

# GROUP SOURCING SUPPLIER CHARTER

## PURPOSE

Our business will not thrive without the support we get from our valued service providers. The success of our business depends on the partnerships and collaboration we have with our diverse supply base. Through our collective efforts and shared values, we can gain mutual benefits that contributes positively our growth and society at large.

Group Sourcing's purpose is "Leveraging supplier partnerships to enhance customer experience". To this end, we have developed a Supplier Charter that defines our conduct and behaviour in our daily dealings with our service providers. It is based on ten key principles that set out our promise to treat all our valued service providers fairly. It is aligned to our company values defined by "The Santam Way" and encapsulates our commitment to conduct business in a fair, ethical, transparent and unbiased manner.

## THE SANTAM WAY

The Santam Way is the way we do things. It is part of our culture, both current and desired. It encapsulates what matters to us, and the values we want our employees to live by. The Santam Way is about all our people, regardless of role or level, delivering on Insurance Good and Proper, every day. We're good at what we do, because we take it seriously. We believe in doing things properly, and in leading by example. **Good and Proper** is our philosophy and our brand positioning. But it is also our culture and our way of doing things. It's who we are, and it's why we're different. The Santam Way is everything that is special and unique about us.



### INNOVATION

We are always exploring new ideas and solutions to consistently enhance what we do and how we do it. We have the courage to challenge old thinking and change course when we believe it is the right thing to do.



### EXCELLENCE

We strive for success – not just for the business but for ourselves. We have a strong sense of pride and commit without hesitation to the highest levels of professionalism, performance and extraordinary service in everything we do.



### PASSION

We bring a sense of energy and drive to work. We care deeply about the jobs we do, the business we are and the role we play for our policyholders and stakeholders. We are committed to doing your best at all times and taking ownership is not negotiable.



### INTEGRITY

Honour is everything. We are reliable and dependable beyond doubt, trustworthy to the core. These are the characteristics that define us. We deliver on our promises and never expend energy looking for excuses not to.



### HUMANITY

We always strive to see beyond the facts in front of us, and care about the human behind them. We are warm, compassionate and empathetic to our policyholders and our colleagues. Our diversity strengthens us and our commonalities make us all Santam people. If we always ask the question "What if it was me?" we'll treat each other accordingly.

# PRINCIPLES

Our ten principles are underpinned by The Santam Way and we commit to uphold these values through engagement with our valued service providers. It is a promise to our service providers that we will treat them with respect, fairness, and integrity. But above all, we will maintain their dignity at all times. It defines and distinguishes us from all companies and embeds our motto of “**Delivering Insurance Good and Proper**”.

## PRINCIPLE 1



### Integrity - Ethics and Anti-Bribery and Corruption

Integrity underpins everything we do which is why it is also the first ethical principle in our updated Code of Ethics. Integrity means keeping our promises and being both reliable and dependable. It is illustrated in our honest and genuine dealings with others. It's always doing the right thing even when you know no one else is watching. Integrity entails doing business in an honest, ethical, fair and transparent manner in compliance with all applicable laws and regulations. The Santam Group realises bribery and corruption undermines a culture of trust and creates an unstable operating environment, therefore the Santam Group has a zero-tolerance stance on bribery and corruption.

#### Our promise:

1. We will conduct business in an ethical manner and hold all our suppliers to the same ethical standards.
2. We will ensure whistle-blowers inputs and information will be kept confidential and we will protect them from any forms of victimisation.

## PRINCIPLE 2



### Conflict of Interest

The Santam Group requires every person to ensure that all actual, potential or perceived conflicts of interests are identified timeously, avoided as far as possible, managed appropriately where avoidance is not possible and at all times be declared to enable the mitigation of the risks associated with such conflicts. Actual or perceived conflicts of interest that are not properly managed can have a significant reputational and financial impact on organisations. They pose a risk in that they may impact objective decision-making and undermine the credibility of boards and organisations.

#### Our promise:

1. We will ensure proper due diligence is performed to mitigate any conflict of interest.
2. We will report any conflicts of interest to the relevant committees.

## PRINCIPLE 3



### Occupational Health and Safety

The health and safety of our employees, clients and all service providers are of paramount importance. We expect all our service providers to take appropriate steps to ensure a working environment that protects the health and safety of all stakeholders.

