



GetBucks
Eswatini

**Environmental Social Governance
Policy
August 2023**

Prepared by:

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Reviewed by:

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Approved by:	Signatures:	Date:
Bonginkosi Mkhonza <i>Managing Director of GetBucks Eswatini</i>		
<i>Chairman of the Audit & Risk Committee</i>		
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1. Introduction

GetBucks Eswatini is a company incorporated in accordance with the Companies Act 2009 of Eswatini, it is further licenced by the Financial Services Regulatory Authority. GetBucks Eswatini primary business is to extend credit to consumers in line with the provisions of the Consumer Credit Act No 7 of 2016, which intends to protect consumers from over indebtedness. As an institution we are aligned to Kingdom of Eswatini's Financial Inclusion Strategy we draw inspiration from it in the operations of our organization.

Through this Policy GetBucks Eswatini intends to achieve the following:

- Financial Inclusion
- Job Creation
- Good governance
- Gender Equality

This policy is guided by the United Nations 17 Global Goals, the Kingdom of Eswatini's Financial Inclusion Strategy, the Environmental Management Act No 5 of 2002 and The Companies Act of 2009

2. Preamble

Every business, is deeply intertwined with environmental, social, and governance (ESG) concerns. It makes sense, therefore, that a strong ESG proposition can create value. Environmental, Social, and Governance (ESG) has gained increasing attention over the past few years, with many institutional investors investing only in those companies that provide ESG performance reporting. Meeting Environmental, Social and Governance (ESG) criteria has become an important goal for organizations. Customers and market demands are placing increased pressure on corporations to engage in more sustainable business practice, and investors are increasingly using ESG criteria to evaluate the companies in which they might want to invest or do business with.

Environmental, social, and governance (ESG) criteria create a framework for helping investors who want to incorporate personal values into their investment approach. The ESG screening process identifies companies that have built sound environmental practices, strong social responsibility tenets, and ethical governance initiatives into their corporate policies and everyday operations. Environmental criteria consider if a company operates with concern towards nature, ESG processes and procedures focus on non-financial performance indicators that address a company's approach towards responsible investment, sustainability, its impact on society and the environment, as well as other ethical and corporate governance considerations.

The ESG analysis is sought as a measure of responsible investing and goes beyond the traditional method of using only financial factors for evaluation of an investment or potential investment. The Eswatini legislation has been trying to cover the various aspects of ESG in a fragmented manner. For

instance, the enactment of the Environmental Management Act No 5 of 2002– the company shall disclose steps taken or impact on conservation of energy, steps taken to utilise alternate sources of energy, capital investment in energy conservation equipment, efforts towards technology absorption, etc. Besides, a director owes a fiduciary duty towards the community as well as for the protection of the environment. Also, CSR activities include various socio-economic activities, required to be disclosed separately in the annual report.

The ongoing climate change crisis, green initiatives, data security and recent global pandemic have indubitably propelled companies to consider Environmental, Social, and Governance (ESG) factors in their mainstream operations. The stakeholders are becoming more and more conscious about non-financial factors such as -Environmental, Social, and Governance (ESG) as part of their business decision process. ESG factors are starting to play a significant role in identifying material risks, long-term investments, and growth opportunities.

Environmental

The depletion of natural resources and the threat of climate change have raised concerns about the environment and the potential financial impact on businesses. Sustainable options are increasingly being considered as part of investment choices. The issues are diverse, but the main areas are:

- Factors contributing to climate change
- Efficient energy consumption
- Responsible disposal of hazardous waste
- Sustainability of resources
- The impact of climate change on businesses

Social

Inclusion, diversity and equality are becoming more important considerations in relation to the way in which businesses operate and can generate competitive advantage; with these areas attracting increasing scrutiny from a range of stakeholders. In particular, there are increasing commercial benefits for businesses which have inclusive and diverse work ethics and practices; and we look at the impact a company has on its employees, local communities and society. The main areas of consideration are:

- Preservation of human rights, and avoidance of any complicity in human rights abuses
- Equality and diversity amongst employees
- Non-discriminatory employment practices
- Ensuring there is no exploitation of child labour or indentured servitude
- Health and safety
- Corporate donations

Corporate Governance

Corporate governance covers the rights and responsibilities of the management of a company – its structures, corporate values and accountability processes. This relates to the following areas:

- Management structure
- power balance between the CEO and Board, separation of Chairman from CEO, appropriate checks and balances for members of the management team
- Employee relations and workplace grievances
- Corporate Codes of Conduct

The board composition shall be diverse to create an atmosphere of varying perspectives, as well as to ensure representation of all people from across the walks of life and alignment with the United Nations 17 goals.

3. Purpose

The purpose of this policy is to

- (i) define GetBucks Eswatini's position regarding ESG and
- (ii) provide our employees with guidelines related to ESG for our decision-making processes. The policy will also be used as a tool to communicate to clients and stakeholders how Getbucks Eswatini integrates ESG considerations into business decision-making processes across all service and product offerings.

