Communities</li> </ul>
<b>ASSOCIATED STRATEGIC INITIATIVES</b>	<ul style="list-style-type: none"> <li>Innovation (Technological)</li> <li>Innovation (Supply Chain)</li> <li>Diversification</li> </ul>	<ul style="list-style-type: none"> <li>Innovation (Talent Pool)</li> <li>Intellectual Capital (Executing at High Standards)</li> <li>Growth (Organic)</li> </ul>	<ul style="list-style-type: none"> <li>Diversification</li> <li>Intellectual Capital (Executing at High Standards)</li> <li>Growth (Organic)</li> </ul>	<ul style="list-style-type: none"> <li>Growth (Acquisitive)</li> <li>Growth (Organic)</li> </ul>	<ul style="list-style-type: none"> <li>Diversification</li> <li>Growth (Acquisitive)</li> <li>Growth (Organic)</li> </ul>	<ul style="list-style-type: none"> <li>Diversification</li> <li>Growth (Acquisitive)</li> <li>Growth (Organic)</li> </ul>
<b>LOCATION IN ANNUAL INTEGRATED REPORT</b>	<ul style="list-style-type: none"> <li>Vision and Purpose</li> <li>Our Business Model</li> <li>Our Key Relationships</li> <li>Our Investment Case</li> <li>Our Key Differentiators</li> <li>How We Manage Risk</li> <li>Our Key Inherent Risks</li> <li>Our Strategy</li> <li>Chairman's and Chief Executive Officer's Review</li> <li>Governance Review</li> </ul>	<ul style="list-style-type: none"> <li>Who We Are</li> <li>Our Culture and Values</li> <li>Where We Operate</li> <li>Our Business Model</li> <li>Our Key Relationships</li> <li>How We Create and Distribute Value</li> <li>Our Key Differentiators</li> <li>How We Manage Risk</li> <li>Our Key Inherent Risks</li> <li>Our Strategy</li> <li>Chairman's and Chief Executive Officer's Review</li> <li>Who Governs Us</li> <li>How We Remunerate</li> </ul>	<ul style="list-style-type: none"> <li>Our Culture and Values</li> <li>Our Business Model</li> <li>Our Key Relationships</li> <li>How We Create and Distribute Value</li> <li>Our Investment Case</li> <li>Our Key Differentiators</li> <li>How We Manage Risk</li> <li>Our Key Inherent Risks</li> <li>Our Strategy</li> <li>Chairman's and Chief Executive Officer's Review</li> <li>Shareholder Information</li> </ul>	<ul style="list-style-type: none"> <li>Our Business Model</li> <li>Our Key Relationships</li> <li>How We Create and Distribute Value</li> <li>Our Investment Case</li> <li>Our Competitive Positioning</li> <li>Our Strategy</li> <li>How We Performed (Financial Highlights)</li> <li>Group Financial Review</li> <li>Shareholder Information</li> </ul>	<ul style="list-style-type: none"> <li>Where We Operate</li> <li>How We Create and Distribute Value</li> <li>Our Business Model</li> <li>Our Competitive Positioning</li> <li>Our Key Differentiators</li> <li>Our Strategy</li> <li>Chairman's and Chief Executive Officer's Review</li> <li>Group Financial Review</li> </ul>	<ul style="list-style-type: none"> <li>Where We Operate</li> <li>Our Business Model</li> <li>How We Create and Distribute Value</li> </ul>
<b>LOCATION IN SOCIAL AND ENVIRONMENTAL REPORT</b>	<ul style="list-style-type: none"> <li>Human Resources</li> <li>Training and Skills Development</li> <li>COVID-19, HIV/AIDS and Other Diseases</li> <li>Quality</li> </ul>	<ul style="list-style-type: none"> <li>Human Resources</li> <li>Wellness</li> <li>Training and Skills Development</li> <li>Skills Development Programmes</li> <li>Employment Equity</li> <li>Health and Safety</li> <li>COVID-19, HIV/AIDS and Other Diseases</li> </ul>	<ul style="list-style-type: none"> <li>Human Resources</li> <li>Training and Skills Development</li> <li>Skills Development Programmes</li> <li>Employment Equity</li> <li>Broad-based Black Economic Empowerment</li> <li>Corporate Social Investment</li> <li>Health and Safety</li> <li>COVID-19, HIV/AIDS and Other Diseases</li> <li>Environment</li> </ul>	<ul style="list-style-type: none"> <li>COVID-19, HIV/AIDS and Other Diseases</li> </ul>	<ul style="list-style-type: none"> <li>COVID-19, HIV/AIDS and Other Diseases</li> <li>Environment</li> </ul>	<ul style="list-style-type: none"> <li>COVID-19, HIV/AIDS and Other Diseases</li> <li>Environment</li> </ul>
<b>LOCATION IN ANNUAL FINANCIAL STATEMENTS</b> (Includes Audit & Risk and Social & Ethics Committees' Reports)		<ul style="list-style-type: none"> <li>Social and Ethics Committee Report</li> </ul>	<ul style="list-style-type: none"> <li>Social and Ethics Committee Report</li> </ul>	<ul style="list-style-type: none"> <li>Annual Financial Statements</li> <li>Audit and Risk Committee Report</li> </ul>	<ul style="list-style-type: none"> <li>Annual Financial Statements (Segment Report)</li> </ul>	
<b>PREDOMINANT INFLUENCING KING IV™ PRINCIPLES</b>	4, 11, 12	1, 2, 4, 5, 6, 7, 8, 9, 10, 11, 14, 15	1, 2, 3, 4, 5, 9, 11, 13, 14, 15, 16	4, 5, 11	4, 11	3, 4, 11, 13

# HUMAN CAPITAL

As the Group operates predominantly within a service industry, Human Capital naturally plays a central role in the implementation of the Group's key strategic initiatives and below we outline these initiatives and illustrate how Human Capital contributes to the Group's strategy:

## 1

### GROWTH

To achieve consistent year-on-year ("YoY") growth in revenue and profitability through a balanced combination of organic growth and selective acquisitions.

#### 1. Organic growth:

- New clients
- New trade routes
- New services and products

#### 2. Acquisitive growth:

- 'Bolt-on' acquisitions
- Strategic acquisitions

## 2

### INNOVATION

#### 1. Technological innovation: leveraging off next generation technology.

To continually invest and further develop the Group's Information Technology to provide clients with meaningful information and data - allowing clients to achieve a competitive advantage and, in so doing, ensuring long-term client retention.

#### 2. Supply chain innovation: utilising a knowledge-intensive business model.

To continually invest in and grow the Group's supply chain solutions' resources and capabilities both locally and internationally.

## 3

### INTELLECTUAL CAPITAL

#### 1. Executing at high standards, quickly and intelligently.

To leverage off industry best practice and to continually drive operating efficiencies and consistency of systems and procedures across all regions, ensuring free flow of intellectual capital and accurate data based decision-making.

#### 2. Talent pool: investing in and cultivating intellectual capital.

To maintain Santova as a 'preferred employer' within the logistics industry thereby attracting and retaining appropriately skilled and experienced employees.

## 4

### DIVERSIFICATION

Relentless diversification of the business, including:

- Geographies
- Currencies
- Services
- Products
- Industries
- Trade routes
- Human Capital

# HUMAN CAPITAL continued

## HUMAN RESOURCES ("HR")

Human Resources is managed by each individual Business Unit ("BU") around the globe with oversight from the Group Head Office.

The South African ("SA") region has a formal HR department but in most other BUs, the finance department and senior management, including the BU Leader, play the dominant role in human resource management. This includes general employee enquiries, wellness, training and skills development, recruitment, performance appraisal, medical insurance support, retirement planning support, expense claim management and aspects of sustainability. Additionally, in SA, the HR department assists with employment equity, as well as aspects of broad-based black economic empowerment.

Payroll is now outsourced in all regions globally with SA having outsourced their payroll during this past financial year. Other external specialist service providers are engaged by the regions where required.

### Significant HR projects in the year included the following:

- BambooHR™, a web and cloud-based HR management system, was launched in SA. This means that BambooHR™ has now been implemented in all offices globally. BambooHR™ not only provides one centralised database for all global HR data but also automates leave management, time-tracking, onboarding and offboarding workflows for employees, wellness and employee satisfaction monitoring with the added benefit of providing automated reporting and analytics;

- The SA office, which was previously the only region with an in-house payroll function, outsourced its entire payroll function during the period under review;
- The project to review and upload all historical paper-based HR data onto BambooHR™ is nearing completion in international offices and has now commenced in SA;
- The US and Vietnam offices completed their migration to the Group HR processes and procedures during the year; and
- The Group began a programme of regular employee surveys covering leadership development, ethos, values and performance appraisal during the period and this will be expanded to ethics, wellness and employee satisfaction in the year ahead.

The total number of employees in the Group remained the same as last year (2024 and 2023: 262). Although there was not an increase in overall headcount, the number of SA employees increased marginally by seven and the international offices employees number reduced by seven in the period. Accordingly, SA now represents 43% of the Group workforce. The breakdown of the number of employees by region (and the comparison to last year) is graphically represented on the map on the next page.

### The following other changes may be noted since last year's Report:

- Three new categories are included in the HR statistics this year (see table alongside), addressing the number and percentage of women in top and senior positions as well as the number of disabled employees;
- The number of women employees has increased by four, increasing the percentage of women employees globally to 51%;
- There has been an increase in the number of contractors, most of whom are data centre contractors hired in SA as part of a global container tracking initiative. However, the overall percentage of permanent employees to total employees remains high at 96%;
- There has been a further marginal reduction in employee turnover for the third year in a row to 18% in what is typically a high turnover industry;
- Person-hours worked increased slightly due to fewer days lost to absenteeism;
- The rate of and the days lost due to absenteeism have reduced this year predominantly due to one of the two specific absenteeism cases in the Netherlands concluding in the year under review; and
- The number and percentage of employees who are Historically Disadvantaged South Africans ("HDSA") improved once again during the period, to 82 employees (2023: 75; 2022: 70) and 73% (2023: 71%). The reasons for this are discussed in the Employment Equity ("EE") section on pages 12 and 13 of this Report.

