

	POLICY CORPORATE SUSTAINABILITY GREEN INITIATIVES	Doc No: POL-027
		Revised By / On: COO
		Revision Number: 2 / March 2026
		Effective Since: February 2023
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PURPOSE

This Policy is in line with our company mission. We aim to conduct our operations with concern for the environment and minimise any possible adverse impact on the environment wherever possible.

SCOPE

This policy applies to all our employees.

REFERENCES

FIDI	Global Moving Alliance
SHEP-001	Environmental Procedure
POL-002	Environmental Policy
POL-003	Electronic Communication and Computer Policy
POL-029	Cyber Security Information Governance Policy

POLICY (Roadmap)

In line with the FIDI-FAIM standard, the Managing Director is the person ultimately responsible for sustainability initiatives, supported strategically by the Executive Senior Management Team at Head Office. In this structure, the Chief Operating Officer (COO) is appointed as the Sustainability Champion who will provide direct oversight and nomination support, while Branch Managers may also assist where required for the local roll-out and practical implementation of these initiatives across the organisation.

1. Waste Recycling Solutions

As a large consumer of packing materials, Biddulphs adheres to the "Reduce, Reuse, Recycle" philosophy. In 2009, we established an independent recycling company (DUMA Recycling) to service Biddulphs and other local businesses. Currently managed by a former employee, this initiative recycles over 120,000kg of cardboard, paper, and plastic annually. We continue to expand this business to further mitigate our supply chain's carbon footprint.

2. Fleet Carbon Reduction Strategy

We continuously modernise our fleet to meet international emission standards and improve efficiency:

- **Modern Fleet:** We purchase only new vehicles, maintaining an average fleet age of approximately five years. This ensures we utilise the latest engine technology and tyre patterns to reduce emissions, fuel consumption, and noise pollution.
- **Euro-Standard Engines:** Our annual procurement includes Mercedes Benz Actros trucks imported with the highest Euro-standard engines compatible with South African fuel infrastructure.
- **Aerodynamics & Capacity:** We install custom wind deflector kits and utilise lightweight aluminium (not steel) trailer bodies. Our innovative long-distance interlink trailers carry approximately 150cbm, significantly increasing volume per trip.
- **Result:** Lighter vehicles and higher load capacities mean fewer trips and lower carbon emissions per kilometre.

3. Eco-Friendly Branch Initiatives

We have implemented simple yet effective on-site measures:

- **Water Harvesting:** We have retrofitted most branches nationwide with rainwater harvesting systems (5,000L – 10,000L tanks), with some depots storing up to 60,000 litres. This water is used for vehicle washing and gardening, reducing reliance on municipal supply. This is an on-going exercise to eventually upgrade all branches.
- **Office Efficiency:** We enforce double-sided printing policies and strictly manage the use of air conditioners and heaters to lower electricity demand. We also utilise the latest printer and scanner technology to minimise ink and paper usage.

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4. Sustainable Energy (Solar)

To utilise South Africa's abundance of sunshine and reduce reliance on fossil-fuel-based grid energy, we are aggressively rolling out solar solutions:

- **Completed Projects:** We installed a state-of-the-art Victron solar solution at Head Office (end 2023) and a Sigenergy system at our Johannesburg Hub (end 2024).
- **Security & Continuity:** Solar systems have also been installed at our George and Bloemfontein depots in mid to late 2024. This ensures operational continuity and asset security during grid failure or load-shedding events.
- **Future Goal:** We aim to expand solar capability across the entire branch network in the medium to long term.

5. Digital Transformation

In compliance with FIDI FAIM 3.4 Pre-requisites, Biddulphs operates a fully digital, paperless environment capable of supporting remote audits. Beyond compliance, our Digital Transformation strategy for the next 3–5 years focuses on enhancing efficiency and customer experience through advanced technology.

Key Initiatives:

- **Operational Digitisation:** We have fully deployed digital survey tablets and a secure, cloud-accessible digital file system for all Import/Export branches, allowing seamless integration with our CRM.
- **Cyber Security:** To protect data integrity, we enforce strict Active Directory policies and Multi-Factor Authentication (MFA) protocols (including BitLocker encryption) across all devices.
- **Digital Warehouse:** We maintain digital inventory systems and remote access capabilities to ensure full transparency and audit readiness for our warehouse operations.
- **Smart Booking:** We are refreshing our website to offer a seamless "quote-to-booking" experience, including a planned online-only express service for Depot-to-Depot client groupage.
- **HR Automation:** We have implemented fully digital payroll and leave application processes to streamline internal administration.

6. Flexibility & Remote Access

Building on lessons learned during the pandemic and KZN Looting, we have available, flexible working arrangements to lower our carbon footprint:

- **Remote Visibility:** All international branches maintain a digital warehouse management structure in place.
- **Remote Work:** Administrative staff, if required, have the flexibility to login wherever operationally feasible via a secure network portal (e.g. for accounting data processes).
- **Video Surveys:** We can opt to promote video consultations for pre-move surveys if clients request this. This reduces the need for physical travel by our consultants, lowering fleet fuel usage while offering clients greater convenience.

CHANGE / REVISION HISTORY

Change History			
Rev No	Changes	Pages	Effective date
0	Corporate Sustainability / Green Initiatives Policy	All	Feb 2023
1	Reviewed	All	Nov 2025
2	Reviewed / Added Nominated Champion / Person	All	March 2026

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APPROVAL

Designation	Name	Signature
Managing Director	O Farmerey	