

# SOCIAL AND ENVIRONMENTAL REPORT

For the year ended 28 February 2026

# 2026



INNOVATIVE SOLUTIONS • ENDLESS POSSIBILITIES












# Table of Contents

About this Report	02
Six Capitals	03
Human Capital	04
Social Responsibility & Investment	13
Safety, Health, Environment & Quality	22
Sustainable Development Goals	29
Supplementary Data Tables	32

# About this Report

The Social and Environmental ("S&E") Report 2026 ("the Report") should be read in conjunction with the Annual Integrated Report ("AIR") and the Annual Financial Statements ("AFS") (including the Social and Ethics Committee Report), all of which may be found on our website [www.santova.com](http://www.santova.com).

The Report provides an account of the material social and environmental aspects of sustainability within the Santova Group (the "Group") over the financial year. The Report demonstrates the Group's social and environmental position with respect to its internal operating environment ("IOE"), external operating environment ("EOE"), strategy and performance. The Report is divided into the following sections:

HUMAN CAPITAL	SOCIAL RESPONSIBILITY AND INVESTMENT	SAFETY, HEALTH, ENVIRONMENT AND QUALITY
 Human Resources	 Employment Equity	 Health and Safety
 Wellness	 Broad-Based Black Economic Empowerment	 HIV/AIDS and Other Life-threatening Diseases
 Training and Skills Development	 Corporate Social Investment	 Environment
 Skills Development Programmes		 Quality

The factors that have influenced the content of the Report are the following:

- The principles contained in the Santova Social and Ethics Register [this register contains a summary and analysis of the various social and ethics laws, codes and protocols prescribed by the Companies Act of South Africa (Act 71 of 2008), as amended ("the Companies Act"), and other regulations];
- The requirement to disclose sustainability matters to all stakeholders in an open, honest and transparent manner;
- The material issues facing the Group and the industries within which the Group operates, which further affect the society (community) and the environment;
- The impact and probability of any significant risks that may arise when considering sustainability areas;
- Compliance with relevant laws and regulations;
- Compliance with the relevant Codes of Good Practice including the King IV™ Report on Corporate Governance for South Africa 2016, Institute of Directors Southern Africa ("King IV™") with cognisance taken of the principles introduced under King V™ where appropriate;
- The recommendations of the International Integrated Reporting Council ("IIRC"); and
- The effect of the "six capitals" on the creation of value over time.

## Six Capitals

As in previous years, this Report has been drafted to consider a wide stakeholder audience and its composition has been arranged to illustrate the impacts on society and the environment rather than the effects of the 'capitals' on value creation over time. However, as stated in "Our Approach to Reporting" on page 1 of the AIR, the Report has taken cognisance of the recommendations of the IIRC and therefore deals with elements of the 'capitals' and in particular, the more material elements of natural capital, social and relationship capital, and human capital. However, in order to extract the complete analysis of the six capitals used by Santova to create value over time, this Report must be read in conjunction with the AIR and the AFS (which includes the Social and Ethics Committee Report). The six capitals utilised by Santova may be found on the next page of this Report.

## Source Data and the Seabourne Group

This report has been prepared from data sourced from each of Santova's regions within the Group, unless specifically advised. As the Seabourne Group was acquired during the course of the last financial year, we have been collecting its social and environmental data from the start of the 2027 financial year. Accordingly, this data will be included in the next S&E Report. We have, however, included the Seabourne Group headcount data in the Human Capital section of this report.

# Six Capitals

In accordance with the framework outlined in Our Approach to Reporting on page 1 of the AIR, the Group's 2026 Reporting Suite, comprising the AIR, AFS and this S&E Report, presents Santova's performance across economic, governance, social, environmental and financial dimensions. The reports may also be considered from a 'capitals' perspective, as illustrated below. In the current reporting period, the importance of the various capitals reflects the Group's expanded international operations and increased scale following recent acquisitions.

	INTELLECTUAL CAPITAL	HUMAN CAPITAL	SOCIAL & RELATIONSHIP CAPITAL	FINANCIAL CAPITAL	MANUFACTURED CAPITAL	NATURAL CAPITAL
<b>Description</b>	In-house developed Supply Chain capabilities and IT resources and software	Group employees' skills, knowledge and experience	Relationships between the Group and Stakeholders	Funding supplied by Shareholders, Bankers and Creditors	Global infrastructure of offices and equipment	Office-based usage of water, energy, land and carbon emissions
<b>Associated Stakeholders</b>	<ul style="list-style-type: none"> <li>Employees</li> <li>IT Service Providers</li> <li>Clients</li> </ul>	<ul style="list-style-type: none"> <li>Employees</li> <li>Suppliers</li> <li>Clients</li> </ul>	<ul style="list-style-type: none"> <li>Shareholders</li> <li>Employees</li> <li>Clients</li> <li>Agents</li> <li>Suppliers</li> <li>Governments / Regulators</li> <li>Communities</li> </ul>	<ul style="list-style-type: none"> <li>Shareholders</li> <li>Financial Institutions / Bankers</li> <li>Credit Underwriters</li> <li>Creditors</li> </ul>	<ul style="list-style-type: none"> <li>Suppliers</li> <li>Employees</li> <li>Communities</li> </ul>	<ul style="list-style-type: none"> <li>Governments / Regulators</li> <li>Suppliers</li> <li>Communities</li> <li>Employees</li> </ul>
<b>Associated Strategic Initiatives</b>	<ul style="list-style-type: none"> <li>Innovation (Technological)</li> <li>Innovation (Supply Chain)</li> <li>Diversification</li> </ul>	<ul style="list-style-type: none"> <li>Innovation (Talent Pool)</li> <li>Intellectual Capital (Executing at High Standards)</li> <li>Growth (Organic)</li> </ul>	<ul style="list-style-type: none"> <li>Diversification</li> <li>Intellectual Capital (Executing at High Standards)</li> <li>Growth (Organic)</li> </ul>	<ul style="list-style-type: none"> <li>Growth (Acquisitive)</li> <li>Growth (Organic)</li> </ul>	<ul style="list-style-type: none"> <li>Diversification</li> <li>Growth (Acquisitive)</li> <li>Growth (Organic)</li> </ul>	<ul style="list-style-type: none"> <li>Diversification</li> <li>Growth (Acquisitive)</li> <li>Growth (Organic)</li> <li>Innovation</li> </ul>
<b>Location in Annual Integrated Report</b>	<ul style="list-style-type: none"> <li>Our Vision and Purpose</li> <li>Our Business Model</li> <li>Our Key Relationships</li> <li>Our Investment Case</li> <li>Our Key Differentiators</li> <li>How We Manage Risk</li> <li>Our Key Inherent Risks</li> <li>Our Strategy</li> <li>Chairman's and Chief Executive Officer's Review</li> <li>Governance Review</li> </ul>	<ul style="list-style-type: none"> <li>Who We Are</li> <li>Our Culture and Values</li> <li>Where We Operate</li> <li>Our Business Model</li> <li>Our Key Relationships</li> <li>How We Create and Distribute Value</li> <li>Our Key Differentiators</li> <li>How We Manage Risk</li> <li>Our Key Inherent Risks</li> <li>Our Strategy</li> <li>Chairman's and Chief Executive Officer's Review</li> <li>Who Governs Us</li> <li>How We Remunerate</li> </ul>	<ul style="list-style-type: none"> <li>Our Culture and Values</li> <li>Our Business Model</li> <li>Our Key Relationships</li> <li>How We Create and Distribute Value</li> <li>Our Investment Case</li> <li>Our Key Differentiators</li> <li>How We Manage Risk</li> <li>Our Key Inherent Risks</li> <li>Our Strategy</li> <li>Chairman's and Chief Executive Officer's Review</li> <li>Shareholder Information</li> </ul>	<ul style="list-style-type: none"> <li>Our Business Model</li> <li>Our Key Relationships</li> <li>How We Create and Distribute Value</li> <li>Our Investment Case</li> <li>Our Competitive Positioning</li> <li>Our Strategy</li> <li>How We Performed (Financial Highlights)</li> <li>Group Financial Review</li> <li>Shareholder Information</li> </ul>	<ul style="list-style-type: none"> <li>Where We Operate</li> <li>How We Create and Distribute Value</li> <li>Our Business Model</li> <li>Our Competitive Positioning</li> <li>Our Key Differentiators</li> <li>Our Strategy</li> <li>Chairman's and Chief Executive Officer's Review</li> <li>Group Financial Review</li> </ul>	<ul style="list-style-type: none"> <li>Where We Operate</li> <li>Our Business Model</li> <li>How We Create and Distribute Value</li> </ul>
<b>Location in Social and Environmental Report</b>	<ul style="list-style-type: none"> <li>Human Resources</li> <li>Training and Skills Development</li> <li>HIV/AIDS and Other Life-threatening Diseases</li> <li>Quality</li> </ul>	<ul style="list-style-type: none"> <li>Human Resources</li> <li>Wellness</li> <li>Training and Skills Development</li> <li>Skills Development Programmes</li> <li>Employment Equity</li> <li>Health and Safety</li> <li>HIV/AIDS and Other Life-threatening Diseases</li> </ul>	<ul style="list-style-type: none"> <li>Human Resources</li> <li>Training and Skills Development</li> <li>Skills Development Programmes</li> <li>Employment Equity</li> <li>Broad-based Black Economic Empowerment</li> <li>Corporate Social Investment</li> <li>Health and Safety</li> <li>HIV/AIDS and Other Life-threatening Diseases</li> <li>Environment</li> </ul>	<ul style="list-style-type: none"> <li>HIV/AIDS and Other Life-threatening Diseases</li> </ul>	<ul style="list-style-type: none"> <li>HIV/AIDS and Other Life-threatening Diseases</li> <li>Environment</li> </ul>	<ul style="list-style-type: none"> <li>HIV/AIDS and Other Life-threatening Diseases</li> <li>Environment</li> </ul>
<b>Location in Annual Financial Statements</b> (Includes Audit & Risk and Social & Ethics Committees' Reports)		<ul style="list-style-type: none"> <li>Social and Ethics Committee Report</li> </ul>	<ul style="list-style-type: none"> <li>Social and Ethics Committee Report</li> </ul>	<ul style="list-style-type: none"> <li>Annual Financial Statements</li> <li>Audit and Risk Committee Report</li> </ul>	<ul style="list-style-type: none"> <li>Annual Financial Statements (Segment Report)</li> </ul>	
<b>Predominant Influencing King IV™ Principles</b>	4, 11, 12	1, 2, 4, 5, 6, 7, 8, 9, 10, 11, 14, 15	1, 2, 3, 4, 5, 9, 11, 13, 14, 15, 16	4, 5, 11	4, 11	3, 4, 11, 13

# Human Capital

As the Group operates predominantly within a service industry, Human Capital naturally plays a central role in the implementation of the Group's key strategic initiatives and its contribution is set out in the table below:



## Growth

### 1. Organic growth

To coordinate the recruitment of quality talent, to expand the workforce in response to the needs of organic growth and, where necessary, to co-ordinate the development of skills and the review of performance to improve the quality of the existing workforce.

### 2. Acquisitive growth

To instill the Group's Culture, Philosophies and Values, to implement the Group's policies and procedures and to introduce the Group's recruitment and performance development practices in all new strategic acquisition entities.



## Innovation

### 1. Technological innovation

To provide the necessary IT and human capital resources, both locally and internationally, through quality recruitment, effective skills development and efficient performance management.