There are no other material changes evident in the below statistics:

TOTAL NUMBER OF EMPLOYEES WORLDWIDE			
2024	262	2023	262
SOUTH AFRICA - % OF TOTAL EMPLOYEES			
2024	43	2023	40
INTERNATIONAL - % OF TOTAL EMPLOYEES			
2024	57	2023	60

HR Statistics Table:

	2024	2023
Total number of employees	262	262
Number of permanent employees	252	258
Number of contractors	10	4
Employees who are permanent (%)	96	98
Employees who are women	133	129
Employees who are women (%)	51	49
Total number of top and senior management who are women	22	NR*
Total number of top and senior management who are women (%)	45	NR*
Total number of employees who are deemed disabled	5	NR*
Employees who are unionised (%)	-	-
Employee turnover (all forms of departures / total no. employees)	18	19
Person-hours worked	491 056	485 848
Number of lost days due to absenteeism	546	980
Rate of absenteeism (%)	0,89	1,61
Number of lost days due to industrial action/strikes	-	-
Total number of SA employees	112	105
Total number of employees who are Historically Disadvantaged South Africans ("HDSA")	82	75
SA employees who are HDSA (%)	73	71

\*This is a new statistic and it was not recorded in 2023.

# HUMAN CAPITAL continued

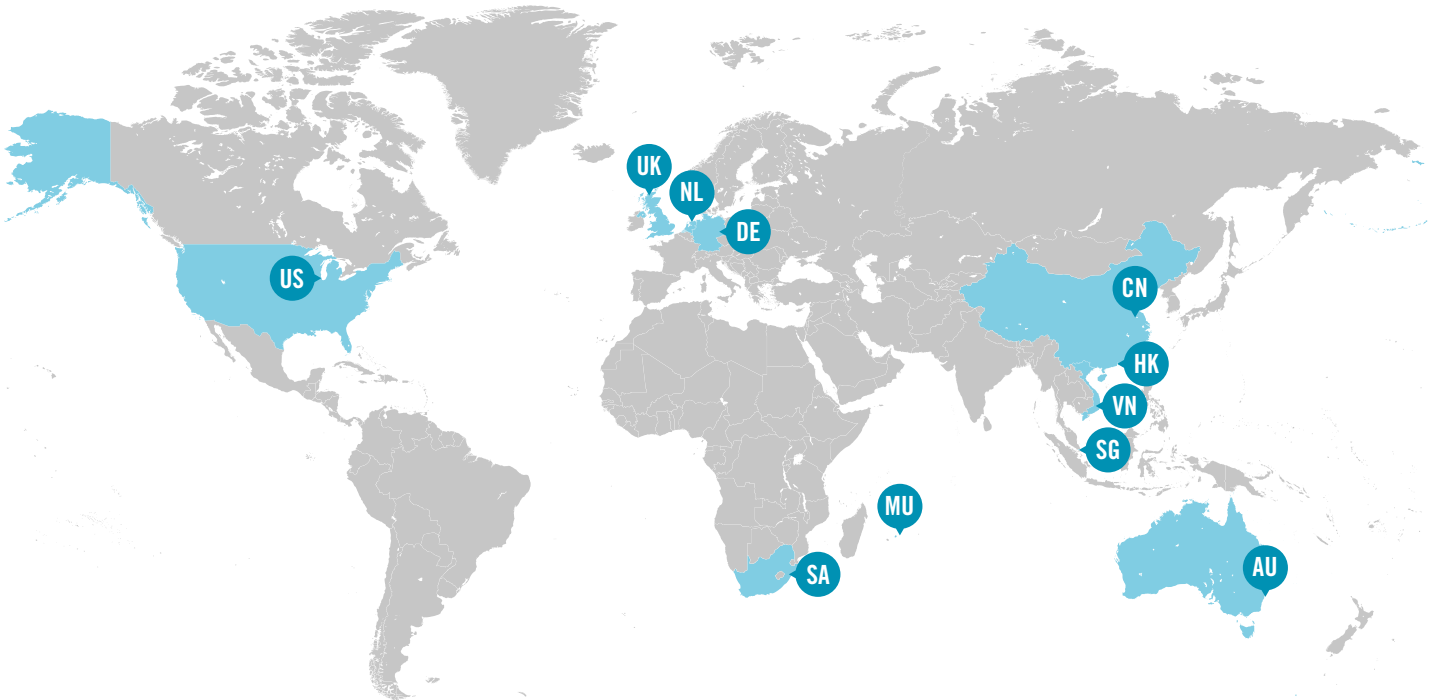
UNITED STATES (US)	2024	2023
• LOS ANGELES	10	10
• CHICAGO	2	1

UNITED KINGDOM (UK)	2024	2023
• HEATHROW	12	13
• TAMWORTH	14	19
• LEEDS	25	26
• MANCHESTER	4	4
• MILTON KEYNES	11	13

GERMANY (DE)	2024	2023
• FRANKFURT	6	6
• HAMBURG	6	8

THE NETHERLANDS (NL)	2024	2023
• ROTTERDAM	10	11
• SCHIPHOL	14	12

CHINA (CN)	2024	2023
• HONG KONG (HK)	12	11



SOUTH AFRICA (SA)	2024	2023
• DURBAN	74	69
• JOHANNESBURG	22	20
• UMHLANGA	7	7
• CAPE TOWN	6	6
• GQEBERHA	2	2
• PIETERMARITZBURG	1	1

MAURITIUS (MU)	2024	2023
• EBENE	2	2

VIETNAM (VN)	2024	2023
• HO CHI MINH CITY	2	-

SINGAPORE (SG)	2024	2023
	10	14

AUSTRALIA (AU)	2024	2023
• SYDNEY	9	7
• MELBOURNE	1	-

# HUMAN CAPITAL continued

## WELLNESS

Wellness or corporate 'well-being' is important to Santova as it helps to achieve the following within the workplace:

IMPROVE	REDUCE
<ul style="list-style-type: none"> <li>• productivity and performance</li> <li>• morale and job satisfaction</li> <li>• employee teamwork</li> <li>• employee retention</li> <li>• the Santova employment brand</li> <li>• the general health of the workforce</li> </ul>	<ul style="list-style-type: none"> <li>• absenteeism</li> <li>• employee turnover</li> <li>• employee illness and healthcare needs</li> <li>• overall workplace stress</li> </ul>

In the international offices, wellness is conducted on a more informal and flexible basis. In SA, wellness is overseen by the HR Department. Due to the varying size and operational constraints of each office, it has been necessary to allow each region to formulate a wellness programme that suits their individual needs. As such there are a wide range of initiatives offered within the Group.

The various categories and descriptions of these initiatives together with which regions support these initiatives can be seen in the table below:

INITIATIVE	EFFECT	REGION																				
		Cape Town, SA	Chicago, US	Durban, SA	Ebene, MU	Frankfurt, DE	Gqeberha, SA	Hamburg, DE	Heathrow, UK	Ho Chi Minh City, VN	Hong Kong, CN	Johannesburg, SA	Leeds, UK	Los Angeles, US	Manchester, UK	Milton Keynes, UK	Rotterdam, NL	Schiphol, NL	Singapore (SG)	Sydney, AU	Tamworth, UK	Umtlanga, SA
<b>Formal Wellness Days</b>	Office-based or off site wellness events to improve mental and/or physical health	✓	✓	✓					✓	✓	✓		✓							✓		
<b>Fresh Fruit for Employees</b>	Providing fresh fruit daily/regularly in office to improve physical health							✓		✓	✓	✓									✓	✓
<b>Sports Events</b>	Region organised sports events to improve employee physical and mental well-being	✓	✓		✓		✓	✓												✓		✓
<b>Social Events</b>	Social events to improve employee mental well-being and occasionally physical well-being	✓	✓		✓	✓	✓	✓	✓	✓		✓		✓	✓	✓	✓	✓		✓	✓	✓
<b>Year End Functions</b>	Significant year-end events arranged to celebrate and reflect on the year to improve employee mental and occasionally physical well-being	✓	✓	✓	✓	✓	✓	✓		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
<b>Calendar Celebrations</b>	Celebrations arranged for major calendar or seasonal events for mental well-being		✓						✓	✓	✓	✓			✓				✓	✓		
<b>Santova For You</b>	Usage of the 'Santova For You' non-financial benefits for mental and physical well-being	✓	✓		✓	✓	✓		✓	✓	✓				✓	✓			✓	✓		✓
<b>Years of Service Event</b>	Celebration to honour employees celebrating a Years of Service milestone for mental well-being	✓	✓								✓	✓			✓							✓
<b>Cycle to Work Scheme</b>	A programme which provides an opportunity for employees to cycle to work for physical well-being		✓										✓	✓						✓		
<b>Blood Donor Clinics</b>	A region supported drive to donate blood to support the physical well-being of fellow citizens			✓									✓									
<b>Other Initiatives</b>	Any other initiatives which improve employee mental and physical well-being	✓												✓						✓		



# HUMAN CAPITAL continued

## TRAINING AND SKILLS DEVELOPMENT

Training and development of skills are integral to the maintenance and enhancement of the Group's human capital and also play a notable role in realising the Group's intellectual capital. As a provider of specialist services, Santova relies on its human and intellectual capital to achieve its Group strategies and to fulfil its Vision and Purpose.

Training is conducted internally or by using external facilitators depending on the needs or requirements of the training category. The Group predominantly funds its own training, but where possible, utilises government grants that are applied for each year.

Globally, the need for training at Santova is evaluated as is set out in the table below:

NEW EMPLOYEE	EXISTING EMPLOYEE
<b>SOURCE OF TRAINING NEED</b>	<b>SOURCE OF TRAINING NEED</b>
A new employee is unaware of all aspects of the Group, its policies, Culture, Values, operational environments, etc.	Performance Development Review (incorporating Training Needs Analysis) with management, and continual Performance Coaching (incorporating 'On-the-Job' Observations)
<b>REASONS FOR TRAINING</b>	<b>REASONS FOR TRAINING</b>
<ul style="list-style-type: none"> <li>To induct the employee into their physical surroundings</li> <li>To explain the basic policy and procedure framework of the Group</li> <li>To ensure the employee is operationally 'sound' and/or trained to fulfil job requirements for operations departments</li> <li>To incorporate the employee into Santova's Culture and Values (culture fit)</li> <li>To incorporate the employee into his/her department or team (team fit)</li> <li>To provide an induction to risk, Group history, and where appropriate JSE and share trading policy for senior employees</li> </ul>	<ul style="list-style-type: none"> <li>To respond to changes in technology</li> <li>To respond to changes in practice or internal procedures</li> <li>To encourage general employee wellness</li> <li>To cater for general 'refresher' training of an employee, if required</li> <li>To stimulate and promote career growth</li> <li>If applicable, to return an employee back to a motivated 'stretch zone' from a performance "comfort zone"</li> <li>To comply with one of the Santova training programmes</li> </ul>

Internationally, training is managed by the BU Leaders, supported by the Group Head Office. In SA, the Skills Development and Employment Equity Committee oversees training and skills development, with day-to-day tasks managed by the SA HR Department with a formal training budget and policy. The Annual Training Report and Workplace Skills Plan were submitted timeously to the Sector Education and Training Authorities ("SETA") for the various SA entities in the Group.

