



# Policies and Procedures

## Sustainability & Stakeholder Engagement Policy

### 1.0 Purpose

Directly or indirectly, companies affect what happens to employees, workers in the supply chain, customers, local communities and the environment. It is important that we manage these impacts proactively.

This policy details BIC Consolidated's commitment to environmental, social and governance (ESG) practices across our operations and through our service provision. It informs the practices of our business and encompasses our full range of activities including cleaning services, maintenance, hygiene and waste management services. BIC Consolidated has separate and specific Environmental and Human Rights Policies, so this policy includes special mention of our commitment to community and stakeholder engagement.

### 2.0 Scope

This policy applies without exception to all personnel and activities of the Company.

The Company also expects our suppliers and other business partners to uphold the principles in this policy and urges the development of similar policies within their own businesses.

### 3.0 Definitions

**The Company:** refers to BIC Consolidated, part of the Bidvest Group of Companies.

**Employee:** a person who has accepted employment with the Company (whether permanent, fixed term or casual), contractors, consultants and directors wherever located.

**Supplier:** an individual or organisation that provides goods or services to the Company.

**Business partner:** an individual or organisation that collaborates with the Company to achieve mutual business goals and objectives.

### 4.0 Commitment

We believe in a healthy and prosperous future for all and to achieve this we must continue to meet our responsibilities to our people, the planet and our broader stakeholders. Our commitment is aligned to meeting all relevant legislative and other requirements and going above and beyond to identify opportunities to make a positive social and environmental impact.

We want to be a trusted partner and positive contributor to society more broadly, as well as the local communities that we operate in.

As a signatory to the United Nations Global Compact (UNGC) and in our support of the Sustainable Development Goals, we are committed to implementing the Ten Principles of the UNGC in the areas of human rights, labour, environment and anti-corruption. The Ten Principles of the United Nations Global Compact are derived from the Universal Declaration of Human Rights, the International Labour Organisation's Declaration on Fundamental Principles and Rights at Work, the Rio Declaration on Environment and Development, and the United Nations Convention Against Corruption.



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We are committed to:

- Acting ethically and responsibly in all that we do.
- Being open, honest, and transparent with our stakeholders on issues and activities that matter to and impact them.
- Creating meaningful, ongoing, and two-way engagement with our stakeholders, including listening, and responding to feedback.
- Upholding the Company's values and our commitment to human rights in our activities and decision-making to ensure we remain a highly trusted business in the communities and networks in which we operate.
- Playing our part to reduce climate change and understanding, measuring and reducing our impact on the environment.
- Working in partnership with our customers, supply chain and wider stakeholder network to make a greater positive impact.

Building stronger, inclusive, and more socially and economically resilient communities is mutually beneficial for our Company and the communities in which we operate. Our approach to community engagement includes supporting marginalised and vulnerable stakeholders in our communities and networks wherever this is possible.

Building and sustaining strong relationships with our many stakeholders is critical to us fulfilling these commitments and helps us to identify value creation opportunities and material issues for us to incorporate in our sustainability approach. It also supports our understanding of the impacts that our business has on its stakeholders and helps us to learn about great practice initiatives that can help us progress our sustainable outcomes agenda.

### 5.0 Implementation

In fulfilling this policy we will:

- Be proactive in discussions on environmental, social and governance issues with our stakeholders, particularly our employees, suppliers and customers.
- Comply with all applicable laws and regulations.
- Strive for industry best practice and apply responsible standards where laws and regulations do not exist.
- Review and update our ESG objectives and targets by undertaking regular materiality assessments and risk reviews, considering changing stakeholder expectations.
- Embed our approach into existing frameworks across our business including our risk management framework to ensure a systemic and robust approach across all operations and activities.
- Assess the potential environmental and social impacts of any new activities.
- Encourage respect and concern for all people and the environment.
- Deliver our services in a professional manner that creates a positive experience for all members of the public and improves the communities in which we work. Through our people and our partnerships, we aim to promote equality and dignity in work for all.
- Support practical actions to address social issues in the community. This includes through traditional forms such as monetary donations and in-kind giving (as well as



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volunteering), but also through different mechanisms including employment pathways for marginalised community members and social procurement.

- Endeavour to continually improve our practices and identify different and innovative solutions and partnerships.
- Ensure there is appropriate oversight of our environmental, social and governance activities, assessing performance and achievement of targets through our ESG Committee.
- Maintain regular and transparent disclosure on our ESG Performance.

It should be noted that BIC Consolidated does not support:

- Political events, activities, or organisations
- Overly religious programs
- Programs that denigrate, exclude, or offend minority groups
- Individuals (except through scholarship programs).

Our evaluation framework and selection criteria for community organisations and other partnerships is designed to ensure that our partner's programs engage our people and stakeholders to deliver tangible outcomes / benefits to the environment or communities where we operate, at the same time as delivering on our business objectives.

We are also focused on creating opportunities for stakeholders to share their feedback through our relationship-based approach to engagement, and by providing formal processes for both general feedback and formal complaints. We are committed to providing timely, meaningful responses and taking additional action where necessary.

### 6.0 Related policies, procedures and guidelines:

- Human Rights Policy
- Environment Policy
- Code of Conduct
- Diversity & Inclusion Policy
- Equal Opportunity & Diversity Policy
- Complaints Management Policy
- Reconciliation Action Plan
- Health and Safety Policy
- Approach to social procurement
- Disability Action Plan
- Dispute Resolution Policy
- Privacy Policy
- Supplier Code of Conduct
- Ethical Business Policy
- Sustainable Procurement Policy.



### 7.0 Ownership and version control

<b>Policy Owner</b>	General Manager, ESG
<b>Version</b>	1.5
<b>Date</b>	Oct 2024
<b>Classification</b>	Public
<b>Revision Status</b>	Updated
<b>Author</b>	Nina Collinson
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<b>Revision</b>	<b>Description</b>	<b>Author</b>
1.0	BIC/CPS original + Initial Draft	NC
1.1	CCO team review	CE, LD, SS
1.2	Executive Management Team Review	
1.5	Format and Re-brand	LD