### 2. Supply chain innovation

To ensure employees are suitably trained to implement Santova's unique supply chain solutions as well as to ensure specialised personnel are available in all regions to execute more complex product offerings for our clients.



## Intellectual Capital

### 1. Executing at high standards

To support and promote 'best practice' and to continually drive operating efficiencies and consistency of systems and procedures, across all Business Units and regions. This may include driving 'best practice', developing smarter policies and procedures, implementing new IT systems (which includes the automation and integration of data and systems) or restructuring of Business Units.

### 2. Talent pool development

To establish Santova as a 'preferred employer' within the logistics industry thereby attracting and retaining appropriately skilled and experienced employees. This is achieved through the implementation and ongoing enforcement of the Group's Vision, Purpose, Culture and Values and in providing the appropriate mix of financial and non-financial benefits and rewards to employees.



## Diversification

### 1. Talent pool diversification

To facilitate the human capital needs of the Group's diversification and to allow for the relocation of strategic employees (where required) for geographical diversification.

### 2. Training and skills development

To provide the required skills development and training to enable service/product development and to support the provision of the necessary intellectual capital to allow for currency, industry and trade route diversification.

# Human Capital continued

## Human Resources ("HR")

Human Resources responsibilities are decentralised to individual Business Units ("BUs") globally, with oversight provided by Group Head Office. HR operations are supported globally through a web and cloud based HR management system, BambooHR™. BambooHR™ provides a centralised database for all global HR data and also automates leave management, time/overtime tracking, onboarding and offboarding, employee workflows, training management, long service tracking, wellness and employee satisfaction monitoring - with the added benefit of providing automated reporting and analytics. The system is also used to conduct periodic employee surveys.

Payroll is outsourced in all regions globally. Other external specialist consultants and service providers are engaged by the regions where required.

The South Africa ("SA") region has a formal HR department but in most other BUs, the finance department and senior management, including the BU Leader, play the dominant role in human resource management. This includes general employee enquiries, wellness, training and skills development, recruitment, performance appraisal, medical insurance support, retirement planning support, expense claim management and aspects of sustainability. Additionally, in SA, the HR department also assists with employment equity ("EE"), as well as aspects of broad-based black economic empowerment ("B-BBEE"), workmen's and compliance with the requirements of the Department of Labour.

As noted earlier in this report, the Seabourne Group was acquired during the reporting period. Integration into the Group's HR environment commenced on a phased basis, with initial steps focused on aligning HR processes and system configurations with the Group's global HR framework and data standards. Whilst the HR integration of the Seabourne Group is well underway, the process is not anticipated to be fully completed until the second half of the upcoming financial year.

Further detail on significant developments in HR and other social areas may be found in the **Social and Ethics Committee Report** under the "Key Focus Areas During the Period" on page 8 of the Group AFS.

The following Human Capital statistics includes Seabourne Group's data during the current reporting period except where specifically indicated otherwise. Certain operational metrics, including person-hours worked, absenteeism and industrial action statistics exclude Seabourne Group data due to differences in reporting periods and the timing of integration into the Group's reporting framework. The full results will be included in next year's report.

HR Statistics Table:

	2026	2025
Total number of employees	<b>476</b>	273
Number of permanent employees	<b>476</b>	273
Number of contractors	-	-
Employees who are permanent (%)	<b>100</b>	100
Employees who are women	<b>230</b>	144
Employees who are women (%)	<b>48</b>	53
Total number of top and senior management who are women	<b>24</b>	19
Total number of top and senior management who are women (%)	<b>38</b>	48
Total number of employees who are deemed disabled	<b>6</b>	8
Employees who are unionised (%)	-	-
Employee turnover (all forms of departures / total no. employees) (%)	<b>20</b>	26
Person-hours worked*	<b>537 912</b>	511 672
Number of lost days due to absenteeism*	<b>836</b>	651
Rate of absenteeism* (%)	<b>1,24</b>	1,02
Number of lost days due to industrial action/strikes	-	-
Total number of SA employees	<b>133</b>	128
Total number of employees who are Historically Disadvantaged South Africans ("HDSA")	<b>109</b>	99
SA employees who are HDSA (%)	<b>82</b>	77

\*This statistic does not include Seabourne Group data.

The total number of employees in the Group increased significantly during the period to 476 employees (2025: 273). This increase was primarily driven by the successful acquisition and integration of the Seabourne Group, together with a slight increase in the SA workforce to 133 employees (2025: 128) and moderate growth across the Group's existing international operations to 154 employees (2025: 145).

## Human Capital continued

The following changes may be noted since last year's Report. We have advised which statistics have excluded Seabourne Group data in the commentary:

- The number of permanent employees increased significantly to 476 employees (2025: 273), largely as a consequence of the Seabourne Group acquisition which resulted in a significant increase in the Group's international workforce during the reporting period. Permanent employees represented 100% of the Group workforce during the period (2025: 100%).
- The Group has restated the 2025 'contractor' employee count, previously reported as 16 in the 2026 report. This was due to the prior definition incorrectly classifying contract employees longer than three months as contractors. The social and environmental definition of "contractors" comprises temporary employees ( $\leq 3$  months) combined with independent contractors. Taking this into account, the Group has no contractors to report for the current reporting period. Furthermore, the restatement resulted in a correction of the permanent employee figures for 2025 quoted above.
- The number of women employees increased significantly to 230 employees (2025: 144), whilst the overall percentage of women employees decreased slightly to 48% (2025: 53%). The decrease in percentage representation was influenced by the inclusion of warehousing operations through the Seabourne Group, which introduced a workforce with a higher proportion of male employees.
- The total number of women in top and senior management increased to 24 employees (2025: 19), of which 20 relate to Santova and 4 to Seabourne. However, the percentage of women in top and senior management positions decreased to 38% (2025: 48%).
- The number of employees deemed disabled decreased slightly to 6 employees (2025: 8).
- There was a notable reduction in employee turnover (2026: 20%, 2025: 26%) due to an increase in both Santova employee headcount as well as the inclusion of Seabourne Group headcount without a simultaneous increase in employee departures.
- Person-hours worked increased to 537 912 hours (2025: 511 672) in line with the increase in total Group headcount. This statistic excludes Seabourne Group data.
- The rate of absenteeism and the number of days lost due to absenteeism increased in line with the increase in the total headcount for the Group and a slight increase in recorded medical-related absences and routine health-related appointments. This statistic excludes Seabourne Group data.
- There were no lost days due to industrial action or strikes during the reporting period. This statistic excludes Seabourne Group data.
- The total number of South African employees increased to 133 employees (2025: 128). This included an increase in the number of Historically Disadvantaged South Africans ("HDSA") employed within the Group to 109 employees (2025: 99), with HDSA employees representing 82% of the South African workforce (2025: 77%). This is explained by considering the net movement of employees by race in the EE section on page 13 of this Report.

TOTAL NUMBER OF EMPLOYEES WORLDWIDE			
2026	476	2025	273
SOUTH AFRICA - % OF TOTAL EMPLOYEES			
2026	28	2025	47
INTERNATIONAL - % OF TOTAL EMPLOYEES (including Seabourne Group)			
2026	72	2025	53

# Human Capital continued

United States (US)	2026	2025
CHICAGO	-	1
LOS ANGELES	9	7

United Kingdom (UK)	2026	2025
ABERDEEN	3	-
BASINGSTOKE	9	-
BEDFORD	12	-
BIRMINGHAM	12	-
GLASGOW	10	-
HEATHROW	28	12
LEEDS	27	24
MANCHESTER	2	1
MILTON KEYNES	8	8
TAMWORTH	17	17

Germany (DE)	2026	2025
FRANKFURT	3	4
HAMBURG	7	8

The Netherlands (NL)	2026	2025
AMSTERDAM	57	15
EINDHOVEN	70	-
ROTTERDAM	15	10

France (FR)	2026	2025
LYON	6	-
PARIS	3	-

Mainland China (CN)	2026	2025
SHENZHEN	3	0

Hong Kong (HK)	2026	2025
SHEUNG WAN	11	12



South Africa (SA)	2026	2025
CAPE TOWN	5	6
DURBAN	86	81
GQEBERHA	2	2
JOHANNESBURG	24	24
UMHLANGA	16	15

Mauritius (MU)	2026	2025
EBENE	7	3

Vietnam (VN)	2026	2025
HO CHI MINH CITY	5	5

Singapore (SG)	2026	2025
	10	10

Australia (AU)	2026	2025
SYDNEY	9	8

Seabourne Group data has been included in the 2026 data above but is not included in the 2025 data.

# Human Capital continued

## Wellness

Santova approaches employee wellness through a balanced focus on mental, physical and social well-being, recognising that different regions and operating environments require different interventions. Wellness or corporate 'well-being' allows us to achieve the following within the workplace:

IMPROVE	REDUCE
<ul style="list-style-type: none"> <li>• Productivity and performance</li> <li>• Morale and job satisfaction</li> <li>• Workforce resilience</li> <li>• Sustainability of performance</li> <li>• Employee teamwork</li> <li>• Employee retention</li> <li>• The Santova employment brand</li> <li>• The general health of the workforce</li> </ul>	<ul style="list-style-type: none"> <li>• Absenteeism</li> <li>• Employee turnover</li> <li>• Employee illness and healthcare needs</li> <li>• Overall workplace stress</li> <li>• Employee disengagement and disillusionment</li> <li>• Employee attrition and burnout</li> <li>• Workplace inefficiency and operational disruption</li> <li>• Reduced employee alignment with organisational objectives</li> </ul>

In SA, wellness initiatives are coordinated and overseen by the HR Department. In the international offices, wellness programmes are implemented on a more informal and flexible basis - appropriate to local regulatory, cultural and operational contexts. As such there is a wide range of initiatives offered within the Group.

The various categories and descriptions of these initiatives, together with which regions support these initiatives, can be seen in the table below:

INITIATIVE	EFFECT	REGION																					
		Cape Town, SA	Durban, SA	Ebene, MU	Frankfurt, DE	Gqeberha, SA	Hamburg, DE	Heathrow, UK	Ho Chi Minh City, VN	Hong Kong, CN	Johannesburg, SA	Leeds, UK	Los Angeles, US	Manchester, UK	Milton Keynes, UK	Rotterdam, NL	Schiphol, NL	Shenzhen, CN	Singapore, SG	Sydney, AU	Tamworth, UK	Umhlanga, SA	
<b>Formal Wellness Days</b>	Office based wellness event to improve mental and physical health		✓	✓	✓			✓		✓					✓						✓	✓	✓
<b>Fresh Fruit for Employees</b>	Providing fresh fruit daily/regularly in office to improve physical health	✓						✓		✓	✓	✓	✓	✓	✓								✓
<b>Sports Events</b>	Region organised sports events to improve employee physical and mental well-being															✓	✓						
<b>Social Events</b>	Social Events to improve employee mental well-being and occasionally physical well-being	✓		✓		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓				✓	✓
<b>Year End Functions</b>	Significant Year-End Events arranged to celebrate and reflect on the year to improve employee mental and occasionally physical well-being	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
<b>Calendar Celebrations</b>	Celebrations arranged for major calendar or seasonal events for mental well-being	✓	✓	✓		✓		✓	✓	✓	✓			✓	✓			✓	✓			✓	✓
<b>Santova For You</b>	Employees made use of the 'Santova For You' non-financial benefits for mental and physical well-being	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
<b>Years of Service Event</b>	Celebration to honour employees celebrating a Years of Service milestone for mental well-being	✓	✓		✓					✓	✓				✓	✓	✓				✓		
<b>Cycle to Work Scheme</b>	A programme which provides an opportunity for employees to cycle to work for physical well-being									✓		✓											
<b>Blood Donor Clinics</b>	A region supported drive to donate blood to support the physical well-being of fellow citizens		✓					✓															✓
<b>Other Initiatives</b>	Any other initiatives which improve employee mental and physical well-being	✓	✓			✓		✓				✓	✓									✓	✓

# Human Capital continued

## Training and Skills Development

Training and development of skills are integral to the maintenance and enhancement of the Group's human capital and also play a notable role in realising the Group's intellectual capital. As a provider of specialist services, Santova relies on its human and intellectual capital to achieve the Group's strategic goals and to fulfil its Vision and Purpose.