TOTAL EMPLOYEES TRAINED	2024	2023
Total number of employees trained	188	174
Rand value of total employee training spend	762 087	962 792

TRAINING SPLIT	NO. OF EMPLOYEES	%	RAND VALUE OF TOTAL EMPLOYEE TRAINING SPEND	%
South Africa	62	33	463 721	61
International Offices	126	67	298 366	39
<b>Total</b>	<b>188</b>	<b>100</b>	<b>762 087</b>	<b>100</b>

The tables above represent the global statistics for training during the period. There was a pleasing improvement in the number of employees trained despite the drop in the SA Rand value of the training spend. This was largely due to:

- A notable increase in in-house training; and
- The launch of digital awareness (cyber security) training by our global email management services supplier, which has been provided at no cost to the Group.

Although the Rand value of training in the International Offices remained largely the same YoY, the number of employees trained in the international offices increased considerably during the year. This was mostly due to the increase in in-house and digital awareness (cyber security) training already discussed. The number of employees and value of training in SA reduced largely as a result of the cyclical timing of our higher value Personal Development training and NQF4 and NQF5 Learnerships (see pages 10 and 11). This will adjust naturally in the period ahead.

# HUMAN CAPITAL continued

The percentage breakdown of total global training conducted per category is evidenced below:

TRAINING COURSE CATEGORIES	2024 % OF TRAINING	2023 % OF TRAINING	MOST COMMON EXAMPLES
Accounting	4,6	1,0	Accounts Updates, Tax Updates, Specific Position Control, Work-in-Progress
Health & Safety	8,7	5,0	Occupational Health & Safety, Fire Fighting, Accident Prevention, Emergency Response
Human Resources & Culture	8,7	4,3	HR, HR System Training, Payroll
Information Technology ("IT")	47,7	11,2	Operating System Training, Microsoft Office Programmes, TradeNav Developments, Cyber Security, Digital Marketing
Personal Development ("PD")	4,8	9,9	Performance Development Review ("PDR"), Personal Coaching, Life Skills Training
Supply Chain Management, Operations & Sales	19,9	64,0	Incoterms®, Dangerous Goods, Hazardous Goods, Customs, Sales, Imports, Exports, Air, International Forwarding, International Trade
Compliance, Insurance, Legal & Sustainability	5,6	4,6	General Legislation and Legal Updates, Training on Terms and Conditions, Compliance, Insurance

As indicated above, global training in terms of total heads trained for the year increased to 188 (2023: 174).

The noteworthy changes in the categories of training were:

- IT training figures increased notably, largely as a result of the digital awareness (cyber security) training that is a growing risk area for all companies.
- PD training decreased, mostly due to the cyclical timing of the PD training 'road shows', which largely fell outside of the year under review in the previous year. This number is expected to increase next year.
- The proportional reduction in Supply Chain Management and Operations and Sales training as courses within these areas came to an end and the focus shifted to training areas in other categories for the year under review.
- All other areas of training increased marginally during the year under review.

# HUMAN CAPITAL continued

## SKILLS DEVELOPMENT PROGRAMMES

Skills development programmes within the Group have been designed, implemented and refined over the years, to achieve the high demands of the Group's strategic initiatives in the areas of training, skills development and employment equity.

There are two broad categories of programmes offered as set out in the table below and described further in this section of the Report:

PROGRAMME	INDUSTRY	QUALIFICATIONS	CANDIDATES	LOCATION	DESCRIPTION	NO. AS AT 29 FEBRUARY 2024
<b>Santova Graduate &amp; Talent Programme</b>	Logistics & Insurance	Degree or Outstanding Attributes & Potential	Internal or External	Global (Any Office)	A 'graduate-style' programme, which offers appropriate candidates an opportunity within the logistics or insurance businesses. The programme is tailor-made to suit both the candidate's and Group's needs.	3
<b>Learnership Programmes (Traditional)</b>	Logistics & Insurance	Grade 12	Internal (Employed) or External (Unemployed)	South Africa	These programmes are described in detail in the table on the following page.	12

### SANTOVA GRADUATE AND TALENT PROGRAMME

The Santova Graduate and Talent Programme ("the Programme"), does not operate using a single model but offers flexibility and allows bespoke solutions that are focused on the development of specific individuals within the Programme. This approach also ensures that the Programme can be adapted and utilised around the world with the 'look and feel' differing in each region throughout the globe but without compromising the Programme's basic principles and goals.

In the period under review there are three new employees on the Programme (2023: 2), with last year's employees having completed the Programme. Further candidates are being considered for the year ahead.

The numbers of employees currently on the Programme as well as those former graduates retained from prior Programmes is demonstrated in the below global statistics:

	2024	2023
Total number of employees currently on the Santova Graduate and Talent Programme	3	2
Total number of employees retained from prior Graduate and Talent Programmes	15	20
Global employees who are current or retained Graduate and Talent Programme employees (%)	7	8

There are currently 15 employees retained from prior Graduate and Talent Programmes. As mentioned in previous reports, these employees are difficult to retain as they are an attractive prospect to competitors, considering the skills shortage in our industry.

### TRADITIONAL LEARNERSHIP AND INTERNSHIP PROGRAMMES

As evidenced in the opening table of this section above, Santova also offers Traditional Learnership and Internship Programmes in SA with 12 participants in the financial year (2023: 12). These programmes provide the best formal training available for day-to-day logistics and insurance operations and thus may also form part of the Santova Graduate and Talent Programme. Accordingly, in the table immediately above, if any employee is studying a learnership/internship and is also part of the Graduate and Talent Programme, such an employee will be counted in both programmes.

# HUMAN CAPITAL continued

The table below contains the numerical breakdown of employees studying a learnership, whether part of the Learnership Programmes or the Santova Graduate and Talent Programme, as at 29 February 2024:

LEARNERSHIP PROGRAMME	NQF LEVEL	INDUSTRY	MINIMUM QUALIFICATIONS	DESCRIPTION	NO. AS AT 29 FEBRUARY 2024
<b>General Education &amp; Training Certificate: Domestic Services</b>	1	General	Grade 7	This is a 1-year programme specially designed for disabled candidates and implemented by a specialist service provider	2
<b>National Certificate: Freight Forwarding &amp; Customs Compliance (including an additional module)</b>	3	Logistics	Grade 11	This qualification is to provide learners with the conceptual framework and the skills necessary to perform routine functions within the Freight Forwarding and Customs Compliance environment	2
<b>National Certificate: Management</b>	3	Insurance	Grade 12	This introductory management qualification provides a comprehensive framework for learners to develop competencies that will enable them to become competent junior managers	2
<b>National Certificate: Freight Forwarding &amp; Customs Compliance (including an additional elective)</b>	4	Logistics	Grade 12 & NQF 3 Qualification or equivalent	Candidates occupy a fixed role but may rotate if a need or opportunity arises	4
<b>National Certificate: Short-term Insurance</b>	5	Insurance	Grade 12 & NQF 4 Competence	Candidates usually occupy a fixed role, but may also change roles if a need or opportunity arises	0
<b>Higher Certificate: Short-term Insurance</b>	5	Insurance	Grade 12 & NQF 5 Competence	Candidates usually occupy a fixed role, but may also change roles if a need or opportunity arises	0
<b>National Certificate: Supply Chain Management</b>	5	Logistics	NQF 4 or University Degree	Candidates usually occupy a fixed role, but may also change roles if a need or opportunity arises	2

As set out above, a variety of Traditional Learnership Programmes are offered in the logistics and insurance entities in SA. The programmes are outcomes-based and designed for candidates to gain both theoretical knowledge and practical skills in the workplace. Training is achieved through formal, online training curriculums by external service providers as well as internal 'on-the-job' training provided by colleagues and management. As can be seen above, not every course is undertaken every year but the above represents the courses on offer, subject to funding and the identification of suitable candidates.

# SOCIAL RESPONSIBILITY & INVESTMENT

## EMPLOYMENT EQUITY (“EE”)

The SA HR Department in conjunction with the Skills Development and EE Committee (“the Committee”) establishes and sets the EE plans and targets. The Committee also oversees the preparation of the various EE reports and formally approves these reports prior to submission to the Department of Labour in SA. Management within each SA entity is responsible for the day-to-day EE needs and implementing the targets set out in their individual EE plans.

EE goals and targets remain important for Santova and continue to be an area of focus for the SA businesses despite some natural challenges.

The first challenge for Santova and indeed the entire industry since the introduction of EE has been a shortage of skills, particularly amongst Black prospective candidates within management levels (Top, Senior, Middle and Junior Management). Whilst the position has improved over the last five years, the shortage remains and the limited candidates available are relatively costly and more difficult to retain. Santova has used its internal skills development programmes to train and promote talent from within and considerable effort has gone into producing large numbers of suitable employees and managers every year. However, naturally, these highly trained employees have become popular targets for competitors, which contributes to this overall challenge of skills shortages.

The second challenge is Santova-specific and arises out of Santova’s strategy that has been in place for a number of years, including Innovation and Operational Efficiencies, which has seen the significant advancement and automation of IT systems resulting in two changes:

- the headcount has reduced as modernisation has taken effect; and
- the workforce has ‘matured’ into a more senior and highly skilled contingent.

These combined factors have contributed to some very significant changes in the last seven years with regards to the composition of the SA businesses in terms of occupational levels. For example, in 2017 there were 93 ‘semi-skilled and discretionary decision-making’ (non-management) employees out of a total SA headcount of 217 representing 42,9% of SA employees. In 2024, there are just 23 ‘semi-skilled and discretionary decision-making’ (non-management) employees out of a total SA headcount of 112, representing 20,5% of the SA businesses. Comparatively, this transformed level of employees represents 22,4% (2023: 23,8%) less of the total workforce than it did seven years ago. With the non-management transformed occupational level of the business now representing 22,4% less than it did seven years ago and with the management levels falling within the heart of the remaining skills shortages challenge in SA, EE goals and targets have been understandably impacted.

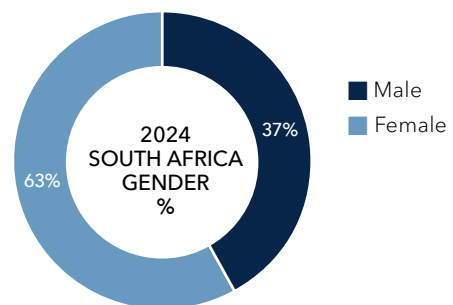
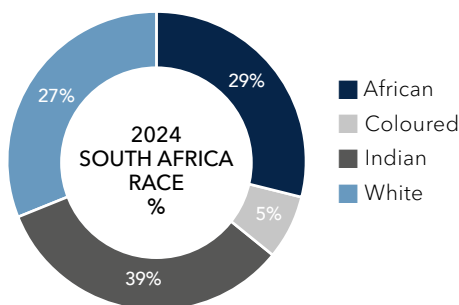
A third challenge to consider is that EE goals and targets are easier to achieve in times of growth in numbers of employees. As Santova in SA has reduced employee headcount over the last seven years, opportunities to improve EE efforts have been limited to employee turnover.