#### Our promise:

1. We will prioritise the health and safety of our suppliers in the fulfilment of their duties and inform suppliers of our OHSACT standards.
2. We will ensure all/relevant suppliers comply with OHSACT regulations.

## PRINCIPLE 4



### Preferential Procurement

The Santam Group is committed to its transformation agenda and strongly supports the ideology that transformation can only be achieved through meaningful black economic empowerment. This can only be achieved through increased participation of black people in the procurement of goods and services. By providing procurement opportunities to black owned (BO) and black-women owned (BWO) businesses, we will not only create a diverse supply base but also ensure a sustainable supply chain that positively contributes towards the profitability and sustainability of all our businesses.

#### Our promise:

1. We will support and implement initiatives to achieve company and industry targets and continuously seek opportunities to transform our supply chain.
2. We will ensure processes are in place to identify fronting and report suppliers to the BEE Commissioner.

## PRINCIPLE 5



### Data Privacy and Information Security

We take the POPI act very seriously and treat personal and IT data with the utmost care and sensitivity it has been entrusted with. Service providers are expected to also keep all data provided by the Santam Group securely and only use the information provided for its intended use and not share the information with third parties without our permission.

#### Our promise:

1. We will keep all supplier information confidential and we will not share your information without your permission.
2. We will destroy supplier data once it has reached the required expiry date.

## PRINCIPLE 6



### Supplier Onboarding

The Santam Group has set minimum criteria for the onboarding of new suppliers. These requirements are necessary to ensure compliance and that we conduct business with reputable service providers. We will continuously review our internal processes and system to ensure a seamless and trouble-free onboarding experience.

#### Our promise:

1. All suppliers will be onboarded using the same criteria i.e all suppliers will be given a fair and equal opportunity to be a supplier to the Santam Group.
2. We will provide assistance to suppliers who have challenges using our systems, platforms, apps, etc.

## PRINCIPLE 7



### Supplier Complaints and Disputes

We appreciate that service providers may have complaints or disputes during the normal course of conducting business. Service providers are within their rights to bring this to our attention if they feel they have been treated unfairly or unjustly. Such complaints will be assessed on a case by case basis and will be evaluated on its own merits.

#### Our promise:

1. We will acknowledge complaints or disputes within 24 hours of being informed.
2. We will manage complaints and disputes with a sense of urgency and provide regular feedback.

## PRINCIPLE 8



### Supplier Engagement

We pride ourselves in the relationships we have with our valued service providers. These partnerships are important to ensure we deliver efficient and effective services to our clients, beyond their expectations. We believe and support the notion of mutually beneficial relationships that allows our respective businesses to thrive and be sustainable.

#### Our promise:

1. We will engage suppliers on a regular basis to clarify any new developments, any matters of operational or contractual concern on a regular basis (e.g. one on one engagements or larger road shows, when necessary).
2. We will be available to discuss any matters that impacts on the suppliers' ability to deliver goods and services.

## PRINCIPLE 9



### Complying to Laws and Regulations of South Africa

As a responsible corporate citizen, we expect all our service providers to comply with the laws and regulations of South Africa. Service providers are required to adhere to the Basic Conditions of Employment Act and treat all staff, associates, and agents etc. with dignity and respect. This applies to your engagement with Santam Group employees as well. We expect all our service providers to support and uphold all laws that protects and sustains our environment and that materials, goods and services are sourced ethically.

#### Our promise:

1. We hold ourselves and all our suppliers accountable to adhere to all applicable laws of South Africa.
2. We will report suppliers to the relevant authorities if laws are broken.

## PRINCIPLE 10



### Freedom of Association

As a member of SAIA, the Santam Group appreciates that service providers may opt to also belong to industry bodies or associations that protect and promote their business interests. Although we have direct relationships with our service providers, we believe industry bodies and associations can play a constructive role to foster and promote good business relations with the Santam Group. Unless prescribed by law or industry regulatory bodies, service providers have the freedom of association of their choice.

#### Our promise:

1. We will not to discriminate or prejudice any suppliers based on their association nor give preference or favour suppliers on the basis of their association.
2. We will actively engage with supplier associations to further common goals of the Santam Group, the relevant association or industry body and the supply base.