



BUSINESS POLICY

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

Our Vision

To consistently deliver world class bulk liquid and gas handling solutions.

Our Mission

We will always achieve excellence by safely, efficiently and effectively storing and handling our customers' products in a manner that meets or exceeds all stakeholder expectations.

Our Values

- We will deliver outstanding customer service
We will always meet or exceed our customers' expectations so that they receive outstanding service. We will always respect our customers and their opinions.
- We will respect and empower our people
We will always treat each other with dignity and respect. Each of us is empowered with a job to do, and we will deliver what is expected from us.
- We will achieve excellence
We acknowledge that, although we are an operational business and operational excellence is of critical importance to us, we will achieve excellence in all areas of our business.
- We will operate a sustainable and safe company
Our company must generate sustainable returns that are acceptable to our shareholder. We are, however, a responsible team and will therefore operate our company with the least possible negative impact on our surroundings, the environment and our people. We will implement systems and training, based on safe working practices, to ensure that we are effective and safe at work.
- We will achieve success through teamwork
We will act with integrity, honesty and transparency. Together, we will create a culture which is built on communication, trust and unity.

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

- Prevent injuries, accidents and work-related ill health.
- Prevent pollution and minimise adverse impacts on the environment.
- Conduct risk assessments and implement effective controls to mitigate those risks.
- Promote Safety (including Railway Safety), Health, Environment, Quality and Security awareness and participation throughout our company as well as with our stakeholders through communication and training.
- Establish, review and achieve our objectives, targets and programmes.
- Continually improve on the performance of our management, control and information systems.
- Comply with applicable legislation and other requirements defined in our procedures and standards.
- 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.
- 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 Leisegang
Managing Director

Date: 16 November 2016