

Metrofile Sustainability Policy

May 2023



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1. About this policy

1.1 For Metrofile, sustainability encompasses environmental and social responsibility as well as good corporate governance and ethics. We believe that our focus on sustainability is fundamental to the way we interact with our stakeholders, investors, clients, suppliers, employees and the community.

1.2 Our sustainability policy aligns with Metrofile's vision and mission statements, namely, to be our clients' trusted records and information management partner and to help our clients address challenges and leverage opportunities; always looking for better ways, directional, never static, embracing change.

1.3 This policy further aligns with our environmental, social and governance (ESG) strategy, framework and roadmap which focuses on four dimensions, namely caring for the environment, our employees and stakeholders as well as integrating ESG responsibly as part of our business.

1.4 This policy will inform our environmental, social and governance commitments going forward. This includes, but is not limited to reporting, disclosures (both material and non-material), business practices, policies, procedures, investments, board activities, stakeholder engagement, and investor relations.

1.5 Metrofile leadership view sustainability as a way to identify and pursue immediate win-win opportunities for both the economy and the environment, simultaneously contributing towards worthwhile initiatives to benefit the current and future generations.

1.6 All references to 'our', 'us', 'we' or 'company' within this policy are considered to refer to Metrofile Holdings Limited ("Metrofile") and its subsidiaries, affiliates, parent companies and any of their respective associated companies and related business ("Metrofile Group" or "Group").

1.7 We use the terms sustainability and ESG, which relates to environment, social and governance aspects, interchangeable within this policy.

2. Purpose of this policy

2.1 The purpose of this policy is to provide information on our overall beliefs, value proposition and viewpoints on what sustainability means to Metrofile.

2.2 This policy provides an overview of our sustainability fundamental principles, our ESG commitments and how these commitments will be met.

2.3 This policy provides information about how our employees, clients, suppliers and other stakeholders can contribute to ensuring the move towards a more sustainable future.

2.4 This policy provides information on the overall role of our Social, Ethics and Transformation committee (SETCOM) with regards to ESG.

3. Who is responsible for this policy?

3.1 SETCOM has overall responsibility for the effective operation and review of this policy.

3.2 This policy is subject to review and amended at any time to align to business strategic changes, latest legislation, national and international sustainability trends.

4. Our sustainability (ESG) value proposition

We strive to go beyond profit generation in co-creating sustainable value for all our stakeholders (S) in a responsible way (G) while making a positive impact on the environment (E). This value proposition informs every aspect of our business, including how we make business investment decisions, operate our company, collaborate with stakeholders and report progress.

5. Our sustainability (ESG) fundamental principles

5.1 We recognise that governance is the foundation through which we enable organisations and people to manage their records and information in a responsible, trustworthy, secure, and sustainable manner.

5.2 We are committed to fostering sound relationships with all our stakeholders as we believe that it will afford growth and provide sustainable value.

5.3 We are willing to partner, collaborate, engage, consult, co-create and co-innovate with our key stakeholders (including our own employees) to find ways to work smarter and become more sustainable.

5.4 We ensure that our employees and the communities, in the areas where we operate, are empowered to live a better life.

5.5 We empower our suppliers through the provision of resources and skills to manage their businesses effectively and sustainably.

5.6 We continuously seek opportunities to reduce our energy usage, improve our energy efficiency and offset our greenhouse gas emissions in our business activities.

5.7 We believe that water is a precious natural resource. We use it sparingly and continuously implement water-saving initiatives.

5.8 We proactively align Metrofile ESG initiatives with the UN sustainable development goals (SDGs).

5.9 We seek to comply with current environmental legislation and work to minimise the impact of our activities on the environment by creating a carbon neutral business which support our goal of being 'net zero' by 2050.

5.10 We support the IRP and are aligned to the Paris Agreement Inno please can you include this

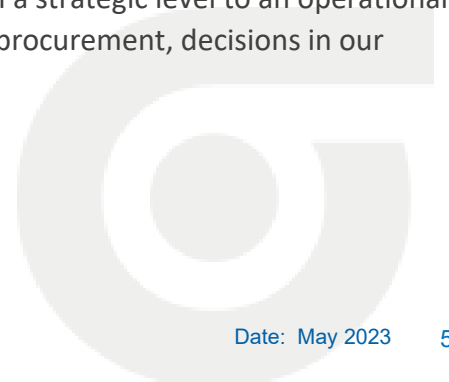
6. Our ESG commitment

6.1 We strive to build a sustainable and equitable business by integrating ESG practices that comply with relevant local, national, and international regulations related to environmental, labour and working conditions and health, safety, and security through the process of awareness, assessments, internal and external audits, tracking, reporting and corrective actions.

6.2 We are committed to sound relationships, collaboration, positive partnerships, engagement, consultation and teamwork to achieve our ESG commitments.

6.3 We are committed to driving down ESG risks by assessing performance through tracking, monitoring, and measuring targets against our ESG strategic objectives. ESG performance will be reported in our annual integrated report and/or sustainability report.

6.4. Our ESG commitment will inform every aspect of our business from a strategic level to an operational level. This will include growth opportunities, new projects, sustainable procurement, decisions in our operations and how we collaborate with our stakeholders.



