

# 2020 GRI content index

Imperial's ESG report has been prepared in accordance with the Global Reporting Initiative (GRI) Standards, at a core application level.

## GENERIC INDICATORS

GRI Standard title	Core indicators	Disclosure number	Disclosure title	Disclosure and explanatory notes	Disclosure references (website sections)
<b>Organisational profile</b>					
General 2016	Core	<b>102-1</b>	Name of the organisation	Imperial Logistics Limited	
General 2016	Core	<b>102-2</b>	Activities, brands, products and services		<b>Integrated report</b> <ul style="list-style-type: none"> <li>Operating as One Imperial (page 8)</li> <li>Performance reviews (market access and logistics) (page 78)</li> </ul> <b>ESG report</b> <ul style="list-style-type: none"> <li>Who we are at a glance (page 6)</li> </ul>
General 2016	Core	<b>102-3</b>	Location of headquarters	Imperial Logistics Place 79 Boeing Road East Bedfordview 2008 South Africa	
General 2016	Core	<b>102-4</b>	Location of operations	26 countries	<b>Integrated report</b> <ul style="list-style-type: none"> <li>Operating as One Imperial (page 8)</li> <li>Performance reviews (market access and logistics) (page 78)</li> </ul> <b>ESG report</b> <ul style="list-style-type: none"> <li>Who we are at a glance (page 6)</li> </ul>
General 2016	Core	<b>102-5</b>	Ownership and legal form		<b>Integrated report</b> <ul style="list-style-type: none"> <li>Shareholder analysis (page 134)</li> </ul>
General 2016	Core	<b>102-6</b>	Markets served		<b>Integrated report</b> <ul style="list-style-type: none"> <li>Operating as One Imperial (page 8)</li> <li>Performance reviews (market access and logistics) (page 78)</li> </ul> <b>ESG report</b> <ul style="list-style-type: none"> <li>Who we are at a glance (page 6)</li> </ul>
General 2016	Core	<b>102-7</b>	Scale of the organisation	26 201 employees at the end of June 2020 with 52% based in South Africa, including those working for the Market Access division.  Operating in 26 countries.  Total assets: R42 526 million.	<b>Integrated report</b> <ul style="list-style-type: none"> <li>Operating as One Imperial (page 8)</li> <li>Group chief financial officer's review (page 64)</li> <li>People review (page 100)</li> </ul> <b>ESG report</b> <ul style="list-style-type: none"> <li>Who we are at a glance (page 6)</li> <li>People and culture report (page 17)</li> </ul>

GRI Standard title	Core indicators	Disclosure number	Disclosure title	Disclosure and explanatory notes	Disclosure references (website sections)
General 2016	Core	<b>102-8</b>	Information on employees and other workers	<p>Permanent employees are reported by occupational level, gender and race for the workforce based in South Africa which makes up 52% of the total workforce. The number of non-permanent, part-time and fixed-term contract employees is low and not considered material. If contract workers are used in South Africa, they are generally sourced from labour brokers. There are no material seasonal variations in employee numbers.</p> <p>Female representation is covered at a group level.</p>	<p><b>ESG report</b></p> <ul style="list-style-type: none"> <li>• People and culture report (page 17)</li> </ul>
General 2016	Core	<b>102-9</b>	Supply chain	<p>Procurement is undertaken by each division and information relating to the total number of suppliers is not collated at a group level. Given the complex nature of our supply chains, it will be challenging to put such systems in place.</p> <p>R31 577 million paid to suppliers for materials and services.</p>	<p><b>Integrated report</b></p> <ul style="list-style-type: none"> <li>• Value-added statement (page 77)</li> <li>• ESG review (page 108)</li> </ul> <p><b>ESG report</b></p> <ul style="list-style-type: none"> <li>• Social report - transformation in South Africa (page 52)</li> </ul>
General 2016	Core	<b>102-10</b>	Significant changes to the organisation and its supply chain	<p>Imperial has been restructured to operate within two overarching solutions - market access and logistics - and within three businesses i.e. Market Access, Logistics Africa and Logistics International. Logistics encompasses contract logistics, freight and lead logistics provider services. The products and services offered are not materially different to those covered in the 2019 Integrated Report. The international shipping business is held for sale along with other businesses no longer considered a strategic fit.</p> <p>There were no significant changes to the group's supply chain. Where it makes sense to do so, the group continues to drive its asset-right strategy, which requires a balance between the use of our own fleet and transport service providers.</p>	<p><b>Integrated report</b></p> <ul style="list-style-type: none"> <li>• Group chief executive officer's review (page 56)</li> </ul>
General 2016	Core	<b>102-11</b>	Precautionary Principle or approach		<p><b>ESG report</b></p> <ul style="list-style-type: none"> <li>• Environmental report (page 65)</li> </ul> <p>The group's CDP submission can be found at <a href="https://www.imperiallogistics.com/policies.php">https://www.imperiallogistics.com/policies.php</a>.</p>