As a Credit Providing company in the Kingdom of Eswatini, we are committed to positively impact the environment, our customers, employees, and the community at large. Our ESG initiatives and principles will be aligned to our Corporate Social Responsibility (CSR) initiatives which would complement with our strategic goals in terms of services we seek to offer all our stakeholders. The ESG policy framework will serve as a guiding document for all CSR initiatives and other operational activities undertaken by us and will be integrated to the operations of our subsidiaries and associates across the globes.

4. ESG Integration in daily operations

Material ESG factors will be taken into consideration in our credit extension processes as well as any other form business relationship established. This policy will have an impact on the following policies:

- Credit Policy
 - By ensuring that our assessment metric not only considers the consumer's affordability but should also consider the social impact of the loan.
- Small and Medium Enterprises (SME) Policy

- By ensuring, during site inspections that SME’s dispose of waste accordingly as per the requirements of the Environmental Management Act.
- Consider job creation possibilities
- Employment Policy
 - Creating a diverse and inclusive workplace
- Risk Management Policy
 - Including environmental and social risks into the Organisational Wide Risk Assessment.

The table below will illustrate our considerations prior to establishing a business relationship or the extension of credit to large scale and small-scale consumers.

Environmental Considerations	Social Considerations	Corporate Governance Considerations
<ul style="list-style-type: none"> □ Air pollution □ Waste management (including land and water impact) □ Energy management and efficiency through use of renewable energy □ Land use □ Climate risk 	<ul style="list-style-type: none"> □ Poverty reduction □ Diversity, equity, and inclusion (including anti-discrimination) □ Employee health and safety □ Labour relations and practices □ Product quality and safety 	<ul style="list-style-type: none"> □ Corporate governance and oversight □ Risk management □ Conflicts of interest □ Transparency (including financial and operational reporting) □ Fraud, anti-bribery, and anti-corruption controls □ Anti-Money Laundering Controls □ Credit Controls

5. Core Areas

Energy & Emissions

In our strategy to combat climate change and transitioning to a low carbon economy, we will strive to reduce our carbon footprint by taking on initiatives to monitor and reduce our energy consumption by incorporating energy efficient building designs where applicable, implementing automated energy management solutions to reduce energy consumption and by reducing server rack space, using Lithium ion batteries in UPS devices and use ozone friendly refrigerants for cooling etc., as may be practicable and wherever possible.

Waste

The Company shall make efforts to dispose waste in the most responsible manner. Electronic waste generated by the Company will continue to be disposed through authorized personnel. The Company will ensure that no hazardous electronic waste is sent from the Company to the landfill. The Company is conscious of paper usage in its operations, transactions and customer communications. Our push to go digital across service and product lines will continue to reduce paper consumption, thereby reducing paper waste. Printing and photocopying operations by employees across large offices will also continue to be monitored and regulated to reduce wastage of paper. The Company will strive to reduce the use of all forms of plastic in its offices, branches as well as in its promotional, marketing and outreach events.

Procurement Practice

The Company recognizes the need to work closely with our suppliers to reduce waste, improve efficiency, reduce carbon footprint, and engage with them to understand their commitment towards human rights and labour practices. We will thus continue to work towards greater integration of environmental & social considerations in our procurement practices. Which will include

Our customers

We recognize that maintaining the trust and regard of our customers is important for our success and longevity, in a fiercely competitive market. Through innovation, our consumer will be able to access services that will cater for their specific needs. The Company will also undertake initiatives to combat cybercrime and data theft by means of a comprehensive mechanism of information and data security.

Community & Society

Guided by our board, the Company will continue to create value for marginalized communities in the country, through well-structured programs and interventions. Our programmes focus on 3 distinct areas of intervention namely:

- Promotion of Financial Inclusion,
- Job Creation through Small and Medium Enterprise (SME) financing
- financial literacy for citizens of the country.
- Assisting the marginalized to obtain loans

6. Our Workforce & Employment Practices

Non-Discrimination & Fair Treatment

Our employees are central to everything we do and satisfaction of our employees is critical to the long term success of the Company. We will provide fair and equal employment and advancement

opportunities to all its employees and there will be no discrimination based on race, colour, age, sex, disability and socio-economic status of the candidate.

Remuneration and career progression.

The Company understands the various social dynamics faced by individuals from the different gender groups, regions, religion and physical ability. Therefore, it is within the company interest to continue to create an inclusive culture to ensure representation across gender, religion, region, and physical ability.

Employee Health & Well-being

The Company is committed to continue to take steps to promote a safe and conducive work environment for its employees and will provide guidance on occupational health and safety, appropriate healthcare benefits and medical cover to all its employees.

Women Safety

The Company has a zero tolerance on sexual harassment at the workplace and as such the company has in place a policy on Prevention of Sexual Harassment and an Internal Complaints Committee (ICC) that investigates cases of sexual misconduct and investigates them through a fair and transparent process and act against erring employees.

7. Administration of Policy

GetBucks Eswatini's Audit and Risk Committee shall oversee this policy and shall have the authority to make any interpretations regarding the operation of this Policy.

Annexure 1: ESG HIGHLIGHTS



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The GetBucks business model integrates the 5th, 7th, 8th, 10th and 13th SDGs into decision making frameworks, policies and partnership cornerstones.