

General Business Principles



Multiple Hauliers (EA) Limited



Introduction

The General Business Principles of Multiple Hauliers (EA) Limited govern how the company conducts its affairs.

The objectives of the company are to engage efficiently, responsibly and profitably in road haulage and other selected businesses and to participate in the search for more efficient and effective ways to meet evolving customer needs and the region's growing demand for transportation.

We believe that road transport is integral to the region's needs for economic development. Our role is to ensure that we provide this service, profitably and in environmentally and socially responsible ways.

We seek a high standard of performance, maintaining a strong long-term and growing position in the competitive environments in which we choose to operate.

We aim to work closely with our customers, partners and policy-makers to advance safer driving practices and environmentally efficient ways in which to conduct our business.

Principle 1

Economic

Long-term profitability is essential to achieving our business goals and to our continued growth. It is a measure both of efficiency and of the value that customers place in Multiple products and services. It supplies the necessary corporate resources for the continuing investment that is required to develop and produce future transport supplies to meet customer needs. Without profits and a strong financial foundation, it would not be possible to fulfil our responsibilities.

Criteria for investment and divestment decisions include sustainable development considerations (economic, social and environmental) and an appraisal of the risks of the investment.

Principle 2

Competition

Multiple Hauliers (EA) Limited supports free enterprise. We seek to compete fairly and ethically and within the framework of applicable competition laws; we will not prevent others from competing freely with us.



Principle 3

Business Integrity

Multiple Hauliers (EA) Limited insists on honesty, integrity and fairness in all aspects of our business and expects the same in our relationships with all those with whom we do business. The direct or indirect offer, payment, soliciting or acceptance of bribes in any form is unacceptable. Facilitation payments are also bribes and should not be made. Employees must avoid conflicts of interest between their private activities and their part in the conduct of company business. Employees must also declare to their employing company potential conflicts of interest. All business transactions on behalf of a Multiple Hauliers (EA) Limited must be reflected accurately and fairly in the accounts of the company in accordance with established procedures and are subject to audit and disclosure.

Principle 4

Political Activities

a. Of companies

Multiple Hauliers (EA) Limited acts in a socially responsible manner within the laws of the countries in which we operate in pursuit of our legitimate commercial objectives.

Multiple Hauliers (EA) Limited does not make payments to political parties, organisations or their representatives. Multiple Hauliers (EA) Limited does not take part in party politics.

However, when dealing with governments, the company has the right and the responsibility to make our position known on any matters which affect us, our employees, our customers, our shareholders or local communities in a manner which is in accordance with our values and the Business Principles.

b. Of employees

Where individuals wish to engage in activities in the community, including standing for election to public office, they will be given the opportunity to do so where this is appropriate, in the light of local circumstances.

Principle 5

Health, Safety, Security and Environment (HSSE)

Multiple Hauliers (EA) Limited has a systematic approach to health, safety, security and environmental management in order to achieve continuous performance improvement.

To this end, Multiple Hauliers (EA) Limited manages these matters as critical business activities, sets standards and targets for improvement, and measure, appraise and report performance externally.

We continually look for ways to reduce the environmental impact of our operations, products and services

Principle 6

Local Communities

Multiple Hauliers (EA) Limited aims to be good neighbours by continuously improving the ways in which we contribute directly or indirectly to the general well-being of the communities within which we work.

We manage the social impacts of our business activities carefully and work with others to enhance the benefits to local communities, and to mitigate any negative impacts from our activities.

In addition, Multiple Hauliers (EA) Limited takes a constructive interest in social matters, directly or indirectly related to our business.

Principle 7

Communication and Engagement

Multiple Hauliers (EA) Limited recognises that regular dialogue and engagement with our stakeholders is essential. We are committed to reporting of our performance by providing full relevant information to legitimately interested parties, subject to any overriding considerations of business confidentiality.

In our interactions with employees, business partners and local communities, we seek to listen and respond to them honestly and responsibly.

Principle 8

Compliance

We comply with all applicable laws and regulations of the countries in which we operate.





Vision

To be the premier road transport contractor in Africa by setting the highest standards of integrity, safety and best environmental innovations whilst offering total transport solutions to our valued customers.

Mission

To excel with consistent improvements in every area of our management and operations by providing quality and timely service with pride and integrity, whilst ensuring safe and secure environmental working practices at all times.

Sustainable Development

As part of the Business Principles, we commit to contribute to sustainable development. This requires balancing short and long term interests, integrating economic, environmental and social considerations into business decision-making.

Responsibilities

Multiple Hauliers (EA) Limited recognises five areas of responsibility. It is the duty of the management to continuously assess the priorities and discharge these inseparable responsibilities on the basis of that assessment.

1. To shareholders

To protect shareholders' investment, and provide a long-term return competitive with those of other companies in the industry.

2. To customers

To win and maintain customers by developing and providing services which offer value in terms of price, quality, safety and environmental impact, which are supported by the requisite commercial expertise.

3. To employees

- To respect the human rights of our employees and to provide them with good and safe working conditions, and competitive terms and conditions of employment.
- To promote the development and best use of the talents of our employees; to create an inclusive work environment where every employee has an equal opportunity to develop his skills and talents.
- To encourage the involvement of employees in the planning and direction of their work; to provide them with channels to report concerns.
- We recognise that commercial success depends on the full commitment of all employees.

4. To those with whom we do business

To seek mutually beneficial relationships with contractors, suppliers and in joint ventures and to promote the application of these General Business Principles in such relationships.

5. To society

To conduct business as responsible corporate members of society, to comply with applicable laws and regulations, to support fundamental human rights in line with the legitimate role of business, and to give proper regard to health, safety, security and the environment.

Living by our principles

Our shared core values of honesty, integrity and respect for people, underpin all the work we do and are the foundation of our Business Principles.

The Business Principles apply to all transactions, large or small, and drive the behaviour expected of every employee in Multiple Hauliers (EA) Limited and in the conduct of its business at all times.

We are judged by how we act. Our reputation will be upheld if we act in accordance with the law and the Business Principles. We encourage our business partners to live by them or by equivalent principles.

We encourage our employees to demonstrate leadership, accountability and teamwork, and through these behaviours, to contribute to the overall success of the company.

It is the responsibility of management to lead by example, to ensure that all employees are aware of these principles, and behave in accordance with the spirit as well as with the letter of this statement.

The application of these principles is underpinned by a comprehensive set of assurance procedures which are designed to make sure that our employees understand the principles and confirm that they act in accordance with them.

As part of the assurance system, it is also the responsibility of management to provide employees with safe and confidential channels to raise concerns and report instances of non-compliance. In turn, it is the responsibility of company employees to report suspected breaches of the Business Principles.

The Business Principles are fundamental to how we conduct our business and living by them is crucial to our continued success.

Rajinder S. Baryan
Managing Director

A handwritten signature in blue ink, appearing to be 'R. Baryan', with a long horizontal flourish extending to the right.



**Multiple Hauliers (EA)
Limited**

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