

BUSINESS POLICY



This policy defines the high-level scope within which decisions will be taken at our strategically located terminals in South Africa. Our Business Policy incorporates the Vision, Mission, and Values of **Bidvest Tank Terminals**, including specific behaviours and commitments that define the parameters within which we operate.

Our Vision

To provide customer-centric, innovative, and sustainable bulk liquid and gas handling solutions.

Our Mission

We strive for excellence when storing and handling our customers' products in a manner that creates stakeholder value.

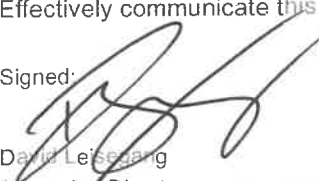
Our Values

- We will deliver outstanding **Customer service**.
 - We work as a team to serve our external customers with excellence.
 - We carefully consider and balance the needs and priorities of both our internal and external customers.
- We will **Respect** each other.
 - We see and treat each other as human beings first. We are self-aware and take responsibility for our impact on others.
 - We walk the talk, lead with integrity, and model the behaviours we want to see in others.
- We will **Empower** our people.
 - We take ownership for our actions and hold each other accountable.
 - We actively create a learning environment by developing mentoring, training, and coaching others.
- We will operate a **Sustainable and Safe** company.
 - We create an environment of respect, trust, and empathy where people feel psychologically safe to share their ideas, concerns, and mistakes.
 - We act responsibly and promote a sustainable and safe working environment.
- We will achieve success through **Teamwork**.
 - We focus on two-way communication and collaboration as key behaviours to build stronger teams.
 - We practice giving and receiving feedback as a way to clarify expectations, highlight improvement areas and to engage in meaningful conversations.

We further commit that our company and every employee, will:

- Benchmark ourselves against the market leaders in our industry.
- Always conduct business in terms of our company Code of Ethics and Conduct.
- Ensure adequate resources are available for the achievement of this policy.
- Abide by and adhere to the principles of Responsible Care.
- Always comply with Protection of Personal Information Act, 4 of 2013 which regulates and controls the processing of a legal entity's and/or an individual's Personal Information in South Africa.
- Review this policy annually at our management review meeting or when significant change happens in our business.
- Effectively communicate this policy to all relevant stakeholders.

Signed:



David Leissing
Managing Director

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