GRI Standard title	Core indicators	Disclosure number	Disclosure title	Disclosure and explanatory notes	Disclosure references (website sections)
General 2016	Core	<b>102-12</b>	External initiatives	<p>The group is now a formal signatory to the United Nations Global Compact. Its code of conduct considers the Universal Declaration of Human Rights, the eight core work standards of the International Labour Organization (ILO), the ILO's declaration of principles about multinational enterprises and social policy (MNE Declaration), the OECD principles for multinational enterprises and the Responsible Care® Global Charter 4.</p> <p>As a South African company we subscribe to the Department of Trade and Industry's amended B-BBEE Codes of Good Practice and the Road Freight Sector Codes.</p>	<p><b>ESG report</b></p> <ul style="list-style-type: none"> <li>Integrating ESG practices (page 10)</li> <li>Demonstrate consistently ethical business conduct (page 14)</li> <li>Social report - transformation in South Africa (page 52)</li> </ul>
General 2016	Core	<b>102-13</b>	Membership of associations	<p>We are a member of the National Bargaining Council for the Road Freight and Logistics Industry (NBCRFLI) in South Africa. We also have memberships in local chambers of commerce and similar entities in various operating countries.</p>	<p><b>ESG report</b></p> <ul style="list-style-type: none"> <li>Social report - affordable quality healthcare in Africa (page 47)</li> <li>Social report - transformation in South Africa (page 52)</li> </ul>
<b>Strategy</b>					
General 2016	Core	<b>102-14</b>	Statement from senior decision-maker		<p><b>Integrated report</b></p> <ul style="list-style-type: none"> <li>Group chief executive officer's review (page 56)</li> <li>Chairman's letter to stakeholders (page 22)</li> <li>Our governance - social, ethics and sustainability (SES) committee (page 33)</li> </ul> <p><b>ESG report</b></p> <ul style="list-style-type: none"> <li>Letter from the SES committee chairman (page 12)</li> </ul>
General 2016		<b>102-15</b>	Key impacts, risks and opportunities		<p><b>Integrated report</b></p> <ul style="list-style-type: none"> <li>Our operating context (page 10)</li> <li>Our risks and opportunities (page 44)</li> </ul> <p><b>ESG report</b></p> <ul style="list-style-type: none"> <li>Demonstrate consistently ethical business conduct (page 14)</li> <li>People and culture report (page 17)</li> <li>Social report (page 33)</li> <li>Environmental report (page 65)</li> </ul>