Despite the various challenges set out above, it is pleasing to note that there has been an improvement in EE YoY as evidenced below.

The following tables and charts demonstrate the overall EE ratios and the effects of the reduction in headcount:

RACE	2024		2023	
	TOTAL	%	TOTAL	%
African	32	29	30	29
Coloured	6	5	7	7
Indian	44	39	35	33
White	30	27	33	31
<b>Total</b>	<b>112</b>	<b>100</b>	<b>105</b>	<b>100</b>

GENDER	2024		2023	
	TOTAL	%	TOTAL	%
Male	42	37	44	42
Female	70	63	61	58
<b>Total</b>	<b>112</b>	<b>100</b>	<b>105</b>	<b>100</b>



# SOCIAL RESPONSIBILITY & INVESTMENT continued

There was an improvement in the African and Indian numbers of employees with a corresponding decrease in the number of White employees during the period. The number of Coloured employees has reduced by one employee. There was also an improvement in the gender split with females now representing 63% of the SA workforce (2023: 58%).

It should be noted that the tables and graphs prepared for this section of the Report are based on consolidated statistics from all the SA entities and have been prepared as at 29 February 2024 and not as at the date of last submission to the Department of Labour during the prior financial year. As per Department of Labour requirements, the statistics are categorised into the four race groups: African (A); Coloured (C); Indian (I); and White (W).

## Employment Equity 2024

OCCUPATIONAL LEVELS	MALE				FEMALE				FOREIGN NATIONALS		TOTAL
	A	C	I	W	A	C	I	W	Male	Female	
Top management	0	0	1	3	0	0	0	0	0	0	4
Senior management	3	1	0	8	0	0	5	6	0	0	23
Professionally qualified and experienced specialists and mid-management	2	2	7	1	5	0	13	7	0	0	37
Skilled technical and academically qualified workers, junior management, supervisors, foremen, and superintendents	3	0	1	1	7	2	8	3	0	0	25
Semi-skilled and discretionary decision-making	5	0	3	1	7	1	6	0	0	0	23
Unskilled and defined decision-making	0	0	0	0	0	0	0	0	0	0	0
Temporary employees	0	0	0	0	0	0	0	0	0	0	0
<b>GRAND TOTAL</b>	<b>13</b>	<b>3</b>	<b>12</b>	<b>14</b>	<b>19</b>	<b>3</b>	<b>32</b>	<b>16</b>	<b>0</b>	<b>0</b>	<b>112</b>

## Employment Equity 2023

OCCUPATIONAL LEVELS	MALE				FEMALE				FOREIGN NATIONALS		TOTAL
	A	C	I	W	A	C	I	W	Male	Female	
Top management	0	0	1	3	0	0	0	0	0	0	4
Senior management	2	0	1	8	0	0	3	5	0	0	19
Professionally qualified and experienced specialists and mid-management	5	0	4	4	3	1	9	6	0	0	32
Skilled technical and academically qualified workers, junior management, supervisors, foremen, and superintendents	3	2	3	1	5	2	7	4	0	0	27
Semi-skilled and discretionary decision-making	5	0	1	0	7	2	4	0	0	0	19
Unskilled and defined decision-making	0	0	0	0	0	0	0	0	0	0	0
Temporary employees	0	0	1	0	0	0	1	2	0	0	4
<b>GRAND TOTAL</b>	<b>15</b>	<b>2</b>	<b>11</b>	<b>16</b>	<b>15</b>	<b>5</b>	<b>24</b>	<b>17</b>	<b>0</b>	<b>0</b>	<b>105</b>

# SOCIAL RESPONSIBILITY & INVESTMENT continued

The above tables demonstrate that in SA the overall percentage of Black (African, Coloured and Indian) employees at all management levels (Top, Senior, Middle and Junior Management) has improved once again to 67,42% (2023: 62,20%), which represents 53,57% of the total SA workforce (2023: 48,6%). This is a result of the increase in Black management and a corresponding decrease in White management. Incidentally, the Black management level figure in 2017 was 26,7% evidencing a significant EE improvement in the last seven years.

In addition to the gains made in the management levels above, the percentage of Black 'semi-skilled and discretionary decision-making' (non-management) employees remained high at 95,65% of all employees in this category.

One further point to note from the tables above is that for the purposes of EE, "Temporary employees" are defined as non-permanent employees with short-term contracts that are less than three months in length. As our Contractors in SA have short-term contracts that are longer than three months, they are considered permanent employees for the purposes of EE.

The leadership within each SA branch is provided with appropriate, region-specific information on a regular basis to assist with the EE process and to monitor goals and targets so that consistent gains can be made despite the challenges discussed on page 12.

## REPORTING TO THE DEPARTMENT OF LABOUR, SA

All the SA entities that are designated employers reported timeously during the period to the Department of Labour for EE purposes. It should be noted that each of the SA entities report separately to the Department of Labour and not as a consolidated SA Group as has been set out in the figures presented in the tables and charts on the previous two pages.

# SOCIAL RESPONSIBILITY & INVESTMENT continued

## BROAD-BASED BLACK ECONOMIC EMPOWERMENT (“B-BBEE”)

The B-BBEE strategy for Santova in SA is set by the Board in conjunction with the Executive Committee (“EXCO”) and an external B-BBEE Consultant based on the latest applicable Sector Codes of Good Practice (“the Codes”). The implementation and daily management of the B-BBEE strategy is then, in turn, overseen by management in their respective regions within SA.

The new Transport Sub-sector codes still have not been published in final form at the time of writing this Report and accordingly, the four entities within this sector, namely Santova Limited (Forwarding & Clearing sub-sector), Santova Logistics (Forwarding & Clearing sub-sector), Santova NVOCC (Maritime sub-sector) and Santova Express (Road Freight sub-sector), were all audited on the old Codes. It should be noted that Santova Logistics, a Generic Enterprise and the largest trading entity within SA, remained a Level 2 B-BBEE contributor.

The B-BBEE information for each of the SA Group entities for the previous year is as follows:

	SANTOVA LIMITED	SANTOVA LOGISTICS	SANTOVA FINANCIAL SERVICES	SANTOVA INTERNATIONAL TRADE SOLUTIONS	SANTOVA NVOCC	SANTOVA EXPRESS SOUTH AFRICA
<b>Entity</b>	Group Holding Company	Subsidiary	Subsidiary	Subsidiary	Subsidiary	Subsidiary
<b>Enterprise</b>	Exempted Micro Enterprise (“EME”)	Generic Enterprise	EME	EME	EME	Qualifying Small Enterprise (“QSE”)
<b>Codes</b>	Transport Sector: Forwarding & Clearing Sub-Sector Codes	Transport Sector: Forwarding & Clearing Sub-Sector Codes	Financial Services Sector Codes	General	Transport Sector: Maritime Sub-Sector Codes	Transport Sector: Road Freight Sub-Sector Codes
<b>Auditor / Audit Type</b>	aBEerate Verification Agency (Pty) Ltd	aBEerate Verification Agency (Pty) Ltd	Sworn Affidavit	Sworn Affidavit	aBEerate Verification Agency (Pty) Ltd	aBEerate Verification Agency (Pty) Ltd
<b>Latest Audit Certificate Number</b>	KG-230102-11640-YH	SG-240008-11859-KG	N/A	N/A	KG-230112-11647-YH	SG-230127-11629-KG
<b>Next Audit</b>	May 2024	February 2025	July 2024	August 2024	May 2024	June 2024
<b>B-BBEE Score</b>	N/A	90,72	N/A	N/A	N/A	98,13
<b>B-BBEE Contributor</b>	Level 4	Level 2	Level 4	Level 4	Level 4	Level 2
<b>Procurement Recognition</b>	100%	125%	100%	100%	100%	125%

There are two other SA registered companies in the Santova Limited Group of Companies that are not rated for the purposes of B-BBEE. The first is Santova International Holdings, which is an official South African Reserve Bank approved domestic treasury management company that does not trade nor does it employ any employees but serves as the holding company for the international entities. The second is Santova Corporate Services, which is a Group shared services company that does not trade and whose seven employees predominantly provide shared services/support to the Group’s offshore operations.

The procurement spend information for the combined SA entities during the financial year, is as follows:

	2024	2023
Total procurement spend* directed to ‘discretionary/measured’ suppliers	<b>R48 137 161</b>	R71 878 364
Procurement spend to historically disadvantaged suppliers:		
- Black-owned and black women-owned	<b>R5 649 399</b>	R50 424 000
- B-BBEE compliant	<b>R31 035 619</b>	R69 248 762

\*The above spend totals are calculated using the procurement recognition levels of the respective suppliers. Therefore, the above spend totals have been adjusted according to the suppliers’ B-BBEE recognition percentage.

The drop in procurement spend, evidenced in the table above, was due to the exclusion of a large internal spend between Group entities. The B-BBEE audit of these entities and the internal spend will be consolidated in future and thus the procurement levels will remain at similar levels going forward, subject to future company performance.

Santova Ltd submitted its 2023 B-BBEE Compliance Report timeously to the B-BBEE Commission and received its “Form B-BBEE 5” Notice of Compliance from the Commission. The updated 2024 B-BBEE Compliance Report will be submitted to the B-BBEE Commission before the end of May 2024 in accordance with the usual process. A copy of the most recent compliance report may be found at [www.santova.com](http://www.santova.com).



# SOCIAL RESPONSIBILITY & INVESTMENT continued

## CORPORATE SOCIAL INVESTMENT ("CSI")

The Board recognises that the Group has a responsibility, beyond the generation of profits, to undertake social and economic development ("SED") activities. Consequently, each region around the world is subject to the Group's CSI Policy read with the Group's overall Corporate Citizen Policy. These policies:

- Respect Principle 3 of King IV™, which states that the governing body should ensure that the organisation is, and is seen to be, a responsible corporate citizen;
- Set the tone and direction of CSI within the Group;
- Require that the Group supports people, organisations and communities that are external to the business with cash and non-cash grants, activities and other initiatives;
- Require every region and branch of Santova to engage in social investment and reporting that complies with the policies as well as ideas and strategies communicated by the various role players tasked with the management and reporting of CSI; and
- Encourage each region to support projects that are meaningful to their specific community.