Training is conducted internally or by using external facilitators, depending on the needs or requirements of the training category. The Group predominantly funds its own training, but where possible, utilises government grants which are applied for each year.

Globally, the need for training at Santova is evaluated as is set out in the table below:

New Employee	Existing Employee
<b>SOURCE OF TRAINING NEED</b>	<b>SOURCE OF TRAINING NEED</b>
Training needs arise from employees being new to the Group and requiring induction into its policies, culture, values, and operational environment.	Training needs are identified through performance management processes, including Performance Development Reviews, Training Needs Analysis, ongoing coaching and on-the-job observation.
<b>REASONS FOR TRAINING</b>	<b>REASONS FOR TRAINING</b>
<ul style="list-style-type: none"> <li>To induct the employee into their physical surroundings</li> <li>To explain the basic policy and procedure framework of the Group</li> <li>To integrate a new employee into the Group's culture and values</li> <li>To share the Group history and ethos</li> <li>To support successful integration into the department or team structure</li> <li>To provide an introduction to risk and relevant compliance requirements (including JSE and share trading policies where applicable)</li> </ul>	<ul style="list-style-type: none"> <li>To respond to technological and operational changes</li> <li>To respond to changes in practice or internal procedures</li> <li>To promote general employee wellness</li> <li>To cater for general 'refresher' training of an employee</li> <li>To support career development and progression</li> <li>To move employees from a performance comfort zone into a stretch and development-focused environment, where applicable</li> <li>To comply with Santova's internal training programmes and structured development requirements</li> <li>To maintain compliance with various laws and regulations</li> </ul>

Internationally, training is managed by BU Leaders with support from Group Head Office. In SA, oversight is provided by the Skills Development and Employment Equity Committee, with operational execution managed by the HR Department. A formal training budget and policy framework is in place, and the Annual Training Report and Workplace Skills Plan are submitted to the relevant Sector Education and Training Authorities ("SETAs") for applicable Group entities.

TOTAL EMPLOYEES TRAINED	2026	2025
Total number of employees trained	241	265
Total number of training interventions	505	306
Rand value of total employee training spend	852 849	892 155

Whilst the total number of employees trained reduced by 24 year-on-year ("YoY"), the total number of training interventions, amongst the 241 employees, increased notably during the period to 505 (2025: 306).

This reflects a positive increase in overall training activity, demonstrating strengthened focus on employee development, capability building, and a more structured approach to prioritising

TRAINING SPLIT	NO. OF TRAINING INTERVENTIONS	%	RAND VALUE OF TOTAL EMPLOYEE TRAINING SPEND	%
South Africa	271	54	375 138	44
International Offices	234	46	477 711	56
<b>Total</b>	<b>505</b>	<b>100</b>	<b>852 849</b>	<b>100</b>

skills development across the Group.

SA accounted for 54% of total training interventions, while the International Offices represented 46%. In contrast, International Offices accounted for 56% of total training spend, reflecting the higher cost of specialised international training.

Importantly, this data does not yet include Seabourne Group training, which will be incorporated in the next reporting period and is expected to further enhance the Group's overall training profile.

## Human Capital continued

The percentage breakdown of total global training conducted per category is evidenced below:

TRAINING COURSE CATEGORIES	2026 % OF TRAINING	2025 % OF TRAINING	MOST COMMON EXAMPLES
Accounting	0,0	1,8	Accounts Updates, Tax Updates, Specific Position Control, Work-in-Progress
Health & Safety	2,0	1,9	Occupational Health & Safety, Fire Fighting, Accident Prevention, Emergency Response
Human Resources & Culture	17,6	7,1	HR, HR System Training, Payroll
Information Technology ("IT")	27,5	45,1	Operating System Training, Microsoft Office Programmes, TradeNav Developments, Cyber Security, Digital Marketing
Personal Development ("PD")	3,8	15,9	Performance Development Review ("PDR"), Personal Coaching, Life Skills Training
Supply Chain Management, Operations & Sales	18,0	22,7	Incoterms®, Dangerous Goods, Hazardous Goods, Customs, Sales, Imports, Exports, Air, International Forwarding, International Trade
Compliance, Insurance, Legal & Sustainability	31,1	5,5	General Legislation and Legal Updates, Training on Terms and Conditions, Compliance, Insurance

The key movements across training categories were driven by the following:

- Personal Development decreased, reflecting the fact that the prior year's focus on group-wide personal development training interventions were not repeated at the same scale during the current period.
- Compliance, Insurance, Legal & Sustainability increased strongly, mainly due to mandatory training interventions required across specific regions.
- Human Resources & Culture increased significantly, driven by the rollout of group culture initiatives and enhanced induction training programmes across the organisation by Top management.
- Other training categories remained relatively consistent with prior year levels, with no significant movements noted during the period.

# Human Capital continued

## Skills Development Programmes

Skills development programmes within the Group have been designed, implemented and refined over the years to achieve the high demands of the Group's strategic initiatives in the areas of training, skills development and employment equity.

There are two broad categories of programmes offered as set out in the table below and described further in this section of the Report:

PROGRAMME	INDUSTRY	QUALIFICATIONS	CANDIDATES	LOCATION	DESCRIPTION	NO. AS AT 28 FEBRUARY 2026
<b>Santova Graduate &amp; Talent Programme</b>	Logistics & Insurance	Degree or Outstanding Attributes & Potential	Internal or External	Global (Any Office)	A "graduate-style" programme, which offers appropriate candidates an opportunity within the logistics or insurance businesses. The programme is tailor-made to suit both the candidate's and Group's needs.	3
<b>Learnership Programmes (Traditional)</b>	Logistics & Insurance	Grade 12	Internal (Employed) or External (Unemployed)	South Africa	These programmes are described in detail in the table on page 12.	8

### SANTOVA GRADUATE AND TALENT PROGRAMME

The Santova Graduate and Talent Programme ("the Programme"), does not operate using a single model but offers flexibility and allows for bespoke solutions that are focused on the development of specific individuals within the Programme. This approach also ensures that the Programme can be adapted and utilised around the world with the 'look and feel' differing in each region throughout the globe but without compromising the Programme's basic principles and goals.

During the period under review, there were three employees participating in the Programme (2025: 2), with one employee having successfully completed the Programme during the year.

The numbers of employees currently on the Programme as well as those former graduates retained from prior Programmes are demonstrated in the below global statistics:

	2026	2025
Total number of employees currently on the Santova Graduate and Talent Programme	3	2
Total number of employees retained from prior Graduate and Talent Programmes	16	15
Global employees participating in or retained from the Graduate and Talent Programme (%)	6	5

There are currently 16 employees retained from prior Graduate and Talent Programmes (2025: 15). As mentioned in previous reports, these employees are difficult to retain as they are an attractive prospect to competitors - considering the skills shortage in our industry. The total percentage of the global employees who are current or retained Graduate and Talent programme employees has increased slightly.

### TRADITIONAL LEARNERSHIP AND INTERNSHIP PROGRAMMES

As reflected in the opening table of this section, Santova also offers Traditional Learnership and Internship Programmes in SA. Participation decreased temporarily to eight learners during the financial year (2025: 16). This decrease was mainly due to the timing and the cyclical 12 month learnership programmes, which generally extend across reporting periods.

These programmes continue to provide meaningful benefits in relation to skills development, EE, and B-BBEE objectives, while supporting practical operational training within the logistics and insurance sectors. The programmes may also form part of the Santova Graduate and Talent Programme and, accordingly, employees participating in both programmes are reflected in both categories.

## Human Capital continued

The table below contains the numerical breakdown of employees studying a learnership, whether part of the Learnership Programmes or the Santova Graduate and Talent Programme, as at 28 February 2026:

LEARNERSHIP PROGRAMME	NQF LEVEL	INDUSTRY	MINIMUM QUALIFICATIONS	DESCRIPTION	NO. AS AT 28 FEBRUARY 2026
<b>General Education &amp; Training Certificate: Domestic Services</b>	1	General	Grade 7	This is a 1-year programme specially designed for disabled candidates and implemented by a specialist service provider	0
<b>National Certificate: Business Administration Services</b>	2	General	Grade 8	This is a 1-year programme specially designed for disabled candidates and implemented by a specialist service provider	2
<b>National Certificate: Freight Forwarding &amp; Customs Compliance</b>	3	Logistics	Grade 12	Candidates rotate formally through departments 3 or 4 times per year	0
<b>National Certificate: Management</b>	3	Insurance	Grade 12	This qualification provides a framework for learners to develop competencies that will enable them to become competent junior managers	1
<b>National Certificate: Freight Forwarding &amp; Customs Compliance (including an additional elective)</b>	4	Logistics	Grade 12 & NQF 3 Qualification or equivalent	Candidates occupy a fixed role but may rotate if a need or opportunity arises	4
<b>Higher Certificate: Short-term Insurance</b>	5	Insurance	Grade 12 & NQF 5 Competence	Candidates usually occupy a fixed role, but may also change roles if a need or opportunity arises	1
<b>National Certificate: Supply Chain Management</b>	5	Logistics	NQF 4 or University Degree	Candidates usually occupy a fixed role, but may also change roles if a need or opportunity arises	0
<b>Institute of Certified Bookkeepers (ICB) National Certificate in Office Administration</b>	5	General Commercial	Grade 12	Candidates study general administrative functions in an online course to become an Office Administrator	0

As set out above, a variety of Traditional Learnership Programmes are offered in the logistics and insurance entities in SA. The programmes are outcomes-based and designed for candidates to gain both theoretical knowledge and practical skills in the workplace. Training is achieved through formal, online training curriculums by external service providers as well as internal 'on-the-job' training provided by colleagues and management. As can be seen above, not every course is undertaken every year but the above represents the courses on offer, subject to funding and the identification of suitable candidates.

# Social Responsibility & Investment

## Employment Equity ("EE")

The Board retains overall responsibility and oversight for the EE strategy of Santova SA, with oversight delegated to the Social and Ethics Committee. Detailed plans and targets are established by the SA HR department in collaboration with the Skills Development and Employment Equity Committee ("the Committee"), and implementation is the responsibility of Regional Management within their respective regions.

Santova is committed to advancing employment equity within our teams and supports equal opportunities for all employees. Despite some natural challenges, EE goals and targets are an important focus area for the SA business.

The first challenge for Santova and indeed the entire industry since the introduction of EE has been a shortage of skills, particularly amongst Black prospective candidates within management levels (Top, Senior, Middle and Junior Management). Whilst the position has improved over the last five years, the shortage remains and the limited candidates available are relatively costly and more difficult to retain. Santova has used its internal skills development programmes to train and promote talent from within and considerable effort has gone into producing suitable employees and managers every year. However, naturally, these highly trained employees have become popular targets for competitors, which contributes to this overall challenge of skills shortages.