GRI Standard title	Core indicators	Disclosure number	Disclosure title	Disclosure and explanatory notes	Disclosure references (website sections)
<b>Ethics and integrity</b>					
General 2016	Core	<b>102-16</b>	Values, principles, standards and norms of behaviour		<p><b>Integrated report</b></p> <ul style="list-style-type: none"> <li>Chairman's letter to stakeholders (page 22)</li> </ul> <p><b>ESG report</b></p> <ul style="list-style-type: none"> <li>Our values (page 8)</li> <li>Letter from the SES committee chairman (page 12)</li> <li>Demonstrate consistently ethical business conduct (page 14)</li> </ul> <p>The group's policies and code of conduct can be found at <a href="https://www.imperiallogistics.com/policies.php">https://www.imperiallogistics.com/policies.php</a>.</p>
General 2016		<b>102-17</b>	Mechanisms for advice and concerns about ethics		<p><b>ESG report</b></p> <ul style="list-style-type: none"> <li>Demonstrate consistently ethical business conduct (page 14)</li> </ul>
<b>Governance</b>					
General 2016	Core	<b>102-18</b>	Governance structure		<p><b>Integrated report</b></p> <ul style="list-style-type: none"> <li>Our governance (page 26)</li> </ul> <p><b>ESG report</b></p> <ul style="list-style-type: none"> <li>Integrating ESG practices (page 10)</li> </ul>
<b>Stakeholder engagement</b>					
General 2016	Core	<b>102-40</b>	List of stakeholder groups	Our key stakeholders - who have a vested interest in and support Imperial - are our employees, clients, principals and customers, suppliers, communities, investors, governments and regulators.	
General 2016	Core	<b>102-41</b>	Collective bargaining agreements	20% of employees in South Africa belong to the NBCRFLI. Union membership in other African markets is fairly uncommon.	<p><b>ESG report</b></p> <ul style="list-style-type: none"> <li>People and culture report (page 17)</li> </ul>
General 2016	Core	<b>102-42</b>	Identifying and selecting stakeholders	68% of employees in Germany are covered by collective bargaining agreements.	
General 2016	Core	<b>102-42</b>	Identifying and selecting stakeholders	Key stakeholders are identified by the board and management. Our stakeholders are defined as entities or individuals that may be affected by the organisation's activities, products and/or services, as well as those whose actions can be expected to affect the ability of the group to successfully implement its strategies and achieve its objectives. Our stakeholders include a wide range of groups and individuals, with varying levels of involvement with the business and diverse and sometimes conflicting interests and concerns that we need to balance.	

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General 2016	Core	<b>102-43</b>	Approach to stakeholder engagement	<p>Stakeholder engagement is undertaken on an ongoing basis and through various mechanisms appropriate to each stakeholder group. Management at head office and within the divisions pursue appropriate relationships with key stakeholders to balance their legitimate and reasonable concerns, interests and expectations with those of the group. The board encourages proactive engagement with shareholders. The code of conduct guides stakeholder interaction.</p> <p>External stakeholder engagement is not specifically undertaken as part of the report preparation process.</p>	
General 2016	Core	<b>102-44</b>	Key topics and concerns raised	Our material issues consider the material matters raised by our key stakeholder groups. These matters are elicited directly through engagement or indirectly from the relationship owners in each case.	<p><b>Integrated report</b></p> <ul style="list-style-type: none"> <li>• Our material issues (page 47)</li> </ul> <p><b>ESG report</b></p> <ul style="list-style-type: none"> <li>• People and culture report (page 17)</li> <li>• Social report (page 33)</li> <li>• Environmental report (page 65)</li> </ul>
<b>Reporting practice</b>					
General 2016	Core	<b>102-45</b>	Entities included in the consolidated financial statements		<p><b>Integrated report</b></p> <ul style="list-style-type: none"> <li>• Our reporting (page 2)</li> <li>• Audited consolidated annual financial statements (online)</li> </ul> <p><b>ESG report</b></p> <ul style="list-style-type: none"> <li>• Our reporting (page 2)</li> </ul>
General 2016	Core	<b>102-46</b>	Defining report content and topic boundaries		<p><b>Integrated report</b></p> <ul style="list-style-type: none"> <li>• Our reporting (page 2)</li> <li>• Our material issues (page 47)</li> </ul> <p><b>ESG report</b></p> <ul style="list-style-type: none"> <li>• Our reporting (page 2)</li> </ul>
General 2016	Core	<b>102-47</b>	List of material topics		<p><b>Integrated report</b></p> <ul style="list-style-type: none"> <li>• Our material issues (page 47)</li> </ul> <p><b>ESG report</b></p> <ul style="list-style-type: none"> <li>• Our reporting (page 2)</li> <li>• People and culture report (page 17)</li> <li>• Social report (page 33)</li> <li>• Environmental report (page 65)</li> </ul>
General 2016	Core	<b>102-48</b>	Restatements of information	As our systems and processes for measuring and collating non-financial data are continuously refined, errors may be identified or data may be recalculated using different methodologies. Restatements are clearly reported and denoted in the footnotes to the tables.	
General 2016	Core	<b>102-49</b>	Changes in reporting	No significant changes.	