The specific purpose of the CSI Policy is to:

<b>ENSURE</b>	a positive impact on all stakeholders, including communities, environment (both ecological and social), employees and others
<b>CONFIRM</b>	that the Group undertakes the appropriate level of philanthropic and social initiatives aimed at uplifting people, organisations and communities
<b>ENHANCE</b>	the reputation and brand of the Group
<b>CREATE</b>	a formal, documented approach that resonates with the overall Corporate Citizen Policy of the Group

The combined monetary contribution of the entities within the Group during the current financial year is set out in the following table:

	2024	2023
Total Rand Value of all spend on all CSI/SED Projects	<b>R3 566 551</b>	R3 802 201
Total Rand Value of CSI/SED spend: Education	<b>R513 713</b>	R645 771
Total Rand Value of CSI/SED spend: Basic Needs/Social	<b>R266 604</b>	R572 105
Total Rand Value of CSI/SED spend: Enterprise Development	<b>R2 729 496</b>	R2 511 018
Total Rand Value of CSI/SED spend: Other	<b>R56 738</b>	R73 307

As can be seen in the table above, CSI/SED expenditure has reduced slightly YoY with Enterprise Development being the only category to have increased during the year under review.

# SOCIAL RESPONSIBILITY & INVESTMENT continued

In the past financial year, the following monetary and non-monetary charity and community initiatives and causes were supported:

CHARITY / COMMUNITY INITIATIVES & CAUSES	BRIEF DESCRIPTION	DELIVERABLE ACHIEVED	SANTOVA REGION
<b>1st Lichfield Scout Group</b>	1st Lichfield Scout Group provides activities in the North Lichfield area for 66 young people across three sections; Beavers, Cubs, and Scouts. The Chadsmead district in which the group is located has been identified as being in the IMD's 20% most deprived areas in the UK, so the group provides a valuable community facility in the area and is run entirely by volunteers.	Cash grant	United Kingdom
<b>Abantu Bakhiti Trust</b>	A registered Trust that seeks to empower SA youth through education by funding primary, secondary and tertiary education bursaries.	Socio-economic Development (SED) & annual cash grant	South Africa
<b>AgriBioTech NPC</b>	The AgriBioTech NPC (not-for-profit company) has been established to nurture, mentor, train and incubate "agripreneurs" in the value-adding to biological resources space through the development of product prototypes, efficacy testing, enterprise development and value-chain development at the AgriSPACE campus in Kokstad, SA.	SED & annual cash grant	South Africa
<b>Alzheimer's Society UK</b>	The Alzheimer's Society are working towards a world where dementia no longer devastates lives. They aim to do this by giving assistance to those living with dementia today, and providing hope for those who may be affected by dementia in the future.	Cash grant	United Kingdom
<b>Angels Care Centre No.2</b>	Angels Care is an NPO (non-profit organisation) that provides holistic care and optimal growth for children from indigent homes in the greater Howick area of KwaZulu-Natal, SA. This is attained by addressing the basic needs of children and ensuring their access to healthcare, quality education and other human services, including food security for children and youth development.	SED & annual cash grant	South Africa
<b>Domino Foundation</b>	The Domino Foundation is an NPO that creates essential structures geared towards supporting people, projects and programmes that address the physical, emotional, cognitive and spiritual needs of individuals and communities through the pillars of mercy, justice and empowerment.	SED & annual cash grant	South Africa
<b>Gift of the Givers</b>	The Gift of the Givers Foundation is the largest disaster response NGO (non-governmental organisation) of African origin on the African continent, which aims to bring hope to the most vulnerable and restore their dignity.	SED & annual cash grant	South Africa
<b>Hillcrest Aids Centre t/a Woza Moya</b>	Hillcrest Aids Centre is an NGO that adopts a holistic, family-centric and asset-based approach to tackling HIV/AIDS and strives at all times to deliver practical, sustainable and community-led projects and services. Woza Moya is their economic empowerment project assisting those in desperate need to acquire a craft skill (beading in this instance) to earn income through the sale of their craft.	SED & annual cash grant	South Africa
<b>Hillcrest Aids Centre Trust</b>	A charity that raises funds to support children impacted by HIV/AIDS and rural township schools in the Valley of a Thousand Hills in KwaZulu-Natal, SA.	Participation in event	South Africa
<b>Inanda Child Welfare</b>	Inanda Child Welfare South Africa is an organisation focused on family care, protection and development and working with children from birth up to nine years of age.	SED & annual cash grant	South Africa
<b>Life Child (Cape Town)</b>	Life Child International is a registered PBO (public benefit organisation) that exists to reach orphaned and vulnerable children to restore communities for generational change. Their vision is established through four main focus areas, namely, educational support, health and nutrition assistance, social development and spiritual upliftment.	SED & annual cash grant	South Africa
<b>Make-A-Wish Foundation</b>	The Make-A-Wish Foundation is an NPO that aims to fulfil the wishes of children with a critical illness between the ages of 3 and 18 years of age.	Cash grant	Australia

# SOCIAL RESPONSIBILITY & INVESTMENT continued

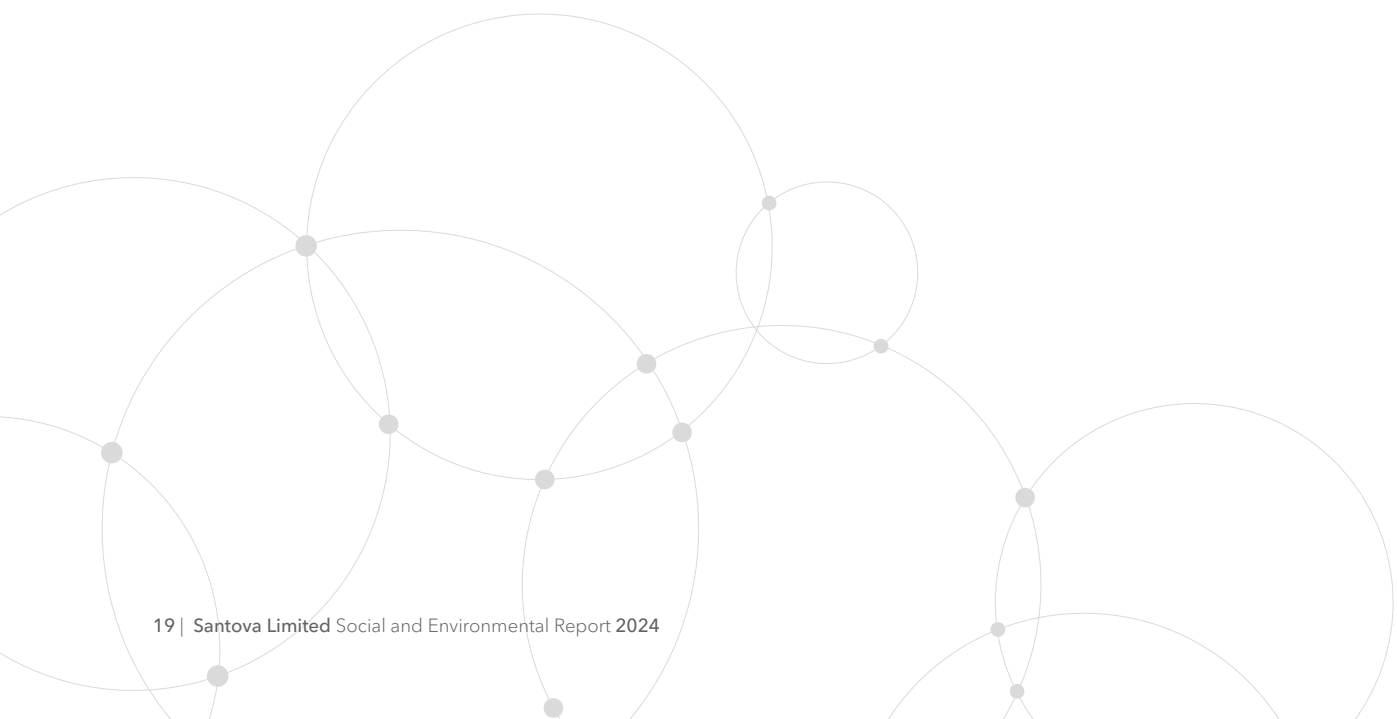
CHARITY / COMMUNITY INITIATIVES & CAUSES	BRIEF DESCRIPTION	DELIVERABLE ACHIEVED	SANTOVA REGION
<b>MND Association</b>	The MND Association focuses on improving access to care, research and campaigning for those people living with or affected by Motor Neurone Disease in England, Wales and Northern Ireland.	Cash grant	United Kingdom
<b>North Shore Hospital</b>	Royal North Shore Hospital is a principal tertiary referral hospital for Northern Sydney Local Health District providing a comprehensive range of complex services to patients from across New South Wales.	Cash grant	Australia
<b>Oxfam</b>	Oxfam is a confederation of 21 independent NGOs focused on the alleviation of global inequality, poverty and injustice.	Cash grant	Australia
<b>People's Food Bank</b>	An organisation tasked with the mission of providing the underprivileged with temporary and free food assistance.	Cash grant	Hong Kong
<b>Pudsey in Bloom</b>	Pudsey in Bloom are a community volunteer group committed to caring for and conserving their local environment.	Cash grant	United Kingdom
<b>Rotterdamse Maatjes Foundation</b>	A foundation that raises funds for much-needed Cystic Fibrosis research.	Cash grant	Netherlands
<b>SBS Tanks Wheelchair Challenge</b>	An event established to raise funds for and creates awareness of people with limited mobility.	Participation in event	South Africa
<b>Singakwenza</b>	Singakwenza is an NPO that trains practitioners, parents and caregivers at a grassroots level to provide fun, educational activities that enable young children to develop, through play, the foundational skills for learning. The organisation utilises resources made solely from recycling.	SED & annual cash grant	South Africa
<b>Sithanda Upliftment Project NPC</b>	Sithanda Upliftment Projects is committed to unlocking childhood discovery and uplifting individuals through the provision of Early Childhood Development centres in underprivileged communities.	SED & annual cash grant	South Africa
<b>St Giles Hospice</b>	St Giles Hospice was founded to improve the care of local people dying from cancer and is based in Whittington, England.	Cash grant	United Kingdom
<b>St Martin's Diocesan Home for Children</b>	A registered NPO that cares for children in all aspects including education, feeding and housing.	SED & annual cash grant	South Africa
<b>Stewart House Children's Charity</b>	Stewart House Children's Charity is a safe haven where children participate in educational programmes and excursions designed to develop their social and emotional skills, build self-esteem and improve their overall well-being. They also receive optometric, dental and medical treatment plus emotional support.	Cash grant	Australia
<b>The Association for the Physically Disabled (APD)</b>	A registered NPO that assists people with most forms of physical disability.	Participation in Casual Day, the foremost fundraising project for the APD	South Africa
<b>The Haven Care Centre</b>	An NGO that provides shelter, food and clothing to the disadvantaged and strives to integrate coping and self-sufficient people back into the community at the appropriate time.	SED & annual cash grant	South Africa
<b>The KZN Children's Trust (Addington Children's Hospital)</b>	The KZN Children's Trust was established to provide comprehensive, equitable healthcare and support to the children and youth of KwaZulu-Natal, SA.	SED & annual cash grant	South Africa