The second challenge is Santova-specific and arises out of Santova's ongoing strategy concentrating on Innovation and Operational Efficiencies, which has seen the significant advancement and automation of IT systems resulting in two changes:

- a general reduction in headcount over time as modernisation has taken effect; and
- a workforce that has 'matured' into a more senior and highly skilled contingent.

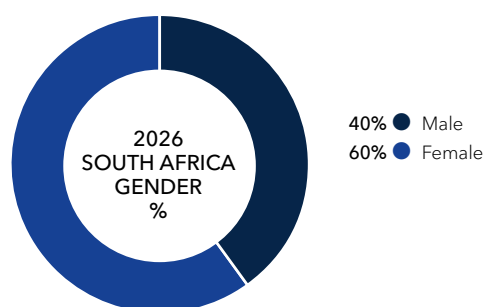
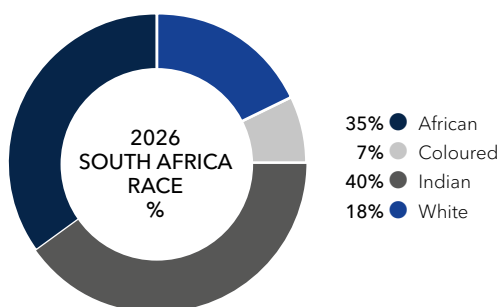
The third challenge is that EE goals and targets are easier to achieve when there is growth in numbers of employees. As Santova in SA has generally reduced employee headcount over the years, opportunities to improve EE efforts have been limited to natural employee turnover.

Despite the various challenges set out above, and with a minimal increase in headcount of 5, it is pleasing to note the improvements in EE YoY.

The following tables and charts demonstrate the overall EE ratios and the effects of the reduction in headcount:

RACE	2026		2025	
	TOTAL	%	TOTAL	%
African	46	35	41	32
Coloured	9	7	10	8
Indian	53	40	48	37
White	25	18	29	23
<b>Total</b>	<b>133</b>	<b>100</b>	<b>128</b>	<b>100</b>

GENDER	2026		2025	
	TOTAL	%	TOTAL	%
Male	53	40	48	37
Female	80	60	80	63
<b>Total</b>	<b>133</b>	<b>100</b>	<b>128</b>	<b>100</b>



Santova was able to effectively utilise the movement in headcount to increase the number of black employees by nine, while reducing the number of White employees by four. The number of African and Indian employees have increased, with Coloured employees reducing marginally and White employees seeing the biggest overall decrease.

These changes have resulted in Black (African, Coloured and Indian) employees making up 82% of the workforce (2025: 77%), with females still being in the majority at 60% of the headcount (2025: 63%).

## Social Responsibility & Investment continued

The tables and graphs prepared for this section of the Report are based on consolidated statistics from all the SA entities and have been prepared as at 28 February 2026 and not as at the date of last submission to the Department of Labour during the prior financial year. As per Department of Labour requirements, the statistics are categorised into the four race groups: African (A); Coloured (C); Indian (I); and White (W).

### Employment Equity 2026

OCCUPATIONAL LEVELS	MALE				FEMALE				FOREIGN NATIONALS		TOTAL
	A	C	I	W	A	C	I	W	Male	Female	
Top management	0	0	1	4	0	0	0	0	0	0	5
Senior management	4	1	2	7	2	0	6	4	0	0	26
Professionally qualified and experienced specialists and mid-management	5	2	7	1	3	0	11	5	0	0	34
Skilled technical and academically qualified workers, junior management, supervisors, foremen, and superintendents	5	0	3	1	12	3	14	2	0	0	40
Semi-skilled and discretionary decision-making	7	1	2	0	9	3	6	0	0	0	28
Unskilled and defined decision-making	0	0	0	0	0	0	0	0	0	0	0
Temporary employees*	0	0	0	0	0	0	0	0	0	0	0
<b>GRAND TOTAL</b>	<b>21</b>	<b>4</b>	<b>15</b>	<b>13</b>	<b>26</b>	<b>6</b>	<b>37</b>	<b>11</b>	<b>0</b>	<b>0</b>	<b>133</b>

### Employment Equity 2025

OCCUPATIONAL LEVELS	MALE				FEMALE				FOREIGN NATIONALS		TOTAL
	A	C	I	W	A	C	I	W	Male	Female	
Top management	0	0	1	4	0	0	0	0	0	0	5
Senior management	3	1	2	8	1	0	6	7	0	0	28
Professionally qualified and experienced specialists and mid-management	5	1	6	1	3	0	11	5	0	0	32
Skilled technical and academically qualified workers, junior management, supervisors, foremen, and superintendents	3	0	2	2	12	5	13	2	0	0	39
Semi-skilled and discretionary decision-making	6	1	2	0	8	2	5	0	0	0	24
Unskilled and defined decision-making	0	0	0	0	0	0	0	0	0	0	0
Temporary employees*	0	0	0	0	0	0	0	0	0	0	0
<b>GRAND TOTAL</b>	<b>17</b>	<b>3</b>	<b>13</b>	<b>15</b>	<b>24</b>	<b>7</b>	<b>35</b>	<b>14</b>	<b>0</b>	<b>0</b>	<b>128</b>

\*Temporary employees are defined as non-permanent employees with short-term contracts that are less than three months in length. Furthermore, non-permanent employees with short-term contracts longer than three months are considered permanent employees for the purposes of EE.

# Social Responsibility & Investment continued

The tables above highlight the progress made over the period in SA. The overall percentage of Black employees at all management levels (Top, Senior, Middle and Junior Management) has improved once again to 77,1% (2025: 72,1%), which represents 60,9% of the total SA workforce (2025: 58,6%).

Improvements have also been made in the level of Black employees in the Senior, Middle and Junior management levels, increasing to 80 Black employees at 80,0% of all management levels (2025: 74 Black employees at 74,7%).

Black women maintained their representation level of 49% of employees across all management levels (2025: 49%), which continues to be a significant achievement in an industry traditionally dominated by men.

In addition to the progress made at management levels, Santova has, once again achieved 100% representation of Black employees at the 'semi-skilled and discretionary decision-making' (non-management) level (2025: 100%).

The leadership within each SA branch is provided with appropriate, region-specific information on a regular basis to assist with the EE process and to monitor goals and targets so that consistent gains can be made despite the challenges discussed on page 13 of this Report.

## REPORTING TO THE DEPARTMENT OF LABOUR, SA

All the SA entities that are designated employers reported timeously during the period to the Department of Labour for EE purposes. It should be noted that each of the SA entities report separately to the Department of Labour and not as a consolidated SA Group as has been set out in the figures presented in the tables and charts on the previous two pages.

## AUDIT BY DEPARTMENT OF LABOUR, SA

During this period, Santova Logistics, our main trading entity, was audited by the Department of Labour and was found to be compliant.

# Social Responsibility & Investment continued

## Broad-Based Black Economic Empowerment ("B-BBEE")

The Board retains overall responsibility and oversight for the B-BBEE strategy for Santova in SA, with oversight delegated to the Social and Ethics Committee. The strategy is developed with the support of the SA leadership, working in conjunction with an external B-BBEE consultant, having regard to the applicable Sector Codes of Good Practice ("the Codes"). Implementation and day-to-day management of the B-BBEE strategy are overseen by management within their respective regions in SA.

The new Transport sub-sector codes still have not been published in final form at the time of writing this Report and accordingly, the four entities within this sector, namely Santova Limited (Forwarding & Clearing sub-sector), Santova Logistics (Forwarding & Clearing sub-sector), Santova NVOCC (Maritime sub-sector) and Santova Express (Road Freight sub-sector), were all audited on the old Codes. It should be noted that Santova Logistics, a Generic Enterprise and the largest trading entity within SA, remained a Level 2 B-BBEE contributor with Santova Express South Africa achieving a level 1 B-BBEE contributor status and being classified as Black owned.

The B-BBEE information for each of the SA Group entities for the previous year is as follows:

	SANTOVA LIMITED	SANTOVA LOGISTICS	SANTOVA CORPORATE SERVICES	SANTOVA FINANCIAL SERVICES	SANTOVA INTERNATIONAL TRADE SOLUTIONS	SANTOVA NVOCC	SANTOVA EXPRESS SOUTH AFRICA
<b>Entity</b>	Group Holding Company	Subsidiary	Subsidiary	Subsidiary	Subsidiary	Subsidiary	Subsidiary
<b>Enterprise</b>	Qualifying Small Enterprise ("QSE")	Generic Enterprise	Generic Enterprise	QSE	Exempted Micro Enterprise ("EME")	EME	QSE
<b>Codes</b>	Transport Sector: Forwarding & Clearing Sub-Sector Codes	Transport Sector: Forwarding & Clearing Sub-Sector Codes	Transport Sector: Forwarding & Clearing Sub-Sector Codes	Financial Services Sector Codes	General	Transport Sector: Maritime Sub-Sector Codes	Transport Sector: Road Freight Sub-Sector Codes
<b>Auditor / Audit Type</b>	aBEErate Verification Agency (Pty) Ltd	aBEErate Verification Agency (Pty) Ltd	aBEErate Verification Agency (Pty) Ltd	aBEErate Verification Agency (Pty) Ltd	Sworn Affidavit	aBEErate Verification Agency (Pty) Ltd	aBEErate Verification Agency (Pty) Ltd
<b>Latest Audit Certificate Number</b>	SG-250059-12377-KG	SG-260002-12775-KG	SG-260002-12775-KG	SG-250133-12534-KG	N/A	KG-250131-12539-NY	SG-250163-12579-KG
<b>Next Audit</b>	May 2026	Feb 2027	Feb 2027	Jul 2026	Mar 2027	Jun 2026	Oct 2026
<b>B-BBEE Score</b>	46,57	87,05	87,05	81,52	N/A	N/A	102,00
<b>B-BBEE Contributor</b>	Level 6	Level 2	Level 2	Level 4	Level 4	Level 4	Level 1
<b>Procurement Recognition</b>	60%	125%	125%	100%	100%	100%	135%

Santova Limited is the Group holding entity and this company does not trade nor does it employ any employees. As a result, it has limited opportunity to improve its B-BBEE Score. Santova Logistics and Santova Corporate Services were audited jointly and therefore have the same combined certificate. Santova International Holdings, the one other SA registered company in the Santova Group that is not rated for the purposes of B-BBEE, is an official South African Reserve Bank approved domestic treasury management company that does not trade nor does it employ any employees but serves as the holding company for the international entities.

The procurement spend information for the combined SA entities during the financial year, is as follows:

	2026	2025
Total procurement spend* directed to 'discretionary/measured' suppliers	<b>R74 854 139</b>	R65 056 870
Procurement spend to historically disadvantaged suppliers:		
- Black-owned and black women-owned	<b>R12 754 258</b>	R5 982 600
- B-BBEE compliant	<b>R68 027 343</b>	R48 780 100

\*The above spend totals are calculated using the procurement recognition levels of the respective suppliers. Therefore, the above spend totals have been adjusted according to the suppliers' B-BBEE recognition percentage.

The increase in procurement spend, evidenced in the table above, is primarily due to the increased overall spend during the period as well as the ongoing efforts to identify and utilise suppliers that have the appropriate B-BBEE levels and meet the relevant criteria. These efforts have resulted in significant improvements in the Black owned and Black women owned spend as well as the overall B-BBEE compliant spend.