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General 2016	Core	<b>102-50</b>	Reporting period	30 June 2020	
General 2016	Core	<b>102-51</b>	Date of most recent report	30 June 2019	
General 2016	Core	<b>102-52</b>	Reporting cycle	Annual	
General 2016	Core	<b>102-53</b>	Contact point for questions regarding the report	Rafiek Sharfuddin: rafiek.sharfuddin@imperiallogistics.com	
General 2016	Core	<b>102-54</b>	Claims of reporting in accordance with the GRI standards	This report has been prepared in accordance with the GRI Standards: core option.	
General 2016	Core	<b>102-55</b>	GRI content index	This document.	
General 2016	Core	<b>102-56</b>	External assurance		<b>ESG report</b> <ul style="list-style-type: none"> <li>Independent limited assurance report (page 78)</li> </ul>

## SPECIFIC INDICATORS

### Economic performance

201 Economic performance 2016		<b>201-1</b>	Direct economic value generated and distributed		<b>Integrated report</b> <ul style="list-style-type: none"> <li>Value-added statement (page 77)</li> </ul>
201 Economic performance 2016		<b>201-2</b>	Financial implications and other risks and opportunities due to climate change		<b>ESG report</b> <ul style="list-style-type: none"> <li>Environmental report (page 65)</li> </ul> <p>The group's CDP submission can be found at <a href="https://www.imperiallogistics.com/policies.php">https://www.imperiallogistics.com/policies.php</a>.</p>
201 Economic performance 2016		<b>201-4</b>	Financial assistance received from government	No financial assistance was received from any government.	

### Market presence

202 Market presence 2016		<b>202-2</b>	Proportion of senior management hired from the local community	The employment equity table shows the number of black top and senior management employees in South Africa, where 52% of our workforce is based. In other African markets, we retain and develop the management teams of acquired businesses, to preserve client-centric agility, and encourage them to employ local talent. Only four senior managers working in these markets are South African expatriates.	<b>ESG report</b> <ul style="list-style-type: none"> <li>People and culture report (page 17)</li> </ul>
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<b>Indirect economic impacts</b>					
203 Indirect economic impacts 2016		<b>203-1</b>	Infrastructure investments and services supported	Imperial's investment in the Unjani Clinics and school libraries, provide healthcare and education to local communities. These investments are commercial and pro bono.	<b>ESG report</b> <ul style="list-style-type: none"> <li>• Social report - affordable quality healthcare in Africa (page 47)</li> <li>• Social report - community development (page 55)</li> </ul>
203 Indirect economic impacts 2016		<b>203-2</b>	Significant indirect economic impacts		<b>ESG report</b> <ul style="list-style-type: none"> <li>• Social report (page 33)</li> </ul>
<b>Procurement practices</b>					
204 Procurement practices 2016		<b>204-1</b>	Proportion of spending on local suppliers		<b>ESG report</b> <ul style="list-style-type: none"> <li>• Social report - transformation in South Africa (page 52)</li> </ul>
<b>Anti-corruption</b>					
205 Anti-corruption 2016		<b>205-3</b>	Confirmed incidents of corruption and actions taken		<b>ESG report</b> <ul style="list-style-type: none"> <li>• Demonstrate consistently ethical business conduct (page 14)</li> </ul>
<b>Anti-competitive behaviour</b>					
206 Anti-competitive behaviour		<b>206-1</b>	Legal actions for anti-competitive behaviour, anti-trust, and monopoly practices	No legal actions regarding anti-competitive behaviour are pending or were completed.	<b>ESG report</b> <ul style="list-style-type: none"> <li>• Demonstrate consistently ethical business conduct (page 14)</li> </ul>
<b>Energy</b>					
302 Energy 2016		<b>302-1</b>	Energy consumption within the organisation		<b>ESG report</b> <ul style="list-style-type: none"> <li>• Environmental report (page 65)</li> </ul>
<b>Water</b>					
303 Water 2016		<b>303-1</b>	Water withdrawal by source		<b>ESG report</b> <ul style="list-style-type: none"> <li>• Environmental report (page 65)</li> </ul>
<b>Emissions</b>					
305 Emissions 2016		<b>305-1</b>	Direct (Scope 1) greenhouse gas (GHG) emissions		<b>ESG report</b> <ul style="list-style-type: none"> <li>• Environmental report (page 65)</li> </ul>
305 Emissions 2016		<b>305-2</b>	Energy indirect (Scope 2) GHG emissions		<b>ESG report</b> <ul style="list-style-type: none"> <li>• Environmental report (page 65)</li> </ul>
<b>Effluents and waste</b>					
306 Effluents and waste 2016		<b>306-2</b>	Waste by type and disposal method		<b>ESG report</b> <ul style="list-style-type: none"> <li>• Environmental report (page 65)</li> </ul>
306 Effluents and waste 2016		<b>306-3</b>	Significant spills		<b>ESG report</b> <ul style="list-style-type: none"> <li>• Environmental report (page 65)</li> </ul>