# SOCIAL RESPONSIBILITY & INVESTMENT continued

CHARITY / COMMUNITY INITIATIVES & CAUSES	BRIEF DESCRIPTION	DELIVERABLE ACHIEVED	SANTOVA REGION
<b>The Smith Family</b>	The Smith Family is a national Australian children's charity helping disadvantaged children to get the most out of their education - so they can create a better future for themselves.	Cash grant	Australia
<b>Willen Hospice</b>	An organisation providing care for end-of-life patients and their families in Milton Keynes and surrounding areas.	Donation of children's toys & other products	United Kingdom
<b>WWF - Adopt a Koala</b>	The World Wide Fund for Nature is a Swiss-based international NGO founded in 1961 that works in the field of wilderness preservation and the reduction of human impact on the environment. The "Adopt a Koala" programme supports koala bears, which are facing extinction.	Cash grant	Australia

### SA ALIGNMENT WITH GROUP STRATEGY AND NATIONAL DEVELOPMENT PLAN

The large majority of the SA charity / community initiatives and causes (CSI and SED projects) that are supported by the Group, are aligned with elements of the SA government's National Development Plan (NDP). Certain of the above charity / community initiatives also align with aspects of the Group's strategy, including Intellectual Capital (Executing at high standards, quickly and intelligently) and Diversification.



# SAFETY, HEALTH, ENVIRONMENT & QUALITY

## HEALTH AND SAFETY

The various regions within the Group are divided into health and safety 'locations' and each 'location' is responsible for the complete process of health and safety in their area. The Group Health and Safety Committee ("the Committee") oversees compliance with the various laws and regulations for health and safety around the world.

In SA, formal committees meet on a regular basis in each location. Internationally, health and safety is handled less formally in some of the smaller locations. However, every location is required to comply with their local health and safety laws, which includes having the necessary appointed representatives (first aid, fire, and general health and safety) and conducting regular health and safety audits.

All locations report to the Committee on a regular basis. The Committee uses its health and safety dashboard to assist with managing the oversight of all these locations globally. In the period under review, the Committee focused on the training requirements, implementation of regular fire drills, and improving the quality and efficiency of communication between the various locations and the Committee. The Committee and the various locations utilise the services of external consultants whenever necessary.

	2024	2023
Number of Fatalities	0	0
Number of First Aid Cases	38	84
Number of Medical Treatment Cases	2	0
Number of Lost Time Injuries	1	1
Total Number of Recordable Injuries	3	1
Fatal Injury Frequency Rate	0	0
Lost Time Injury Frequency Rate Target (set in previous year)	4,05	4,05
Lost Time Injury Frequency Rate	2,04	2,06
Total Recordable Injury Frequency Rate Target (set in previous year)	6,10	6,10
Total Recordable Injury Frequency Rate	6,11	2,06

First Aid Cases returned to 'normal' levels following the spike in cases in the previous year due largely to reporting improvements. It must be appreciated that the Group's direct activities are mostly office-based and therefore the majority of this year's First Aid Cases were minor events, including innocuous 'plaster-type' cases that require the use of the First Aid Box.

The number of Medical Treatment Cases and Lost Time Injuries remained low and accordingly the Total number of Recordable Injuries was also low with just 3 recorded in total (2023: 1). As the Lost Time Injuries remained the same and there was only a slight change in Person-Hours Worked (see page 5), the Lost Time Injury Frequency Rate reduced by a fractional amount. The Recordable Injury Frequency Rate increased as a result of the small increase in Recordable Injuries but remains very close to the target range.

For the sake of clarity, our calculations for both frequency rates include any cases that require time off work as a Lost Time Injury and a Recordable Injury (a Fatality, Medical Treatment Case and/or Lost Time Injury).

The Lost Time Injury Frequency Rate and the Total Recordable Injury Frequency Rate targets for the year ahead, are as follows:

	FOR 2025	FOR 2024
Lost Time Injury Frequency Rate Target	4,05	4,05
Total Recordable Injury Frequency Rate Target	6,20	6,10

# SAFETY, HEALTH, ENVIRONMENT & QUALITY continued

## COVID-19, HIV/AIDS AND OTHER LIFE-THREATENING DISEASES

The Global Head Office and the senior management within each region oversee the application of its policy on COVID-19, HIV/AIDS, Life-Threatening and Notifiable Diseases.

The policy was established to:

<b>CREATE</b>	a working environment where employees who suspect that they might be suffering from a life-threatening illness can seek assistance and feel free to confide in their management regarding their suspected condition
<b>ENSURE</b>	fairness and consistency in the handling of matters involving life-threatening diseases and compliance with applicable legislation
<b>PROVIDE</b>	procedure and guidelines for dealing with employees who contract a life-threatening, notifiable or communicable illness

The above policy covers the following areas: Counselling, Confidentiality, Education, Training, Testing, Notifiable Illness and Medical Conditions, Rules regarding Sick Leave, Obligation of a Safe Working Environment, Incapacity and Procedures, amongst other areas.

### COVID-19

All regions have been back full time in the office for almost two years. COVID-19 cases do still exist but are now uncommon and are treated in line with our ordinary illness policies and procedure. As such we will no longer provide COVID-19 statistics as the disease is no longer regarded as a pandemic and thus the collection and sharing of this data is no longer appropriate.

### HIV/AIDS

HIV/AIDS testing is offered on a voluntary basis in SA at the wellness days arranged by Santova in conjunction with the medical aid service provider.

An HIV/AIDS Care Programme is offered by the medical aid service provider in SA. However, enrolment in the programme is confidential and thus no statistics are available for this programme. All HIV/AIDS statistics are based on voluntary and anonymous reporting.

Accordingly, the relevant HIV/AIDS statistics for the Group are as follows:

	2024	2023
Number of Employees Known or Suspected to be HIV Positive	1	1
Total number of employees who received Voluntary Counselling and Testing	28	11
Employees tested for HIV/AIDS	28	11
HIV/AIDS Prevalence Rate (%)	0,38	0,38

The HIV/AIDS Prevalence Rate is calculated at Santova using confirmed and unconfirmed HIV positive employee cases. There was only one known case at the end of the financial year. There have been no new cases reported and there are no unconfirmed cases.

The Group Risk Management Committee monitors the anonymous statistics of HIV/AIDS-affected employees to decide whether any special action with regards to risk profiles, direct costs and indirect costs is warranted and whether the current measures and strategies in place within the Group are considered to be sufficient and reasonable. The HIV/AIDS Prevalence Rate remained the same YoY. No special action was deemed necessary during the period under review.

# SAFETY, HEALTH, ENVIRONMENT & QUALITY continued

## ENVIRONMENT

The Group is committed to the principles of promoting a healthy and sustainable environment in all regions. Santova has a Group Environmental Policy, which is overseen by the Social and Ethics Committee.

The purpose of the policy is to:

<b>COMMUNICATE</b>	the Group's commitment to a healthy and sustainable environment
<b>ADDRESS</b>	the measurement, awareness, strategy, goals and targets of environmental concerns
<b>REDUCE</b>	Santova's environmental impact and continually improve Santova's environmental performance
<b>DEVELOP</b>	office-focused initiatives that all employees are bound to respect and promote
<b>OBEY</b>	the requirements of current environmental legislation, regulations and codes of practice
<b>PROVIDE</b>	a guideline to employees regarding the environmental standards expected of suppliers
<b>REINFORCE</b>	a culture of environmental concern and promotion

Whilst Santova's environmental initiatives and efforts are important, these need to be considered in the context of a largely 'office-based', non-asset owning fourth-party logistics ("4PL") service provider with a low impact on the environment. Nonetheless, it is still essential for Santova to undertake initiatives that minimise harm to the environment and to conduct its activities in a responsible manner.

Santova Logistics (Australia), Santova Logistics (Netherlands), Santova Logistics (Singapore), and Santova Logistics (USA) were unable to provide accurate data for their water calculations and Santova Logistics (Australia) and Santova Logistics (Netherlands) were unable to provide data for electricity calculations and therefore estimates were used for these regions in the calculations for the below statistics.

The relevant environmental statistics for the Group, during the period under review, are as follows:

<b>CONSUMPTION</b>		<b>2024</b>	<b>2023</b>
Total electricity consumption	(MWh)	<b>450</b>	547
Total water consumption	(KL)	<b>2 342</b>	2 024
Total direct and indirect consumption of petrol for primary purposes	(L)	<b>26 304</b>	32 505
Total direct and indirect consumption of diesel for primary purposes	(L)	<b>8 371</b>	3 123
Total Volume of Electricity Self-Generated - i.e., from solar, wind or other sources	(MWh)	-	NR*
Total Direct Energy Consumption - Renewables	(GJ)	<b>2</b>	NR*
Total Volume of Non-Hazardous Waste Disposed - to Landfill	(Tonnes)	<b>8</b>	NR*
Total Volume of Non-Hazardous Waste sent for Recycling	(Tonnes)	<b>10</b>	NR*
Percentage of Non-Hazardous Waste disposed of that is sent for recycling - Reported	(%)	<b>100%</b>	NR*
Total Volume of Hazardous Waste Disposed - to Registered Disposal Sites	(KGs)	<b>42</b>	NR*

\*This is a new statistic and it was not recorded in 2023.

Below please find the environmental consumption targets for the Group in 2025:

<b>CONSUMPTION TARGETS</b>		<b>2025</b>
Total electricity consumption target	(MWh)	<b>480</b>
Total water consumption target	(KL)	<b>2 600</b>
Total direct and indirect consumption of petrol for primary purposes target	(L)	<b>33 000</b>
Total direct and indirect consumption of diesel for primary purposes target	(L)	<b>8 600</b>

The targets above have been set considering two major factors: anticipated growth and our environmental initiatives and efforts.