Santova Limited submitted the 2025 B-BBEE Compliance Report timeously to the B-BBEE Commission and received the "Form B-BBEE 5" Notice of Compliance from the Commission. The updated 2026 B-BBEE Compliance Report will be submitted to the B-BBEE Commission before the end of May 2026 in accordance with the usual process. A copy of the most recent compliance report may be found at [www.santova.com](http://www.santova.com).

# Social Responsibility & Investment continued

## Corporate Social Investment ("CSI")

Santova is committed to creating sustainable social value in the communities in which it operates through focused Corporate Social Investment ("CSI") initiatives aligned to the Group's values. Consequently, each region around the world is subject to the Group's CSI Policy read with the Group's overall Corporate Citizen Policy. These policies:

- Set the tone and direction of CSI within the Group;
- Respect Principle 3 of King IV™, which states that the governing body should ensure that the organisation is, and is seen to be, a responsible corporate citizen;
- Require that the Group supports people, organisations and communities that are external to the business with cash and non-cash grants, activities and other initiatives;
- Require every region and branch of Santova to engage in social investment and reporting that complies with the policies as well as ideas and strategies communicated by the various role players tasked with the management and reporting of CSI; and
- Encourage each region to support projects that are meaningful to their specific community.

The specific purpose of the CSI Policy is to:

<b>ENSURE</b>	a positive impact on all stakeholders, including communities, environment (both ecological and social), employees and others
<b>CONFIRM</b>	that the Group undertakes the appropriate level of philanthropic and social initiatives aimed at uplifting people, organisations and communities
<b>ENHANCE</b>	the reputation and brand of the Group
<b>CREATE</b>	a formal, documented approach that resonates with the overall Corporate Citizen Policy of the Group

The combined monetary contribution of the entities within the Group during the current financial year is set out in the following table:

	2026	2025
Total Rand Value of all spend on all CSI/Social and Economic Development ("SED") Projects	<b>R3 218 036</b>	R3 647 190
Total Rand Value of CSI/SED spend: Education	<b>R426 821</b>	R540 830
Total Rand Value of CSI/SED spend: Basic Needs/Social	<b>R175 247</b>	R367 574
Total Rand Value of CSI/SED spend: Enterprise Development	<b>R2 589 579</b>	R2 680 527
Total Rand Value of CSI/SED spend: Other	<b>R26 389</b>	R58 260

As can be seen in the table above, CSI/SED monetary contribution has decreased YoY. This is primarily due to a significant portion of CSI/SED spend being based on a percentage of profit.

## Social Responsibility & Investment continued

In the past financial year, the following monetary and non-monetary charity and community initiatives and causes were supported:

CHARITY / COMMUNITY INITIATIVES & CAUSES	BRIEF DESCRIPTION	DELIVERABLE ACHIEVED	SANTOVA REGION
<b>1st Lichfield Scout Group</b>	1st Lichfield Scout Group provides activities in the North Lichfield area for 66 young people across three sections; Beavers, Cubs, & Scouts. The Chadsmead district in which the group is located has been identified as being in the Index of Multiple Deprivation ("IMD")'s 20% most deprived areas nationally, so the group provides a valuable community facility in the area and is run entirely by volunteers.	Cash grant	United Kingdom
<b>Abantu Bakhiti Trust</b>	A registered Trust dedicated to empowering South African youth through education by providing bursaries for primary, secondary, and tertiary studies.	Socio-Economic Development (SED) and annual cash grant	All South African Offices
<b>Agile Commodities</b>	An enterprise development-linked trading entity that supplies products to corporate clients, supporting social and economic development initiatives for vulnerable and under-resourced communities through the Domino Foundation.	Enterprise Development ("ED") with an ED Loan	All South African Offices
<b>AgriBioTech NPC</b>	The AgriBioTech NPC (not-for-profit company) has been established to nurture, mentor, train and incubate "agripreneurs" in the value-adding to biological resources space through the development of product prototypes, efficacy testing, enterprise development, and value-chain development at the AgriSPACE campus in Kokstad, SA.	SED and annual cash grant	All South African Offices
<b>Angels Care Centre No.2</b>	Angels Care is a non-profit organisation ("NPO") that provides holistic care and optimal growth for children from indigent homes in the greater Howick area of KwaZulu-Natal ("KZN"). This is attained by addressing the basic needs of children and ensuring their access to healthcare, a quality education and other human services. The services provided include education and food security for children and youth development.	SED and annual cash grant	All South African Offices
<b>Cancer Research UK</b>	Cancer Research UK is the world's leading cancer charity dedicated to saving lives through research, influence and information.	Cash grant	United Kingdom
<b>Circus Starr</b>	A circus dedicated to bringing joy to children with disabilities, those from low-income families, and children facing challenges such as domestic violence, bereavement, or life-limiting conditions.	Cash grant	Leeds, United Kingdom
<b>DHS Trust</b>	The DHS Trust was established to ensure the strategic objectives of Durban High School are met with the aim to ensure the continued growth of DHS as a centre of excellence, learning and opportunity.	SED and annual cash grant	All South African Offices
<b>Domino Business Development</b>	An enterprise development initiative where the Domino Business Development Foundation empowers small and micro enterprises in a time of crisis. Their model is one of sustainable development in bringing young people out of a cycle of poverty and un-employability and into participation in a growing, compliant formal economy with skills, opportunity and partnership with established companies.	ED with an ED Loan	All South African Offices
<b>Domino Foundation</b>	The Domino Foundation is an NPO that creates essential structures geared towards supporting people, projects and programmes that are meeting the needs of individuals and communities physically, emotionally, cognitively and spiritually through mercy, justice and empowerment.	SED and annual cash grant	All South African Offices
<b>Domino Trading</b>	An enterprise development initiative that is part of the Domino Foundation that creates essential structures geared towards supporting people, projects and programmes that meet the needs of individuals and communities physically, emotionally, cognitively and spiritually through mercy, justice and empowerment.	ED with an ED Loan	All South African Offices

## Social Responsibility & Investment continued

CHARITY / COMMUNITY INITIATIVES & CAUSES	BRIEF DESCRIPTION	DELIVERABLE ACHIEVED	SANTOVA REGION
<b>Futhi Mbanjwa</b>	An enterprise development initiative where our offices provide financial support. Futhi Mbanjwa is a black women owned B-BBEE, and business consultancy dedicated to creating purposeful change through performance management, HR and labour relations.	ED with an ED Loan	All South African Offices
<b>Gift of the Givers</b>	Gift of the Givers is a humanitarian organisation that provides rapid disaster relief, food aid, clean water, healthcare, and education support. Their work includes emergency response, feeding schemes, borehole drilling, operating hospitals in conflict zones, and empowering disadvantaged communities through skills development and bursaries.	SED and annual cash grant	All South African Offices
<b>Guiseley Football Club</b>	Sponsorship for a local community sports team. Guiseley Football Club is a sports club in Yorkshire (Leeds), which promotes health and sports activities for the local community.	Cash Grant	Leeds, United Kingdom
<b>Hillcrest Aids Centre t/a Woza Moya</b>	Hillcrest Aids Centre is a non-governmental organisation ("NGO") that adopts a holistic, family-centric and asset-based approach to tackling HIV/AIDS and strives at all times to deliver practical, sustainable and community-led projects and services. Woza Moya is their economic empowerment project assisting those in desperate need to acquire a craft skill (beading in this instance) to earn income through the sale of their craft.	SED and annual cash grant	All South African Offices
<b>Inanda Child Welfare</b>	The Inanda Child Welfare South Africa is an organisation focused on family care, protection and development. The organisation works with children from birth up to nine years of age.	SED and annual cash grant	All South African Offices
<b>Leeds Children's Charity</b>	The Leeds Children's Charity aims to provide breaks for children in Leeds facing difficult situations. This is achieved through residential stays, outdoor learning and trusted support at their facility in Lineham Farm.	Cash Grant	Leeds, United Kingdom
<b>Life Child (Cape Town)</b>	Life Child International is a registered Public Benefit Organisation ("PBO") dedicated to reaching orphaned and vulnerable children with the aim of restoring communities and creating lasting generational change. Its vision is carried out through four key focus areas: educational support, health and nutrition, social development and spiritual care.	SED and annual cash grant	All South African Offices
<b>MFM Empowering People with Disabilities (Wheelchair Challenge)</b>	MFM Empowering People with Disabilities is an NPO and a PBO dedicated to breaking down stigmas and empowering individuals with disabilities to discover their abilities. The organisation focuses on enabling people with physical disabilities to live independent, active and fulfilling lives often through sport and mental health programmes.	SED and annual cash grant	All South African Offices
<b>Mission Australia</b>	Mission Australia is a national NPO that provides a wide range of community and social services to support individuals and families in need across Australia - including homelessness services, employment programmes, and youth support initiatives.	Cash grant	Australia
<b>Nine Vine</b>	An enterprise development initiative providing funding to a small black-owned enterprise to scale its resources and accelerate business growth.	ED with an ED Loan	All South African Offices
<b>North Foundation</b>	The North Foundation is the charity partner of the Northern Sydney Local Health District (NSLHD), raising vital funds that fuel exceptional patient care, groundbreaking research and innovation across the district and beyond.	Cash grant	Australia
<b>People's Food Bank</b>	An organisation with the mission of providing the underprivileged with temporary and free food assistance.	Donation of food	Hong Kong

## Social Responsibility & Investment continued

CHARITY / COMMUNITY INITIATIVES & CAUSES	BRIEF DESCRIPTION	DELIVERABLE ACHIEVED	SANTOVA REGION
<b>Prickle Patch Pudsey</b>	Prickle Patch Pudsey is a self-funded, community-led, hedgehog rescue initiative based in Pudsey, West Yorkshire, providing care, rehabilitation and release of injured and orphaned hedgehogs which we supported through the provision of funds for essential equipment (incubators).	Cash grant	Leeds, United Kingdom
<b>Pudsey in Bloom</b>	Pudsey in bloom are a community volunteer group committed to caring for and conserving the environment.	Cash grant	Leeds, United Kingdom
<b>Right Choices Project</b>	Support of the Right Choices Project who offer a food bank service to those in need as well as community outreach and supported employment initiatives.	Cash grant	Leeds, United Kingdom
<b>Ronald McDonald House Charities</b>	Ronald McDonald House Charities provide free 'home away from home' accommodation, in 14 houses across the UK, for families who have children in hospital.	Cash grant	Tamworth/Heathrow/ Manchester, United Kingdom
<b>Rotterdamse Maatjes Foundation</b>	A fundraising foundation that raises funds for research into Cystic Fibrosis.	Cash grant	Netherlands
<b>Sabeka Logistics Empowerment Trust</b>	The Sabeka Logistics Empowerment Trust was founded in June 2025 and focuses on the upliftment and empowerment of black women.	SED and annual cash grant	All South African Offices
<b>Shemane Express Deliveries</b>	An enterprise development initiative providing commercial guidance, as well as financial and sales support, to a small black-owned enterprise to support its sustainable growth and long-term viability.	ED and a monthly cash grant	All South African Offices
<b>Singakwenza Early Childhood Development</b>	Singakwenza is an NPO that trains Practitioners, Parents, and Caregivers at a grassroots level to provide fun, educational activities that enable young children to develop, through play, the foundation skills for learning, supported by resources made solely from recycling.	SED and annual cash grant	All South African Offices
<b>Sithanda Upliftment Project NPC</b>	Sithanda Upliftment Projects is committed to unlocking childhood discovery and uplifting individuals through provision of Early Childhood Development ("ECD") centres in underprivileged communities.	SED and annual cash grant	All South African Offices
<b>St Giles Hospice</b>	St Giles Hospice was founded to improve the care of local people dying with cancer and is based in Whittington, England just six miles from our Tamworth office.	Cash grant	United Kingdom
<b>Swinnow Community Centre</b>	The Swinnow Community Centre provides support and respite for seniors and other members of the local community.	Cash grant	Leeds, United Kingdom
<b>The Association for the Physically Disabled (APD)</b>	A registered NPO that assists people with most forms of physical disability.	Participation in Casual Day, the foremost fundraising project for the APD	All South African Offices
<b>The Haven Care Centre</b>	An NGO that provides shelter, food and clothing to the disadvantaged and strives to integrate coping and self-sufficient people back into the community at the appropriate time.	SED and annual cash grant	All South African Offices
<b>The KZN Children's Trust (Addington Children's Hospital)</b>	The KZN Children's Trust, established in 2011, aims to restore and provide comprehensive, equitable healthcare for children and youth in KZN using scientifically proven methods. Their vision is to create a world-class, cost-effective, sustainable children's hospital that is accessible to all, regardless of economic or social background. The trust focuses on providing treatment, prevention, palliative care, rehabilitation, and psychosocial support, while also fostering expertise in pediatric care, community outreach, and research in children's health.	SED and annual cash grant	All South African Offices