GRI Standard title	Core indicators	Disclosure number	Disclosure title	Disclosure and explanatory notes	Disclosure references (website sections)
<b>Environmental compliance</b>					
307 Environmental compliance 2016		<b>307-1</b>	Non-compliance with environmental laws and regulations	<p>There were no material fines and non-monetary sanctions for non-compliance with environmental laws and regulations during the reporting year.</p> <p>In South Africa, the group complies with:</p> <ul style="list-style-type: none"> <li>• Environmental framework - National Environmental Management Act 107 of 1998.</li> <li>• Air quality - National Environmental Management: Air Quality Act 39 of 2004.</li> <li>• Greenhouse gas (GHG) management - Draft Climate Change Bill, 2018.</li> <li>• Energy management - Electricity Regulation Act 4 of 2006.</li> <li>• Water management - National Water Act 36 of 1998.</li> <li>• Waste management - National Environmental Management: Waste Act 59 of 2008.</li> <li>• Biodiversity management - National Environmental Management: Biodiversity Act 10 of 2004.</li> <li>• Hazardous substances - Hazardous Substances Act 15 of 1973 United Nations Framework Convention on Climate Change, 1992.</li> </ul>	<p><b>ESG report</b></p> <ul style="list-style-type: none"> <li>• Environmental report (page 65)</li> </ul>
<b>Employment</b>					
401 Employment 2016		<b>401-1</b>	New employee hires and employee turnover	The chief people officer has identified key performance indicators related to people management, including employee turnover, for implementation in the next two years.	
<b>Labour/management relations</b>					
402 Labour/management relations 2016		<b>402-1</b>	Minimum notice periods regarding operational changes	In South Africa, the minimum notice period in terms of the country's Labour Relations Act 66 of 1995 is four weeks for employees who have been employed for more than one year. We are fully compliant with this legislative requirement, as well as with related legislation in other countries of operation.	

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<b>Occupational health and safety</b>					
403 Occupational health and safety 2016		<b>403-2</b>	Types of injury and rates of injury, occupational diseases, lost days and absenteeism, and number of work-related fatalities	Imperial does not report occupational disease rate or absentee rate. Given that the group's biggest OHS risks are associated with transportation activities, it measures road accidents, road injuries and road fatalities. During the year, the group extend its reporting of OHS metrics to include lost-time injury and severity rates.	<b>ESG report</b> • Social report - key data (page 62)
403 Occupational health and safety 2016		<b>403-3</b>	Workers with high incidence or high risk of diseases related to their occupation	In South Africa, Imperial participates in the Trucking Wellness programme, a primary healthcare programme for long-distance truck drivers. The programme provides support and advice on HIV and Aids.	<b>ESG report</b> • Social report - defensible health and safety practices (page 39)
<b>Training and education</b>					
404 Training and education 2016		<b>404-2</b>	Programmes for upgrading employee skills and transition assistance programmes		<b>ESG report</b> • People and culture report (page 17)
<b>Diversity and equal opportunity</b>					
405 Diversity and equal opportunity 2016		<b>405-1</b>	Diversity of governance bodies and employees	Imperial does not report a breakdown of the workforce by age as this is not considered material to performance. Gender diversity is reported at group level and race diversity is reported for employees based in South Africa.	<b>ESG report</b> • People and culture report (page 17)
<b>Non-discrimination</b>					
406 Non-discrimination 2016		<b>406-1</b>	Incidents of discrimination and corrective actions taken	There were no incidents of alleged discrimination during the reporting year.	
<b>Freedom of association and collective bargaining</b>					
407 Freedom of association and collective bargaining 2016		<b>407-1</b>	Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	Assessments indicate that there are no instances of material risk relating to freedom of association or collective bargaining, child labour, or forced or compulsory labour within Imperial.  Information relating to suppliers is not available.	<b>ESG report</b> • Demonstrate consistently ethical business conduct (page 14)
<b>Child labour</b>					
408 Child labour 2016		<b>408-1</b>	Operations and suppliers at significant risk for incidents of child labour	Assessments indicate that there are no instances of material risk relating to freedom of association or collective bargaining, child labour, or forced or compulsory labour within Imperial.  Information relating to suppliers is not available.	<b>ESG report</b> • Demonstrate consistently ethical business conduct (page 14)

