

<b>Platcorp Holdings Ltd</b>	<b>Corporate Social Responsibility Policy (CSR)</b>
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**Document History**

Version	Year	Description	Approval Date
<b>1.0</b>	2021	PHL Corporate Social Responsibility Policy	18/03/2021

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## **1. INTRODUCCION**

### **1.1 Description**

This Policy is part of the Company's Corporate Policies, and outlines the guidelines governing its approach to corporate citizenship, the environment and the communities that it serves.

### **1.2 Purpose**

The purpose of this policy is to guide the Company in its efforts to minimise any negative impact on the environment, improve the lives of the communities it serves, and develop the Company's standing within the community.

### **1.3 Policy Statement**

Social responsibility allows the Company's business interests to be reconciled with the legitimate interests of the different stakeholders that may be affected, and in addition, ensures the Company's activities have a positive impact on the community in general as well as the environment.

The CSR Policy intends to establish a reference framework, from which the Company can develop and strengthen socially responsible behaviour within the various subsidiaries and countries that it operates in.

## **2. GUIDING PRINCIPLES**

The Company will:

- 2.1 Ensure compliance with the prevailing laws and regulations in all countries that it operates in.
- 2.2 Maintain sound corporate governance practices based on ethics, business transparency and diversity.
- 2.3 Commit to transparency, as a way of conveying and generating trust and credibility among our stakeholders, through the dissemination of relevant, current and accurate information regarding the Group's performance and activities, complying with any legal requirements that may exist regarding public information.
- 2.4 Respect human rights as guided by international norms embodied in the United Nations Universal Declarations of Human Rights and related Covenants, the International Labour Organization's core conventions covering the freedom of association and collective bargaining, elimination of forced and compulsory labour, elimination of discrimination and abolition of child labour, the relevant constitutions and other locally recognised human rights conventions within the countries that The Company operates in.
- 2.5 Ensure sound fiscal responsibility through its awareness that the payment of taxes has a direct impact on the financial and social development of the countries it operates in; meeting its tax obligations in accordance with the fiscal legislation that exists in those countries, and paying the corresponding taxes in accordance with the profit generated.
- 2.6 Support conservation activities and protection of the environment by conducting its business with a firm commitment to contributing to sustainability from an environmental perspective, the promotion of environmental responsibility, preservation of biodiversity, prevention of pollution, efficient management of resources and adaptation and mitigation of climate change, in accordance with what is established in the Group's Environment and Social Policy.

### **3. SPECIFIC PRINCIPLES OF ACTION**

- 3.1 The Company's Code of Conduct and Ethics Policy and Employee Code of Conduct establish the rules that govern behaviour and actions among employees, and their relationships with third parties.
- 3.2 Providing accessible, innovative and quality services to clients within the agreed time frame, maintaining data confidentiality, timely resolution of issues, tracking the client experience, using surveys to measure their satisfaction.
- 3.3 The Company considers that its relationship with shareholders and investors, besides being based on trust, must have the goal of creating sustainable value, and undertakes to promote informed participation by shareholders through regular informal contact as well as through formal channels such as Board, Committee and Annual General Meetings.
- 3.4 Enhancing community development through the Company's core business using a three tiered approach:
- Financial inclusion - broadening financial services to those without access
  - Financial education - improving financial literacy
  - Financial success - assisting with financial success
- 3.5 Enhancing the wellbeing of communities through the Company's Corporate Social Investment programs aimed at:
- Contributing to the improvement of primary healthcare facilities and services
  - Increasing access to education opportunities
  - Increasing access to clean water
- 3.6 Contributing to conservation and the protection of the environment, through the Platcorp Foundation, by supporting the following initiatives:
- Riverine and marine habitat rehabilitation
  - Development of wildlife management areas
  - Support of organisations involved in the protection of wildlife
  - Reforestation of key ecosystems

### **4. POLICY IMPLEMENTATION**

The Company has developed internal mechanisms for preventing, monitoring, reporting and penalising any practice that may be in contravention of international or local law as well as internal policies and procedures. In line with this the Company undertakes to:

- 4.1 Avoid practices that are discriminatory or damage people's dignity. Striving for a decent, safe and healthy working environment, adopting rules and procedures in the area of occupational health and prevention of occupational risks, avoiding any kind of discriminatory attitude, intimidation or violence, in any of their manifestations due to sex, race, creed, religion, age, disability, political beliefs, sexual disposition, nationality, citizenship, marital status or socioeconomic status.
- 4.2 Reject child labour and forced or compulsory labour.
- 4.3 To respect its employees' freedom of union, association and group negotiation and respect the role and responsibilities that apply to the representation of workers in accordance with current legislation.

- 4.4 Uphold the principle of fair pay for fair work; paying its employees in a manner that recognises their skills, experience, and responsibilities, whilst keeping abreast of job market trends.
- 4.5 Guarantee the right of its employees to a workday that respects their right to rest and acknowledges employees' need to balance their work life with other interests and responsibilities.
- 4.6 Guarantee its employees' right to personal data privacy, as well as that of its clients and other stakeholders.
- 4.7 Maintain an update to date Exclusion List detailing the types of businesses which the Company will avoid in line with the Company's Environment and Social Policy.
- 4.8 Maintain a robust Risk Framework through the Company's Risk and Compliance function to identify possible situations of risk and to develop mechanisms for preventing and mitigating these risks.
- 4.9 Continue to drive CSI initiatives that contribute to community development through education, health and wellbeing, as well as improving access to basic needs such as water.
- 4.10 Continue to support, through the Platcorp Foundation, conservation and environmental initiatives in the countries that it operates.
- 4.11 Maintain monthly Environmental, Social and Governance and impact assessment tracking mechanisms, and reporting on significant issues.

This policy will continue to be developed in line with changing laws, stakeholder expectations as well as best practice trends.

## 5. INTERPRETATION AND REVIEW

The Group Human Resources Committee acting on behalf of the Board shall have the power to interpret this policy and their decision is final.

The policy shall be reviewed on an annual basis or when necessitated by changes in the operating environment.

## 6. BOARD APPROVAL

This policy is approved by the Board on 18<sup>th</sup> March 2021

Signed by:   
Chairman