## Social Responsibility & Investment continued

CHARITY / COMMUNITY INITIATIVES & CAUSES	BRIEF DESCRIPTION	DELIVERABLE ACHIEVED	SANTOVA REGION
<b>The Santa Shoebox Project</b>	The Santa Shoebox Project started in 2006 and has grown from a simple gift initiative to an organisation that creates lasting change in communities across SA, supporting the ongoing development of ECD facilities and upskilling of educational practitioners.	SED and annual cash grant	All South African Offices
<b>Trees for the Future</b>	Trees for the Future educates and trains communities on sustainable land use so that they can grow vibrant economies, thriving food systems and a healthier planet.	Cash grant	Schiphol & Rotterdam, the Netherlands
<b>Willen Hospice</b>	The Willen Hospice was supported via the Santa Dash Charity Run in the UK, which is a festive fundraising event where participants dress as Santa Claus and take part in a fun run to raise money for various charitable causes and community initiatives.	Cash grant	United Kingdom

### ALIGNMENT WITH GROUP STRATEGY

Santova's charitable contributions (CSI and SED projects) are aligned to the Group's broader sustainability priorities and commitment to responsible corporate citizenship and seeks to ensure that all social investments contribute meaningfully to the long-term development and well-being of the communities in which it operates.

The large majority of the SA charity / community initiatives and causes, that are supported by the Group, are aligned with elements of the SA government's National Development Plan ("NDP").

# Safety, Health, Environment & Quality

## Health and Safety

The various regions within the Group are divided into health and safety 'locations', with each location responsible for implementing and maintaining health and safety processes appropriate to its operations. The Group Health and Safety Committee ("the Committee") provides oversight and monitors compliance with applicable health and safety laws and regulations across all jurisdictions in which the Group operates.

In SA, formal health and safety committees meet on a regular basis in each location. In international locations, health and safety processes are implemented in a manner appropriate to the size, risk profile and local regulatory environment of each location. All locations are required to comply with applicable local health and safety legislation, including the appointment of appropriate representatives (first aid, fire and general health and safety roles) and the conduct of regular health and safety reviews and audits.

All locations report to the Committee on a regular basis. The Committee utilises a health and safety dashboard to monitor trends, support oversight across locations and identify areas requiring focused attention at a Group level. In the period under review, the Committee focused on maintaining strong training compliance across the Group, the continued implementation of fire drills and equipment servicing, and the enhancement of health and safety practices through representative appointments, facility improvements and improved administrative consistency. The Committee and the various locations continue to utilise the services of external consultants whenever necessary.

	2026	2025
Number of Fatalities	0	0
Number of First Aid Cases	10	71
Number of Medical Treatment Cases	1	0
Number of Lost Time Injuries	2	0
Total Number of Recordable Injuries	3	0
Fatal Injury Frequency Rate	0	0
Lost Time Injury Frequency Rate Target (set in previous year)	4,05	4,05
Lost Time Injury Frequency Rate	3,72	0,00
Total Recordable Injury Frequency Rate Target (set in previous year)	6,20	6,20
Total Recordable Injury Frequency Rate	5,58	0,00

Santova's operations remain predominantly office-based and non-asset intensive, a factor which continues to influence both the nature and frequency of health and safety incidents.

The number of First Aid Cases for the period under review decreased significantly across the Group. This reduction is consistent with the Group's predominantly office-based operating environment and reflects effective management of minor health and safety matters through preventative measures and early intervention.

During the period under review, the Group recorded one Medical Treatment Case and two Lost Time Injuries, resulting in a total of three Recordable Injuries. While these incidents represent a higher severity classification than first aid cases, the absolute number of recordable incidents remains low in the context of the Group's overall headcount and geographic footprint. The recorded incidents were addressed in accordance with applicable procedures, and follow-up actions were undertaken where necessary to mitigate recurrence.

The Lost Time Injury Frequency Rate ("LTIFR") and the Total Recordable Injury Frequency Rate ("TRIFR") outcomes for the 2026 reporting period reflect the occurrence of a limited number of medical treatment cases and lost time injuries during the year. While a zero outcome was achieved in the prior period, such a result is not indicative of the complete elimination of health and safety risk. Santova operates as a people-based organisation across multiple regions and jurisdictions, and a residual level of operational risk remains inherent in day-to-day activities, notwithstanding preventative measures and controls. During the period under review, the incidents giving rise to recordable injuries were limited in number and were managed in accordance with established procedures. As a result, both the LTIFR of 3,72 and the TRIFR of 5,58 remained within the Group's defined target thresholds for the period.

# Safety, Health, Environment & Quality continued

The LTIFR and the TRIFR targets for this year and the year ahead, are set out in the table below:

	FOR 2027	FOR 2026
Lost Time Injury Frequency Rate Target	4,05	4,05
Total Recordable Injury Frequency Rate Target	6,20	6,20

As discussed above, safety performance for the 2026 reporting period remained within the Group's frequency rate targets. The targets for the 2027 period have been retained to maintain a consistent and focused approach to health and safety standards.

## HIV/AIDS and Other Life-threatening Diseases

The global Head Office and the senior management within each region oversee the application of the Group's policy on HIV/AIDS, COVID-19, Life-threatening and Notifiable Diseases.

The policy was established to:

<b>CREATE</b>	a working environment in which employees who suspect that they may be suffering from a life-threatening illness are able to seek assistance and feel comfortable disclosing their condition to management, where appropriate
<b>ENSURE</b>	fairness and consistency in the handling of matters involving life-threatening diseases and compliance with applicable legislation
<b>PROVIDE</b>	procedure and guidelines for dealing with employees who contract a life-threatening, notifiable or communicable illness

The above policy covers the following areas: Counselling, Confidentiality, Education, Training, Testing, Notifiable Illness and Medical Conditions, Rules regarding Sick Leave, Obligation of a Safe Working Environment, Incapacity and Procedures, amongst other areas.

### COVID-19

As COVID-19 is no longer regarded as a pandemic, COVID-19 cases are treated in line with our ordinary illness policies and procedure. COVID-19-specific statistics are no longer separately collected or disclosed.

### HIV/AIDS

HIV/AIDS testing is offered on a voluntary basis in SA at wellness days arranged by Santova in conjunction with its medical aid service provider.

An HIV/AIDS Care Programme is offered by the medical aid service provider in SA. Participation in this programme is confidential, and accordingly no participation statistics are available. All HIV/AIDS information is based on voluntary and anonymous reporting.

Accordingly, the relevant HIV/AIDS statistics for the Group are as follows:

	2026	2025
Number of Employees Known or Suspected to be HIV Positive	2	2
Total number of employees who received Voluntary Counseling and Testing	38	35
Employees tested for HIV/AIDS	38	35
HIV/AIDS Prevalence Rate (%)	0,42	0,73

The HIV/AIDS prevalence rate is calculated using confirmed and unconfirmed HIV-positive cases against total Group headcount. While the number of known cases remained unchanged during the reporting period, the prevalence rate decreased, reflecting an increase in overall employee numbers.

Anonymous HIV/AIDS-related statistics are monitored by the Group Risk Management Committee to assess whether any specific action is required in respect of risk profiles, direct or indirect costs, or the adequacy of existing measures. No special action was considered necessary during the period under review.

# Safety, Health, Environment & Quality continued

## Environment

The Group is committed to the principles of promoting a healthy and sustainable environment in all regions. Santova has a Group Environmental Policy, which is overseen by the Social and Ethics Committee.

The purpose of the policy is to:

<b>COMMUNICATE</b>	the Group's commitment to a healthy and sustainable environment
<b>ADDRESS</b>	the measurement, awareness, strategy, goals and targets of environmental concerns
<b>MITIGATE</b>	Santova's environmental impact and continually improve Santova's environmental performance
<b>IMPLEMENT</b>	office-focused initiatives that all employees are bound to respect and promote
<b>ALIGN</b>	the requirements of current environmental legislation, regulations and codes of practice
<b>PROVIDE</b>	a guideline to employees regarding the environmental standards expected of suppliers
<b>FOSTER</b>	a culture of environmental awareness, accountability and continuous improvement across all offices

Whilst Santova's environmental initiatives and efforts are important, these need to be considered in the context of a largely 'office-based', non-asset owning fourth-party logistics ("4PL") service provider with a low impact on the environment. Nonetheless, it is still essential for Santova to undertake initiatives that minimise harm to the environment and to conduct its activities in a responsible manner.

All offices reported on electricity, water and other consumption data. The Seabourne Group did not report on consumption data in this period.

The relevant environmental statistics for the Group, during the period under review, are as follows:

CONSUMPTION		2026	2025
Total electricity consumption	(MWh)	364	393
Total water consumption	(KL)	1 953	2 246
Total direct and indirect consumption of petrol for primary purposes	(L)	27 898	26 316
Total direct and indirect consumption of diesel for primary purposes	(L)	2 395	1 926
Total Volume of Electricity Self-Generated - i.e., from solar, wind or other sources	(MWh)	0	0
Total Direct Energy Consumption - Renewables	(GJ)	0	13
Total Volume of Non-Hazardous Waste Disposed - to Landfill	(Tonnes)	37	8
Total Volume of Non-Hazardous Waste sent for Recycling	(Tonnes)	32	8
Percentage of Non-Hazardous Waste disposed of that is sent for recycling - Reported	(%)	47	50
Total Volume of Hazardous Waste Disposed - to Registered Disposal Sites	(KGs)	330	20

The consumption results above are largely consistent YoY, with the exception of the following material changes:

- Total electricity and water consumption decreased, reflecting the impact of enhanced resource efficiency measures implemented across the Group.
- Total direct and indirect consumption of diesel and petrol for primary purposes both increased, mainly as a result of higher levels of operational activity and business growth across the Group.
- Total volume of hazardous waste disposed increased during the reporting period due to enhanced environmental controls and improved waste identification.