# SAFETY, HEALTH, ENVIRONMENT & QUALITY continued

The Group did not have any environmental incidents, nor did the Group receive any environmental fines or complaints, during the financial year, as evidenced in the table below:

<b>ENVIRONMENTAL INCIDENTS DURING THE YEAR</b>	0
<b>ENVIRONMENTAL FINES FOR NON-COMPLIANCE</b>	0
<b>ENVIRONMENTAL COMPLAINTS LEVIED AGAINST THE GROUP</b>	0

In this last financial year, the carbon emissions calculation for the Group was as follows:

<b>CARBON EMISSIONS</b>		<b>2024</b>	<b>2023</b>
Direct carbon emissions (direct burning of fuels: company vehicles and generators)	(tCO <sub>2</sub> e)	73	75
Indirect carbon emissions (indirect burning via energy purchased: electricity, heat and steam)	(tCO <sub>2</sub> e)	310	350
Indirect carbon emissions (indirect burning via 3rd party: local travel, international travel and employee travel claims)	(tCO <sub>2</sub> e)	90	96
<b>Total carbon emissions</b>	<b>(tCO<sub>2</sub>e)</b>	<b>473</b>	<b>521</b>

The total carbon emissions for the Group improved YoY. Whilst the fuel and travel improvement was negligible, the improvement in electricity was more substantial, as can be seen in the table above and on the previous page in the Consumption table. The most significant contribution to the electricity savings has been a reduction in office space usage in the Durban, SA office. All targets for carbon emissions in 2024 were met.

Below please find the carbon emissions targets for the Group in 2025:

<b>CARBON EMISSIONS TARGETS</b>		<b>2025</b>
Direct carbon emissions (direct burning of fuels: company vehicles and generators) target	(tCO <sub>2</sub> e)	80
Indirect carbon emissions (indirect burning via energy purchased: electricity, heat and steam) target	(tCO <sub>2</sub> e)	350
Indirect carbon emissions (indirect burning via 3rd party: local travel, international travel and employee travel claims) target	(tCO <sub>2</sub> e)	100
<b>Total carbon emissions</b>	<b>(tCO<sub>2</sub>e)</b>	<b>530</b>

The targets above have been set considering two major factors: anticipated growth and our environmental initiatives and efforts. These targets have been reduced from the targets set in the previous year.

Below please find confirmation that the Group did not pay Carbon Emissions Tax in the last two years:

<b>CARBON TAX</b>		<b>2024</b>	<b>2023</b>
Rand value of carbon tax paid	R	0	0



# SAFETY, HEALTH, ENVIRONMENT & QUALITY continued

The following environmental conservation initiatives were undertaken during this financial year:

INITIATIVE	EFFECT	REGION																					
		Cape Town, SA	Chicago, US	Durban, SA	Ebene, MU	Frankfurt, DE	Gqeberha, SA	Hamburg, DE	Heathrow, UK	Ho Chi Minh City, VN	Hong Kong, CN	Johannesburg, SA	Leeds, UK	Los Angeles, US	Manchester, UK	Milton Keynes, UK	Rotterdam, NL	Schiphol, NL	Singapore (SG)	Sydney, AU	Tamworth, UK	Umtlanga, SA	
Use of environmentally efficient IT systems	Automation of workflow (reduction of paper usage), use of cloud-based servers (reduction of electricity) or availability of information online (reduction of paper usage)	Tradenav	✓	✓	✓		✓	✓		✓	✓	✓		✓		✓	✓		✓	✓	✓	✓	✓
		Cargowise	✓	✓	✓	✓	✓	✓	✓	✓	✓		✓	✓	✓				✓	✓	✓	✓	✓
		Other Systems	✓		✓	✓		✓	✓		✓	✓	✓		✓					✓	✓	✓	✓
Development of or conversion to environmentally efficient IT systems	Automation of workflow (reduction of paper usage), use of cloud-based servers (reduction of electricity) or availability of information online (reduction of paper usage)	Development of Electronic Contracting (Pandadocs, Adobe, etc.)	✓	✓	✓		✓	✓	✓		✓		✓	✓					✓	✓	✓	✓	✓
		Implementation of BambooHR™	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
		Integration of Other Systems	✓	✓	✓		✓	✓				✓			✓					✓	✓	✓	✓
Development of Electronic Invoicing	Specific initiative aimed at the reduction of paper usage by automatically generating invoices that are emailed to clients		✓	✓	✓		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Recycling Projects	Various initiatives resulting in the recycling of paper		✓					✓		✓		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	
	Various initiatives resulting in the recycling of printer cartridges		✓							✓		✓	✓		✓	✓	✓	✓	✓	✓			
Duplex Printing Projects	Reduction in paper usage	✓	✓	✓		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	
Measurement of Data Footprint	Greater understanding and more detailed reporting of sustainability data		✓										✓	✓									
Water Saving Initiatives	Various initiatives resulting in the reduction of usage and therefore saving of water		✓							✓			✓			✓	✓	✓					
"Cycle to Work" or "Employee Car Share" Schemes	"Cycle to Work" or "Employee Car Share" projects or schemes resulting in the reduction of the use of carbon-based fuel																			✓			
Energy Efficient Lighting / Practices	Reduction in energy consumption through the use of energy efficient light bulbs/electrical equipment, natural light (where possible) and/or energy efficient practices (eg: switching off lights in areas not in current use)	✓		✓	✓	✓	✓	✓	✓		✓	✓			✓	✓	✓	✓	✓	✓	✓	✓	
Full Paperless Office Drive	A project launched to achieve a near complete reduction in paper (in a traditionally paper-intensive industry)	✓		✓	✓	✓	✓	✓	✓		✓	✓		✓	✓				✓	✓	✓	✓	
Ethical IT Hardware Disposal Development	The region disposes of some of its IT equipment in an environmentally friendly manner	✓	✓	✓		✓	✓	✓	✓		✓	✓	✓		✓	✓	✓	✓		✓	✓	✓	
Ethical IT Hardware Disposal	The region disposes of all of its IT equipment in an environmentally friendly manner		✓			✓		✓	✓			✓		✓	✓	✓	✓			✓	✓		
"Green" Invoice Programme	An initiative where a sustainability programme/organisation is supported every time an invoice is issued		✓		✓											✓	✓						
Use of Hybrid or Electric Company Vehicles in Region	The region either uses hybrid or fully electric vehicles in their pool car fleet or in the warehouse / premises, if applicable								✓				✓										
Carbon Offset Project	This project is set to measure the carbon emissions for customers individual shipments and then working with a specialist sustainability organisation to offer the customer an option to offset their emissions															✓	✓			✓			

# SAFETY, HEALTH, ENVIRONMENT & QUALITY continued

## QUALITY

Quality is integral to the implementation of Santova's strategy and is evident in the following formal and informal concepts, processes and practices, which are essential to the Group:

<b>CULTURE AND VALUES</b>	Santova's continued application of its Culture and Values in every aspect of business
<b>BEST PRACTICE</b>	The enforcement of best practice in operational and administration departments
<b>OUTLOOK</b>	Ensuring Santova's Vision, Purpose, Strategy and Outlook are considered in business and operational planning
<b>EXTERNAL ASSURANCE</b>	The promotion of additional external assurance wherever possible throughout the Group
<b>INTERNAL AUDIT FUNCTION</b>	The development of the internal audit function within the finance function
<b>MAXIMUM EFFICIENCIES</b>	The ongoing restructuring and rightsizing of operational departments to ensure maximum efficiencies
<b>QUALITY CONTROL</b>	The application of sound quality control within operational and administrative functions
<b>KEY PERFORMANCE INDICATORS (KPIs)</b>	The measurable values that demonstrate how effectively Santova is achieving key business objectives and targets
<b>POLICIES AND PROCEDURE</b>	The application of Santova's long standing and well entrenched policies and procedure

The above processes and practices assist Santova to measure, maintain and improve the five general aspects of quality in a business, namely:



In the SA and the international offices, quality concepts, processes and practices are governed by the local leadership together with the regular reporting processes required in terms of Santova's Group Governance Framework. This framework is demonstrated and discussed in more detail in the "Governance" section on page 33 of the 2024 AIR.

# SAFETY, HEALTH, ENVIRONMENT & QUALITY continued

## AUTOMATED REPORTING TOOLS AND STANDARDISED PROCEDURES

Further to the regular reporting processes set out in the Group Governance Framework, all regions have access to a series of automated reporting tools and standardised procedures that have been developed and carefully refined over the last four years.

**These automated reporting tools are utilised by both regional and Head Office management, in conjunction with other established structures, to achieve, inter alia, the following:**

- To reduce errors and improve the quality of data that is fundamental to the Group's service delivery;
- To monitor, measure and improve KPIs within each business unit;
- To facilitate greater efficiencies in both time and cost;
- To assist with quality control measures;
- To ensure the application of best practice;
- To eliminate redundant workflow processes and procedures;
- To standardise and enhance inter-regional and inter-department communications;
- To enhance employee performance and support;
- To supplement initiatives that support the achievement of customer goals and expectations;
- To ensure enhanced compliance with rules, regulations, policy and procedure;
- To assist necessary "self-assessments" and internal audits required by internal structures but also by government institutions and other authorities; and
- To embed the Group's Culture and Values whilst aligning with its Vision and Strategy.

There are three components that must be taken into account when considering Santova's automated reporting tools:

<b>PEOPLE</b>	Santova's HR capital continues to evolve into a more mature and highly skilled workforce
<b>PROCESSES</b>	Processes are designed to be highly efficient and structured to inherently push the improvement of KPIs
<b>SYSTEMS</b>	The development and automation of IT systems has created a natural quality efficiency. The use of dashboards and filters has allowed the workforce to manage by exception, which has reduced the opportunity for 'human error' in mundane tasks and saved considerable time for the workforce to focus on more important areas

The automated reporting tools are used in addition to the following established structures utilised globally:

- Controlled documentation provided on the internal Intranet;
- Set policy and procedure providing necessary processes and guidance;
- The Training Needs Analysis (SA) or alternative training processes (international) to govern employee training needs;
- The management committees and forums within each region, involving key regional management, which meet on a regular basis;
- Management 'living' our Values and driving high standards, best practice and overall employee pride in their work and output;
- The Risk Register to manage risks within the organisation governed by the Risk Management Committee; and
- The Social and Ethics Register governed by the Social and Ethics Committee.

Our approach has progressed the focus of the five general aspects of quality in our organisation from the measurement of quality towards the value and outcome of the quality measurement. This has resulted in a shift from a predominantly bureaucratic system to a more relevant entrepreneurial system in line with our Vision, Purpose, Culture and Values.