7. Our statement on caring for the environment (E)

7.1 We believe that as a business we have an impact on the environment and we have a role to play to reduce our impacts.

7.2 Our focus is to understand and continuously monitor our environmental impact by identifying and implementing projects that reduce our greenhouse gas (GHG) emissions, will save water, and encourage recycling.

7.2.1 We are committed to reducing our GHG emissions by:

- Measuring our greenhouse gas (GHG) baseline for Scope 1 and 2 emissions, and Scope 3 emissions, where possible.
- Setting short-, medium- and long-term GHG emission reduction targets.
- Aligning our GHG emission reduction targets to our medium-term commitment to reach carbon neutrality by 2030 and our long-term commitment to reach net zero by 2050.
- Creating visibility and communicating our progress towards reaching our GHG emission reduction targets.

7.2.2 Water remains a scarce commodity in most areas where we operate, and we are committed to reducing water use by:

- Setting water saving targets.
- Actively identifying initiatives to save water, including fixing leaks in pipes and investing in water-saving programmes such as installing rainwater harvesting tanks.
- Aligning our water-saving targets to local and national commitments.
- Creating visibility and communicating our progress toward water savings targets.

7.2.3 As a leading record and information management specialist, we are in a good position to encourage recycling. Through our shredding services, we handle over 8000 tons of paper on behalf of our clients. As such, we are committed to encouraging recycling through:

- Driving recycling initiatives on behalf of our clients and contribute towards saving trees.
- Partnering with responsible recyclers who drive sustainability (ESG).

7.3 We are committed to providing continuous awareness programs to our employees to effectively use natural resources, to save water, reduce wastage and recycle, whenever possible.

8. Our statement on caring for our employees (S)

8.1 We believe that our employees play a vital role in ensuring that our client's record management needs are met, and thus we are committed to their development, safety, health, and wellbeing.

8.2 We are committed to build an equitable workplace culture that values diversity, equity and inclusion. Our employee value proposition includes fair compensation, rewards and benefits, stability and mutual respect.

8.3 Our focus is to reduce inequality, to transform and diversify continuously, to develop and retain talent for our employees to realise their career goals, to actively engage our employees through surveys and ethical workplace practices, and to improve the health, safety and wellness of our employees.

8.4 We will preserve and promote the protection of human rights and welfare within our own business activities, as well as those of our supply chain, in accordance with our policies.

9. Our statement on caring for our stakeholders (S)

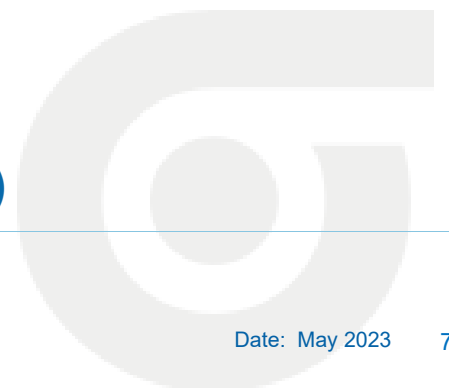
9.1 We believe that our stakeholders, namely our employees, suppliers, government departments and regulatory bodies, shareholders, unions, media, communities, and clients are key partners in ensuring that we operate a sustainable, growing business that provides value.

9.2 We are committed to developing our communities and supporting and participating in local initiatives designed to promote sustainability by sharing knowledge, best practices, and joint actions.

9.3 We are committed to actively encouraging our clients, suppliers, and partners to adopt and embed sustainable practices to minimise environmental and social risks.

9.4 Our focus is to create value and contribute to our stakeholder wellbeing through focused socio-economic development (SED), sourcing ethically and locally, supplier and enterprise development and active stakeholder engagement.

10. Our statement on integrating ESG responsibly (G)



10.1 We believe that ESG should be integrated in all aspects of the business, including governance. In Metrofile, governance is the foundation through which we enable organisations and people to manage their records and information in a responsible, trustworthy, secure, and sustainable manner.

10.2 We are committed, to manage and drive overall corporate governance as well as the governance of environmental and social aspects by:

- Ensuring that any sustainability-related risks and opportunities are integrated and addressed responsibly throughout the business.
- Establishing clear and effective governance for ESG, set goals and establish accountability.
- Focusing on promoting strong oversight, transparency, and risk management at all levels of our organisation, and ensuring the resilience and long-term preservation of value for our business.
- Maintaining strong corporate governance practices through exemplary board stewardship, management accountability, and proactive risk management.
- Committing to high ethical standards through a strong Code of Ethics and Business Conduct, ongoing ethics training, and executive leadership that promotes a culture of integrity and sustainability.
- Cultivating strong stakeholder relationships through transparency, open communications, and responding to stakeholder input.

11. Our employees' role in ESG

11.1. We acknowledge that our employees have a vital responsibility to ensure that our organisation's sustainability (ESG) thrives. This means they need to understand their role to ensure the success of our overall ESG endeavours.