## Safety, Health, Environment & Quality continued

Below please find the environmental consumption targets for the Group in 2026 and 2027:

CONSUMPTION TARGETS		2027	2026
Total electricity consumption target	(MWh)	500	480
Total water consumption target	(KL)	3 080	2 400
Total direct and indirect consumption of petrol for primary purposes target	(L)	39 600	30 000
Total direct and indirect consumption of diesel for primary purposes target	(L)	8 250	5 000

The Group is pleased to report that all carbon emission targets were achieved for the 2026 reporting period.

The targets for 2027 above have been set considering two major factors: anticipated growth, and our environmental initiatives and efforts. There are also other minor factors that have been considered. For example, the possible return of 'load shedding' in SA.

The Group did not have any environmental incidents, nor did the Group receive any environmental fines or complaints, during the financial year, as evidenced in the table below:

ENVIRONMENTAL INCIDENTS DURING THE YEAR	0
ENVIRONMENTAL FINES FOR NON-COMPLIANCE	0
ENVIRONMENTAL COMPLAINTS LEVIED AGAINST THE GROUP	0

In this last financial year, the carbon emissions calculation for the Group was as follows:

CARBON EMISSIONS		2026	2025
Direct carbon emissions (direct burning of fuels: company vehicles and generators)	(tCO <sub>2</sub> e)	71	66
Indirect carbon emissions (indirect burning via energy purchased: electricity, heat and steam)	(tCO <sub>2</sub> e)	265	287
Indirect carbon emissions (indirect burning via 3rd party: local travel, international travel and employee travel claims)	(tCO <sub>2</sub> e)	79	64
<b>Total carbon emissions</b>	<b>(tCO<sub>2</sub>e)</b>	<b>415</b>	<b>417</b>

The total carbon emissions for the Group decreased slightly YoY. Whilst fuel and travel showed a modest increase, this was offset by a reduction in energy consumption as reflected in the table above and the Consumption table on the previous page.

Below please find the carbon emissions targets for the Group in 2026 and 2027:

CARBON EMISSIONS TARGETS		2027	2026
Direct carbon emissions (direct burning of fuels: company vehicles and generators) target	(tCO <sub>2</sub> e)	99	75
Indirect carbon emissions (indirect burning via energy purchased: electricity, heat and steam) target	(tCO <sub>2</sub> e)	424	330
Indirect carbon emissions (indirect burning via 3rd party: local travel, international travel and employee travel claims) target	(tCO <sub>2</sub> e)	132	100
<b>Total carbon emissions</b>	<b>(tCO<sub>2</sub>e)</b>	<b>655</b>	<b>505</b>

The Group is pleased to report that all carbon emission targets were achieved for the 2026 reporting period.

The targets for 2027 above have been set considering two major factors: anticipated growth, and our environmental initiatives and efforts. These targets have been reduced from the targets set in the previous year.

Below please find the table of Carbon Emissions Tax for the last two years:

CARBON TAX		2026	2025
Rand value of carbon tax paid	R	20 261	21 971

As reflected in the table above, the Group incurred a nominal carbon tax liability during the period. This was primarily attributable to operations at the Group's relatively new office in Ho Chi Minh City, Vietnam.

# Safety, Health, Environment & Quality continued

The following environmental conservation initiatives were undertaken during this financial year:

INITIATIVE	EFFECT	REGION																					
		Cape Town, SA	Durban, SA	Ebene, MU	Frankfurt, DE	Gqeberha, SA	Hamburg, DE	Heathrow, UK	Ho Chi Minh City, VN	Hong Kong, CN	Johannesburg, SA	Leeds, UK	Los Angeles, US	Manchester, UK	Milton Keynes, UK	Rotterdam, NL	Schiphol, NL	Shenzhen, CN	Singapore, SG	Sydney, AU	Tamworth, UK	Umlhanga, SA	
Use of environmentally efficient IT systems	Automation of workflow (reduction of paper usage), use of cloud-based servers (reduction of electricity) or availability of information online (reduction of paper usage)	Tradenav	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
		Cargowise	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
		Other Systems				✓		✓	✓				✓	✓	✓	✓				✓	✓		
Development of or conversion to environmentally efficient IT systems	Automation of workflow (reduction of paper usage), use of cloud-based servers (reduction of electricity) or availability of information online (reduction of paper usage)	Development of Electronic Contracting (Pandadocs, Adobe, etc.)	✓	✓		✓	✓	✓		✓	✓					✓	✓	✓	✓	✓	✓	✓	✓
		Implementation of BambooHR™	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
		Integration of Other Systems	✓	✓		✓	✓	✓			✓				✓	✓	✓				✓		
Development of Electronic Invoicing	Specific initiative aimed at the reduction of paper usage by automatically generating invoices that are emailed to clients		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓		✓	✓	✓	✓	✓	✓	✓	✓	✓
Recycling Projects	Various initiatives resulting in the recycling of paper			✓	✓		✓			✓		✓			✓	✓	✓	✓	✓	✓	✓		
	Various initiatives resulting in the recycling of printer cartridges			✓	✓		✓	✓		✓		✓			✓	✓	✓	✓	✓	✓	✓	✓	✓
Duplex Printing Projects	Reduction in paper usage	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Measurement of Data Footprint	Greater understanding and more detailed reporting of sustainability data	✓	✓	✓	✓	✓	✓			✓	✓					✓	✓	✓	✓			✓	
Water Saving Initiatives	Various initiatives resulting in the reduction of usage and therefore saving of water			✓						✓								✓	✓				
"Cycle to Work" or "Employee Car Share" Schemes	"Cycle to Work" or "Employee Car Share" projects or schemes resulting in the reduction of the use of carbon-based fuels											✓											
Energy Efficient Lighting / Practices	Reduction in energy consumption through the use of energy efficient light bulbs/electrical equipment, natural light (where possible) and/or energy efficient practices (eg: switching off lights in areas not in current use)	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓				✓	✓	✓	✓	✓			✓	✓
Full Paperless Office Drive	A project launched to achieve a near complete reduction in paper (in a traditionally paper-intensive industry)	✓	✓	✓	✓	✓	✓	✓		✓		✓				✓	✓	✓	✓	✓	✓	✓	✓
Ethical IT Hardware Disposal Development	The region disposes of some of its IT equipment in an environmentally friendly manner	✓	✓			✓		✓			✓											✓	✓
Ethical IT Hardware Disposal	The region disposes of all of its IT equipment in an environmentally friendly manner				✓		✓	✓		✓	✓				✓	✓	✓					✓	
"Green" Invoice Programme	An initiative where a sustainability programme/organisation is supported every time an invoice is issued (eg: Trees for the Future where a tree is planted every time our NL offices issue an invoice)				✓		✓								✓	✓	✓						
Use of Hybrid or Electric Company Vehicles in Region	The region either uses hybrid or fully electric vehicles in their pool car fleet or in the warehouse / premises, if applicable				✓		✓	✓							✓	✓					✓		
Carbon Emissions Calculation Tool	Clients have access to a carbon emissions measurement tool, created by Santova, to support clients in calculating the carbon emissions associated with their shipments, which enables clients to assess and better understand the carbon impact of their logistics activities.	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓

# Safety, Health, Environment & Quality continued

## Quality

Quality remains integral to the implementation of Santova's strategy and drives the Group's operational execution, governance standards, customer service delivery and continuous improvement initiatives across all regions.

Santova's commitment to quality is reflected through the following formal and informal concepts, processes and practices, which support sustainable growth, operational excellence and stakeholder confidence:

<b>CULTURE AND VALUES</b>	The continued application of Santova's Culture & Values in every aspect of the business, promoting accountability, service excellence, ethical conduct & continuous improvement throughout the Group
<b>BEST PRACTICE</b>	The enforcement & ongoing refinement of operational & administrative best practices across all business units, aligned to industry standards, customer requirements & regulatory obligations
<b>OUTLOOK</b>	Ensuring Santova's Vision, Purpose, Strategy & long-term outlook are incorporated into business planning, operational execution & performance management processes across all regions
<b>EXTERNAL ASSURANCE</b>	The promotion of additional external assurance wherever possible throughout the Group to enhance governance, transparency & stakeholder confidence
<b>INTERNAL AUDIT FUNCTION</b>	The continued development & enhancement of internal audit capabilities & internal control frameworks to support risk management, operational integrity & financial governance
<b>OPERATIONAL EFFICIENCIES</b>	The ongoing optimisation, restructuring & rightsizing of operational processes & systems to improve service delivery, productivity, scalability & cost efficiency whilst maintaining appropriate control environments
<b>QUALITY CONTROL</b>	The implementation of quality control measures within operational & administrative functions, including execution controls, documentation verification, third-party service provider vetting & monitoring, exception management, & service performance monitoring
<b>KEY PERFORMANCE INDICATORS (KPIs)</b>	The use of measurable performance indicators to monitor operational efficiency, service quality, customer satisfaction, compliance standards & strategic objective achievement across the Group
<b>POLICIES AND PROCEDURES</b>	The application & continuous review of Santova's established policies, procedures & governance frameworks to support quality, compliance & operational discipline

The above processes and practices assist Santova to measure, maintain and improve the five general aspects of quality in a business, namely:

				
<b>PRODUCING</b>	<b>CHECKING</b>	<b>QUALITY CONTROL</b>	<b>QUALITY MANAGEMENT</b>	<b>QUALITY ASSURANCE</b>

In all Santova global offices and regions\*, quality concepts, processes and practices are governed by the local leadership together with the regular reporting processes required in terms of Santova's Group Governance Framework. This framework is demonstrated and discussed in more detail in the Governance section on page 33 of the 2026 AIR.

*\*The Seabourne Group was not considered in the compilation of this Quality framework, as the incorporation of Seabourne into the Santova Group, from a quality perspective, will only be completed in the next financial year.*

# Safety, Health, Environment & Quality continued

## AUTOMATED REPORTING TOOLS AND STANDARDISED PROCEDURES

Further to the regular reporting processes set out in the Group Governance Framework, all regions have access to a series of business intelligence dashboarding and reporting tools, as well as standardised procedures that have been developed and carefully refined over the last five years.

**These automated reporting and business intelligence tools are utilised by both Regional and Head Office management, in conjunction with other established structures, to achieve, inter alia, the following:**

- To reduce errors and improve the quality of data that is fundamental to the Group's service delivery;
- To monitor, measure and improve KPIs within each business unit and region;
- To facilitate greater efficiencies in both time and cost;
- To assist with quality control measures;
- To ensure the application of best practice;
- To eliminate redundant workflow processes and procedures;
- To standardise and enhance inter-regional and inter-department communications;
- To enhance employee performance and support;
- To supplement initiatives that support the achievement of customer goals and expectations;
- To ensure enhanced compliance with rules, regulations, policy and procedure;
- To support self-assessments and internal audits required by internal governance structures, as well as by government institutions and other regulatory authorities; and
- To embed the Group's Culture and Values whilst aligning with its Vision and Strategy.