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<b>Forced or compulsory labour</b>					
409 Forced or compulsory labour 2016		<b>409-1</b>	Operations and suppliers at significant risk for incidents of forced or compulsory labour	Assessments indicate that there are no instances of material risk relating to freedom of association or collective bargaining, child labour, or forced or compulsory labour within Imperial.  Information relating to suppliers is not available.	<b>ESG report</b> • Demonstrate consistently ethical business conduct (page 14)
<b>Local communities</b>					
413 Local communities 2016		<b>413-1</b>	Operations with local community engagement, impact assessments, and development programmes	Community engagement is undertaken by all Imperial divisions and head office. Formal impact assessments are however not generally undertaken by operations.	<b>ESG report</b> • Social report (page 33)
413 Local communities 2016		<b>413-2</b>	Operations with significant actual and potential negative impacts on local communities	Transportation activities have the potential to create unsafe road conditions. Road safety is a material issue for Imperial with extensive initiatives in place to ensure associated risks are effectively mitigated.	<b>ESG report</b> • Social report - defensible health and safety practices (page 39)
<b>Customer health and safety</b>					
416 Customer health and safety 2016		<b>416-2</b>	Incidents of non-compliance concerning the health and safety impacts of products and services	There were no material incidents of non-compliance with regulations and voluntary codes concerning the health and safety impacts of products and services during the reporting period.	
<b>Customer privacy</b>					
418 Customer privacy 2016		<b>418-1</b>	Substantiated complaints concerning breaches of customer privacy and losses of customer data	There were no substantiated complaints concerning leaks, thefts, or losses of client data.	<b>ESG report</b> • Demonstrate consistently ethical business conduct (page 14)
<b>Socioeconomic compliance</b>					
419 Socio-economic compliance 2016		<b>419-1</b>	Non-compliance with laws and regulations in the social and economic area	No material fines or non-monetary sanctions for non-compliance with laws and regulations were received during the reporting year.	<b>ESG report</b> • Demonstrate consistently ethical business conduct (page 14)

Management approaches	Disclosure references
<p><b>Human resources management</b></p> <p>The people and culture report covers our management approach to our people strategy and the HR systems that underpin this, embedding a 'One Imperial' culture including groupwide engagement strategies, talent management and learning and development as well as our approach to diversity and inclusion.</p>	<p><b>ESG report</b></p> <ul style="list-style-type: none"> <li>• People and culture report (page 17)</li> </ul>
<p><b>Occupational health and safety</b></p> <p>The social report covers our management approach to road safety, product safety and employee wellbeing. For 2020, the management of Covid-19 was a key focus.</p>	<p><b>ESG report</b></p> <ul style="list-style-type: none"> <li>• Social report – response to Covid-19 (page 37)</li> <li>• Social report – defensible health and safety practices (page 39)</li> </ul>
<p><b>Community development</b></p> <p>The social report covers our management approach to broad-based black economic empowerment in South Africa, our contribution to making affordable quality healthcare accessible in Africa and our management of corporate social investment, including road safety awareness among children and the public.</p>	<p><b>ESG report</b></p> <ul style="list-style-type: none"> <li>• Social report – affordable quality healthcare in Africa (page 47)</li> <li>• Social report – transformation in South Africa (page 52)</li> <li>• Social report – community development (page 55)</li> <li>• Social report – road safety awareness in South Africa (page 59)</li> </ul>
<p><b>Environmental management</b></p> <p>The environmental report covers our management approach to environmental management, including our management systems, frameworks, target setting and our initiatives to reduce our environmental impact.</p>	<p><b>ESG report</b></p> <ul style="list-style-type: none"> <li>• Environmental report (page 65)</li> </ul>
<p><b>Ethical business conduct</b></p> <p>The section on demonstrating consistently ethical business conduct covers the group's code of conduct, policies, employee training, human rights and whistle-blowing hotline.</p>	<p><b>ESG report</b></p> <ul style="list-style-type: none"> <li>• Demonstrate consistently ethical business conduct (page 14)</li> </ul>