As such, our employees need to:

- Understand and align with our ESG strategic objectives and targets
- Be acquitted with how we plan to achieve targets and over what time (Our ESG roadmap).
- Contribute as individuals and as a team to our ESG strategic objectives and targets.
- Know how to discuss our ESG strategic objectives with clients and third parties.
- Be aware of where to report potential concerns or actions which go against our ESG policy.

Our employees contribute towards a successful ESG by adhering to the following listed in 11.2-11.4:

11.2 Caring for the environment (E): We all have a role to play in reducing carbon emissions, saving water and encouraging recycling. While as a business we are setting company-level targets, our employees can consider the choices they make and their environmental impact. For instance:

- Consider travelling using a more environmentally friendly option i.e., car-pooling instead of individual travel.
- Consider environmentally friendly ways to have meetings i.e., meeting remotely instead of travelling.
- Think before you print and before you open tap water.
- Understand the recycling and energy-saving measures within the working area.

11.3 Caring for our employees (S): Building a diverse and inclusive workforce where everyone feels valued is everyone's responsibility. By hiring indiscriminately and by considering the best talent, by encouraging all staff to thrive, we want to create a workplace where people proactively work to be the best and included. As such our employees can help by:

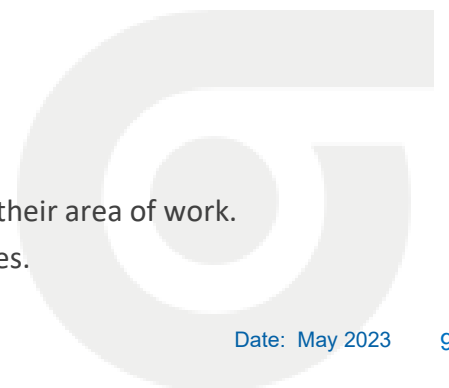
- Challenging and reporting discriminatory or offensive behaviour in their working area.
- Understanding diversity and inclusion policies.
- Being an active ally for groups often underrepresented.
- Leading by example in your work.

11.4 Caring for our stakeholders (S): Our stakeholders, namely our employees, suppliers, government departments and regulatory bodies, shareholders, unions, media, communities are key to growing a sustainable business. We encourage our employees, where relevant:

- To build sound relationships with our stakeholders.
- To understand and address our stakeholders needs through active engagement.
- To collaborate and form positive partnerships in identifying opportunities to achieve our ESG commitments and to build a better future together.
- To engage in an ethical way and without compromising our business values and governance practices.

11.5 Integrating ESG responsibly: Good governance goes beyond having the right policies and procedures in place. It's about embedding compliance in our day-to-day work. Our employees are trained to actively understand how regulations affect their work, and that good governance starts with individuals acting ethically. As such, they are encouraged to take governance to heart by:

- Being a compliance champion in their team.
- Referring to policies and procedures instead of shortcuts.
- Being aware of red flags for compliance failures and risks in their area of work.
- Being courageous to call out poor behaviour or report failures.



12. Our suppliers' and clients' role in ESG

12.1. We believe that our suppliers and clients need to drive sustainability within their own businesses, and we are committed to influence their decisions and actions, impacting any aspect of ESG, through sound relationships, collaboration, positive partnerships, engagement, consultation and teamwork.

12.2 We expect that our clients and suppliers:

- Have clear and transparent commitments to reduce their impact on the environment.
- Invest in their own employees in terms of talent development, safety, health, and wellbeing.
- Engage with their stakeholders to understand their needs and to contribute towards these needs.
- Ensure ethical business practices and sustainable procurement practices.

13. SETCOM's role in ESG

13.1 The Social, Ethics, and Transformation Committee (SETCOM) drives sustainability (ESG) within Metrofile and ensures that best sustainability practices and principles are entrenched and visible to internal and external stakeholders.

13.2 SETCOM supports the Board in its commitment to contribute as a good corporate citizen for the benefit of all its stakeholders.

13.3 SETCOM is responsible for monitoring ESG performance and to bring matters relating to these activities to the attention of the Board, where relevant. Thereafter, annually report and disclose on ESG performance.

13.4 SETCOM assess measures and reviews Metrofile's ESG performance, establishes a unified view of ESG, increases understanding of all four dimensions of caring for the environment, our employees, our stakeholders and integrating ESG responsibly, and promotes robust standards of corporate governance that integrate all aspects of the business.

13.5 SETCOM's duties and responsibilities are annually reported in the Social, Ethics and Transformation Committee report, as part of the Annual Financial Statements. This report is made publicly available.

14. Monitoring and enforcement

14.1 We seek to proactively prevent and mitigate instances of non-compliance with this ESG policy.

14.2 Any breaches or concerns, including ethical concerns or potential breaches in our commitment to high ethical standards should be reported as soon as possible through our whistleblowing channels.

14.3 Progress on this policy is reported to the Board on a regular basis. Active participation and engagement from our employees, suppliers, clients, and other stakeholders are of great importance to ensure that our ESG commitments are upheld.

14.4 At a minimum, we endeavour to maintain compliance with relevant legislative requirements and the Integrated Resource Plan (IRP).

VERSION CONTROL

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POLICY OWNER	Vera Massyn
APPROVED BY	Pfungwa Serima