# SUSTAINABLE DEVELOPMENT GOALS

The Sustainable Development Goals (“SDGs”) were developed by the United Nations in 2015 as a ‘universal call to action’ to end poverty, protect the planet and ensure that by 2030, all people enjoy peace and prosperity. SDGs are designed to eradicate poverty, hunger, HIV/AIDS, discrimination against women and girls and other inequalities. We acknowledge that the development and implementation of SDGs must balance social, economic and environmental sustainability and that SDGs are integrated in that the action in one SDG will affect others.

Below please find the list of the SDGs, the relevant Objective and Description, the Workplace Applicability (how this materially applies to our workplace) together with the sections in our 2024 Reporting Suite of documents relevant to aspects of each of the SDGs.

**Please note that some sections referred to in our 2024 Reporting Suite will provide more detail relevant to SDGs than others and that this is a new report that will be developed over time:**

GOALS	UNITED NATIONS OBJECTIVES	UNITED NATIONS DESCRIPTION	WORKPLACE APPLICABILITY AT SANTOVA	2024 AIR	2024 SOCIAL AND ENVIRONMENTAL REPORT	2024 AFS
1	<b>No Poverty</b>	By 2030, eradicate extreme poverty for all people everywhere.	Remunerating our employees with market-related or above market-related salaries to enable them to provide for themselves and their dependents and support suppliers, charities and initiatives which reduce poverty.	How we Remunerate, Our Key Relationships, Six Capitals, How We Create and Distribute Value	Human Resources, Corporate Social Investment	Social & Ethics Committee Report
2	<b>Zero Hunger</b>	End hunger, achieve food security and improved nutrition by 2030.	Remunerating our employees with market-related or above market-related salaries to enable them to provide for themselves and their dependents and support suppliers, charities and initiatives which reduce hunger.	How we Remunerate, Our Key Relationships, Six Capitals, How We Create and Distribute Value	Human Resources, Corporate Social Investment	Social & Ethics Committee Report
3	<b>Good Health and Well-being</b>	Ensure healthy lives and promote well-being for all at all ages by 2030.	Prioritising employee health and well-being by ensuring a safe and clean work environment, promoting ongoing region-specific wellness activities, offering paid sick leave, a variety of other leave and work flexibility as well as ongoing, anonymous eNPS satisfaction surveys.	Our Key Relationships, Six Capitals, How We Create and Distribute Value	Human Resources, Wellness, Health and Safety, Corporate Social Investment	Social & Ethics Committee Report
4	<b>Quality Education</b>	Ensure that all girls and boys complete free, equitable and quality primary and secondary education by 2030.	Assist all employees within our Group to complete a secondary Education (where applicable) and to support suppliers charities and other initiatives which promote education.	Our Key Relationships, How We Create and Distribute Value	Training and Skills Development, Skills Development Programmes, Corporate Social Investment	Social & Ethics Committee Report
5	<b>Gender Equality</b>	To achieve gender equality and empower all women and girls.	Continue the enforcement of our existing employment-related policy and procedures and fair hiring practices which has resulted in our 51% female workforce globally and to support suppliers, charities and other initiatives which promote gender equality.	Our Culture and Values, Our Key Relationships, Six Capitals, How We Create and Distribute Value	Human Resources, Employment Equity, Broad-based Black Economic Empowerment, Corporate Social Investment	Social & Ethics Committee Report
6	<b>Clean Water and Sanitation</b>	Ensure availability and sustainable management of water and sanitation for all by 2030.	Ensure all our employees have access to clean water and sanitation in the workplace and support suppliers, charities and other initiatives which support sustainable management of water and sanitation.	Our Key Relationships, How We Create and Distribute Value	Human Resources, Corporate Social Investment	Social & Ethics Committee Report

# SUSTAINABLE DEVELOPMENT GOALS continued

GOALS	UNITED NATIONS OBJECTIVES	UNITED NATIONS DESCRIPTION	WORKPLACE APPLICABILITY AT SANTOVA	2024 AIR	2024 SOCIAL AND ENVIRONMENTAL REPORT	2024 AFS
7	<b>Affordable and Clean Energy</b>	Ensure access to affordable, reliable, sustainable and modern energy for all by 2030.	Remunerating our employees with a market-related or above market-related salaries to enable them to provide for themselves and their dependents and to support suppliers, charities and initiatives which promote affordable, reliable, sustainable and modern energy for all.	How we Remunerate, Our Key Relationships, How We Create and Distribute Value	Environment, Corporate Social Investment	Social & Ethics Committee Report
8	<b>Decent Work and Economic Growth</b>	Promote sustained, inclusive and sustainable economic growth.	Providing secure employment for our employees and where possible, further employment to future candidates within our sustainable and growing organisation and to support suppliers, charities and other initiatives which promote inclusive and sustainable economic growth.	Our Investment Case, Our Strategy, Our Key Relationships, Our Business Model, How We Create and Distribute Value	Human Resources, Corporate Social Investment	Social & Ethics Committee Report, Statements of Financial Position, Statements of Profit or Loss and Other Comprehensive Income
9	<b>Industry, Innovation and Infrastructure</b>	Build resilient infrastructure, promote inclusive and sustainable industrialisation and foster innovation by 2030.	Encouraging research and innovation within our organisation, and improving efficiencies and digital connectivity by upgrading to resilient, sustainable and smart infrastructure.	Our Strategy, Six Capitals, How We Create and Distribute Value, Our Key Differentiators		Report of the Audit & Risk Committee
10	<b>Reduced Inequality</b>	Reduce inequality within and among countries by 2030.	Continue the enforcement of our existing employment-related policies and procedures and fair hiring practices and to support suppliers, charities and other initiatives which promote equality.	Our Culture and Values, Our Key Relationships, How We Create and Distribute Value	Human Resources, Employment Equity, Broad-based Black Economic Empowerment, Corporate Social Investment	Social & Ethics Committee Report
11	<b>Sustainable Cities and Communities</b>	Make cities and human settlements inclusive, safe, resilient and sustainable.	Continue to invest in the local communities in which we operate and support suppliers, charities and other initiatives which support sustainable communities and cities.	Our Key Relationships, Where We Operate, Six Capitals, How We Create and Distribute Value	Environment, Corporate Social Investment	Social & Ethics Committee Report
12	<b>Responsible Consumption and Production</b>	Ensure sustainable consumption and production patterns.	Continue our environmental efforts and initiatives and support suppliers, charities and other organisations which ensure sustainable consumption and production patterns.	Our Key Relationships, Six Capitals, How We Create and Distribute Value	Environment, Corporate Social Investment	Social & Ethics Committee Report
13	<b>Climate Action</b>	Take urgent action to combat climate change and its impacts.	Continue our environmental efforts and initiatives such as providing clients with certified Carbon Emission Calculations for Co2 emission visibility per shipment, as well as supporting suppliers, charities and other organisations which support climate initiatives to reduce climate change and its impacts.	Our Key Relationships, Six Capitals, How We Create and Distribute Value	Environment, Corporate Social Investment	Social & Ethics Committee Report

# SUSTAINABLE DEVELOPMENT GOALS continued

GOALS	UNITED NATIONS OBJECTIVES	UNITED NATIONS DESCRIPTION	WORKPLACE APPLICABILITY AT SANTOVA	2024 AIR	2024 SOCIAL AND ENVIRONMENTAL REPORT	2024 AFS
14	<b>Life Below Water</b>	Conserve and sustainably use the oceans, seas and marine resources for sustainable development.	Continue our environmental efforts and initiatives and consider partnerships with shipping lines that are investing in carbon-neutral and/or low sulphur fuel oil (VLSFO) vessels and support charities and other organisations which support ocean, sea and marine conservation and sustainable development.	Our Key Relationships, Six Capitals, How We Create and Distribute Value	Environment, Corporate Social Investment	Social & Ethics Committee Report
15	<b>Life on Land</b>	Protect, restore and promote sustainable use of terrestrial ecosystems, combat desertification and halt biodiversity loss.	Continue our environmental efforts, initiatives and support transporters with sustainable vehicles and suggest environmental transport modes where possible (e.g. ocean/rail as opposed to air/road), and supporting charities and other organisations which protect, restore and promote our ecosystems and biodiversity.	Our Key Relationships, Six Capitals, How We Create and Distribute Value	Environment, Corporate Social Investment	Social & Ethics Committee Report
16	<b>Peace and Justice Strong Institutions</b>	Promote peaceful and inclusive societies for sustainable development; provide access to justice for all.	Continue the enforcement of our Culture, Values, Policies and Procedures which ensure a fair and just working environment and support suppliers, charities and other organisations which promote peaceful and inclusive societies with justice for all.	Our Culture and Values, Our Key Relationships, How We Create and Distribute Value	Corporate Social Investment	Social & Ethics Committee Report
17	<b>Partnerships to achieve the Goal</b>	Strengthen the means of implementation and revitalise the global partnership for sustainable development.	Support stakeholders who have awareness of, and strive to enforce, the SDGs.	Our Key Relationships, Our Business Model, How We Create and Distribute Value	Sustainable Development Goals, Corporate Social Investment	

# SUPPLEMENTARY DATA TABLES

CSI/SED FINANCIALS	SOUTH AFRICA	GLOBAL (EX. SOUTH AFRICA)	TOTAL
Revenue % of total	R189 930 581 30%	R447 853 000 70%	R637 783 581
Net Profit After Tax ("NPAT") % of total	R56 505 000 40%	R90 840 936 60%	R147 345 936
Taxes % of total	R19 370 117 34%	R38 240 381 66%	R57 610 498
CSI/SED Spend % of total	R3 340 285 94%	R226 266 6%	R3 566 551
Earnings Retained Earnings Retained After Dividends			R147 345 936 R147 345 936

ENERGY SPEND	% OF TOTAL	TOTAL
Operating Expense		R470 419 832
Energy Spend		R4 258 709
<b>Energy Spend as a percentage of total operational spend</b>		<b>1%</b>

AUDITOR'S REMUNERATION	% OF TOTAL	TOTAL
Audit Services	91%	R6 339 142
Non-Audit Services*	9%	R592 464
<b>Total</b>		<b>R6 931 606</b>

\*The Group's Registered Auditor (Moore Johannesburg Inc.) does not provide Non-Audit Services.

## A Specialist Provider of Innovative Global Trade Solutions.

- Santova's diversification in terms of geographies, currencies, industries, products and services enables it to manage a global network of inter-connected activities for multinational organisations from origin to point-of-consumption.
- This diversification also enables it to hedge against unexpected 'regional risks' whilst at the same time allowing it to capitalise on opportunities that may present themselves globally.

### HEAD OFFICE

Level 3 West, 1 Ncondo Place,  
Umhlanga Ridge, 4319,  
South Africa

Tel: +27 31 521 0160

Email: [enquiries@santova.com](mailto:enquiries@santova.com)

[www.santova.com](http://www.santova.com)

