

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 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 work as a team to serve our external customer 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 others 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:

- Conduct our business with the least possible negative impact on our stakeholders, the environment and our people.
- Prevent accidents and minimize their impact on the health and safety of our people, service providers and the environment.
- Pro-actively identify hazards, assess associated risks and implement effective controls to prevent or 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 consultation, communication and training.
- Establish, review and achieve our objectives, targets and programmes.
- Continually improve on the performance of our management, control and information systems.
- Identify and 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.
- 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