There are three components that must be taken into account when considering Santova's automated reporting tools:

<b>PEOPLE</b>	Santova's HR capital continues to evolve into a more mature and highly skilled workforce
<b>PROCESSES</b>	Processes are designed to be highly efficient, resilient, and structured to inherently drive the improvement of KPIs
<b>TECHNOLOGY</b>	The development and automation of Data Management and IT systems has created a natural quality efficiency. The use of dashboards and filters has allowed the workforce to manage by exception, which has reduced the opportunity for 'human error' in mundane tasks and saved considerable time for the workforce to focus on more important areas

The automated reporting tools are used in addition to the following established structures utilised globally:

- Controlled documentation provided on the internal Intranet;
- Set policy and procedure providing necessary processes and guidance;
- The Training Needs Analysis (SA) or alternative training processes (international) to govern employee training needs;
- The management committees and forums within each region, involving key regional management, which meet on a regular basis;
- Management 'living' our Values and driving high standards, best practice and overall employee pride in their work and output;
- The Risk Register to manage risks within the organisation governed by the Risk Management Committee; and
- The Social and Ethics Register governed by the Social and Ethics Committee.

Our approach has progressed the focus of the five general aspects of quality in our organisation from the measurement of quality towards the value and outcome of the quality measurement. This has resulted in a shift from a predominantly bureaucratic system to a more relevant entrepreneurial system in line with our Vision, Purpose, Culture and Values.

# Sustainable Development Goals

The Sustainable Development Goals ("SDGs") were developed by the United Nations ("UN") in 2015 as a 'universal call to action' to end poverty, protect the planet and ensure that by 2030, all people enjoy peace and prosperity. SDGs are designed to eradicate poverty, hunger, HIV/AIDS, discrimination against women and girls and other inequalities. We acknowledge that the development and implementation of the SDGs must balance social, economic, and environmental sustainability, and that the SDGs are interlinked, such that action in one SDG may impact others.

Below please find the list of the SDGs, the relevant Objective and Description, the Workplace Applicability (how this materially applies to our workplace) together with the sections in our 2026 Reporting Suite of documents relevant to aspects of each of the SDGs.

**Please note that some sections referred to in our 2026 Reporting Suite will provide more detail relevant to SDGs than others and that this report will continue to be developed over time:**

GOALS	UNITED NATIONS OBJECTIVES	UNITED NATIONS DESCRIPTION	WORKPLACE APPLICABILITY AT SANTOVA	2026 AIR	2026 SOCIAL AND ENVIRONMENTAL REPORT	2026 AFS
1	No Poverty	By 2030, eradicate extreme poverty for all people everywhere.	Remunerating our employees with market-related or above market-related salaries to enable them to provide for themselves and their dependants and support suppliers, charities and initiatives which reduce poverty.	How we Remunerate, Our Key Relationships, Six Capitals, How We Create and Distribute Value	Human Resources, Corporate Social Investment	Social & Ethics Committee Report
2	Zero Hunger	End hunger, achieve food security and improved nutrition by 2030.	Remunerating our employees with market-related or above market-related salaries to enable them to provide for themselves and their dependants and support suppliers, charities and initiatives which reduce hunger.	How we Remunerate, Our Key Relationships, Six Capitals, How We Create and Distribute Value	Human Resources, Corporate Social Investment	Social & Ethics Committee Report
3	Good Health and Well-being	Ensure healthy lives and promote well-being for all at all ages by 2030.	Prioritising employee health and well-being by ensuring a safe and clean work environment, promoting ongoing region-specific wellness activities, offering paid sick leave, a variety of other leave and work flexibility as well as ongoing, anonymous eNPS satisfaction surveys.	Our Key Relationships, Six Capitals, How We Create and Distribute Value	Human Resources, Wellness, Health and Safety, Corporate Social Investment	Social & Ethics Committee Report
4	Quality Education	Ensure that all girls and boys complete free, equitable and quality primary and secondary education by 2030.	Assist all employees within our Group to complete a secondary Education (where applicable) and to support suppliers charities and other initiatives which promote education.	Our Key Relationships, How We Create and Distribute Value	Training and Skills Development, Skills Development Programmes, Corporate Social Investment	Social & Ethics Committee Report
5	Gender Equality	To achieve gender equality and empower all women and girls.	Continue the enforcement of our existing employment-related policies and procedures and fair hiring practices, which have resulted in a strong level of female representation across the Group, and to support suppliers, charities and other initiatives which promote gender equality.	Our Culture and Values, Our Key Relationships, Six Capitals, How We Create and Distribute Value	Human Resources, Employment Equity, Broad-based Black Economic Empowerment, Corporate Social Investment	Social & Ethics Committee Report
6	Clean Water and Sanitation	Ensure availability and sustainable management of water and sanitation for all by 2030.	Ensure all our employees have access to clean water and sanitation in the workplace and support suppliers, charities and other initiatives which support sustainable management of water and sanitation.	Our Key Relationships, How We Create and Distribute Value	Human Resources, Corporate Social Investment	Social & Ethics Committee Report

## Sustainable Development Goals continued

GOALS	UNITED NATIONS OBJECTIVES	UNITED NATIONS DESCRIPTION	WORKPLACE APPLICABILITY AT SANTOVA	2026 AIR	2026 SOCIAL AND ENVIRONMENTAL REPORT	2026 AFS
7	<b>Affordable and Clean Energy</b>	Ensure access to affordable, reliable, sustainable and modern energy for all by 2030.	Remunerating our employees with a market-related or above market-related salaries to enable them to provide for themselves and their dependants and to support suppliers, charities and initiatives which promote affordable, reliable, sustainable and modern energy for all.	How we Remunerate, Our Key Relationships, How We Create and Distribute Value	Environment, Corporate Social Investment	Social & Ethics Committee Report
8	<b>Decent Work and Economic Growth</b>	Promote sustained, inclusive and sustainable economic growth.	Providing secure employment for our employees and where possible, further employment to future candidates within our sustainable and growing organisation and to support suppliers, charities and other initiatives which promote inclusive and sustainable economic growth.	Our Investment Case, Our Strategy, Our Key Relationships, Our Business Model, How We Create and Distribute Value	Human Resources, Corporate Social Investment	Social & Ethics Committee Report, Statements of Financial Position, Statements of Profit or Loss and Other Comprehensive Income
9	<b>Industry, Innovation and Infrastructure</b>	Build resilient infrastructure, promote inclusive and sustainable industrialisation and foster innovation by 2030.	Encouraging research and innovation within our organisation, and improving efficiencies and digital connectivity by upgrading to resilient, sustainable and smart infrastructure.	Our Strategy, Six Capitals, How We Create and Distribute Value, Our Key Differentiators		Report of the Audit & Risk Committee
10	<b>Reduced Inequality</b>	Reduce inequality within and among countries by 2030.	Continue the enforcement of our existing employment-related policies and procedures and fair hiring practices and to support suppliers, charities and other initiatives which promote equality.	Our Culture and Values, Our Key Relationships, How We Create and Distribute Value	Human Resources, Employment Equity, Broad-based Black Economic Empowerment, Corporate Social Investment	Social & Ethics Committee Report
11	<b>Sustainable Cities and Communities</b>	Make cities and human settlements inclusive, safe, resilient and sustainable.	Continue to invest in the local communities in which we operate and support suppliers, charities and other initiatives which support sustainable communities and cities.	Our Key Relationships, Where We Operate, Six Capitals, How We Create and Distribute Value	Environment, Corporate Social Investment	Social & Ethics Committee Report
12	<b>Responsible Consumption and Production</b>	Ensure sustainable consumption and production patterns.	Continue our environmental efforts and initiatives and support suppliers, charities and other organisations which ensure sustainable consumption and production patterns.	Our Key Relationships, Six Capitals, How We Create and Distribute Value	Environment, Corporate Social Investment	Social & Ethics Committee Report
13	<b>Climate Action</b>	Take urgent action to combat climate change and its impacts.	Continue our environmental efforts and initiatives such as providing clients with certified Carbon Emission Calculations for CO <sub>2</sub> , emission visibility per shipment, as well as supporting suppliers, charities and other organisations which support climate initiatives to reduce climate change and its impacts.	Our Key Relationships, Six Capitals, How We Create and Distribute Value	Environment, Corporate Social Investment	Social & Ethics Committee Report

## Sustainable Development Goals continued

GOALS	UNITED NATIONS OBJECTIVES	UNITED NATIONS DESCRIPTION	WORKPLACE APPLICABILITY AT SANTOVA	2026 AIR	2026 SOCIAL AND ENVIRONMENTAL REPORT	2026 AFS
14	<b>Life Below Water</b>	Conserve and sustainably use the oceans, seas and marine resources for sustainable development.	Continue our environmental efforts and initiatives and consider partnerships with shipping lines that are investing in carbon-neutral and/or low sulphur fuel oil (VLSFO) vessels and support charities and other organisations which support ocean, sea and marine conservation and sustainable development.	Our Key Relationships, Six Capitals, How We Create and Distribute Value	Environment, Corporate Social Investment	Social & Ethics Committee Report
15	<b>Life on Land</b>	Protect, restore and promote sustainable use of terrestrial ecosystems, combat desertification and halt biodiversity loss.	Continue our environmental efforts, initiatives and support transporters with sustainable vehicles and suggest environmental transport modes where possible (e.g. ocean/rail as opposed to air/road), and supporting charities and other organisations which protect, restore and promote our ecosystems and biodiversity.	Our Key Relationships, Six Capitals, How We Create and Distribute Value	Environment, Corporate Social Investment	Social & Ethics Committee Report
16	<b>Peace and Justice Strong Institutions</b>	Promote peaceful and inclusive societies for sustainable development; provide access to justice for all.	Continue the enforcement of our Culture, Values, Policies and Procedures which ensure a fair and just working environment and support suppliers, charities and other organisations which promote peaceful and inclusive societies with justice for all.	Our Culture and Values, Our Key Relationships, How We Create and Distribute Value	Corporate Social Investment	Social & Ethics Committee Report
17	<b>Partnerships to achieve the Goal</b>	Strengthen the means of implementation and revitalise the global partnership for sustainable development.	Support stakeholders who have awareness of, and strive to enforce, the SDGs.	Our Key Relationships, Our Business Model, How We Create and Distribute Value	Sustainable Development Goals, Corporate Social Investment	

## Supplementary Data Tables

CSI/SED FINANCIALS	SOUTH AFRICA	GLOBAL (EX. SOUTH AFRICA)	TOTAL
Revenue and Net Interest Income % of total	R181 199 667 15%	R1 005 822 357 85%	R1 187 022 024
Net Profit After Tax ("NPAT") % of total	R31 401 027 42%	R106 191 810 58%	R137 592 836
Taxes % of total	R18 125 619 33%	R37 161 467 67%	R55 287 086
CSI/SED Spend % of total	R3 218 036 98%	R70 096 2%	R3 288 132
Earnings Retained			R137 592 836
Earnings Retained After Dividends			R137 592 836

ENERGY SPEND	% OF TOTAL	TOTAL
Operating Expense		R994 179 258
Energy Spend		R13 169 484
<b>Energy Spend as a percentage of total operational spend</b>		<b>1%</b>

AUDITOR'S REMUNERATION	% OF TOTAL	TOTAL
Audit Services	91%	R9 069 903
Non-Audit Services*	9%	R892 334
<b>Total</b>		<b>R9 962 236</b>

\*The Group's Registered Auditor (Moore Johannesburg Inc.) does not provide Non-Audit Services.

## **A Specialist Provider of Innovative Global Trade Solutions.**

- Santova's diversification in terms of geographies, currencies, industries, products and services enables it to manage a global network of inter-connected activities for multinational organisations from origin to point-of-consumption.
- This diversification also enables it to hedge against unexpected 'regional risks' whilst at the same time allowing it to capitalise on opportunities that may present themselves globally.

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