

IFS CORPORATE SOCIAL INVESTMENT/ INVOLVEMENT/ RESPONSIBILITY POLICY

1. INTRODUCTION

International Facilities Services (“IFS”), as a group of companies conducting business throughout sub-Saharan Africa believes that it has a fundamental responsibility to assist in improving the lives of disadvantaged communities in the areas and countries in which they conduct business. IFS has, pursuant to this, developed a Corporate Social Involvement (CSI) policy which is aligned to the group’s strategy and which contributes to the group’s overall mission and vision.

The IFS Corporate Social Investment (CSI) program is a deliberate, focused, coherent and progressive programme that is:

- Well co-ordinated
- Guided by a common policy framework
- Has clear focus areas
- Mutually beneficial to the communities, our clients, our employees, other stakeholders and the IFS Group
- Seen as a strategic business function
- Aligned to the core business of IFS

2. CSI OBJECTIVES

The following are commonly shared objectives of the IFS CSI program:

- To make a positive, sustainable impact on the communities in which IFS operates through investing in improving the quality of life of such disadvantaged communities
- To develop and empower disadvantaged communities through sustainable skills transfer and training
- To build and improve relationships with IFS’ existing and potential clients through forming mutually beneficial partnerships with our clients to enhance and support their CSI initiatives
- To create and enhance IFS’ reputation as a caring corporate citizen
- To attract quality, socially responsible staff to IFS as well as retain and enhance the loyalty and pride of existing staff
- To increase client goodwill and loyalty
- To foster and maintain community goodwill

3. CSI POLICY

Policy Statement

IFS believes that being a responsible and contributing corporate citizen is a key component of its business strategy. Through its community involvement strategy, IFS is committed to the empowerment, development and growth of disadvantaged communities.

Purpose of the CSI Policy

The purpose of this CSI Policy is to:

- Outline the group’s CSI strategy and therefore its involvement in community development and upliftment
- Set out the processes and procedures by which the group will identify, manage, and support its corporate social involvement activities

4. PRINCIPAL AREAS OF FOCUS

IFS will be guided by the focus of its clients CSI policies, where it will strive to align its activities and expenditure in this regard with those of its clients. In allocating resources to the outlined focus areas, IFS will be guided by the need to:

- Focus on communities in which IFS operates
- Focus on programs which its clients are involved in
- Emphasize involvement in disadvantaged communities
- Support programs that engender equality, empowerment and development

Program Focus Areas

Three focus areas have been identified:

- The health and welfare of Widows, Orphans and Vulnerable Children
- Education
- Technical Skills Training

Widows, Orphans and Vulnerable Children

There are millions afflicted with HIV/AIDS resulting in an untold number of widows, orphans, vulnerable children and child-headed families in sub-Saharan Africa.

Poverty, lack of education, poor health and hygiene, corruption and unemployment are longstanding problems in Africa which have been dramatically exacerbated by this and other diseases and pandemics, and families are increasingly struggling under the strain and failing to provide fully for the children's needs while the government's social programs often do not reach the most desperate families and communities.

IFS CSI programs should be aimed at addressing these challenges, specifically by providing economic, social and other support such as food, training and healthcare where this is possible.

Education

IFS will be proactive in setting up flagship projects within the principle areas of focus mentioned above, and will allocate the majority of the CSI budget to such projects. The balance of CSI funding will be made available for grants to smaller non-flagship projects:

- Help with facilities for pupils and teachers
- Help with providing meals for pupils and teachers
- Help with providing education related equipment, supplies and infrastructure

Flagship Projects

IFS will be proactive in setting up flagship projects within the principle areas of focus mentioned above, and will allocate the majority of the CSI budget to such projects. The balance of CSI funding will be made available for grants to smaller non-flagship projects.

In cases where IFS is proactive in setting up flagship projects, they will undertake to:

- Evaluate the projects in order to assess the need and ultimate impact of the projects
- Draw up a formal plan which will clearly identify the roles, rights and intended benefits that pertain to each of the parties involved
- Ensure that flagship projects are sustainable in the long term, and achieve real and measurable developmental impact. Help with providing education related equipment, supplies and infrastructure

Criteria for Selecting Projects

All organisations and projects identified for support from IFS must:

- Have an ultimate objective of improving the quality of life of members of disadvantaged communities
- within the areas where IFS conducts its business and operates
- Be able to demonstrate some form of sustainability.

General Exclusions

IFS will not offer financial support to:

- Profit-making organisations and companies
- Religious organizations for sectarian activities
- Political parties or groups with partisan political affiliations
- Labour unions

5. CSI BUDGET

IFS CSI expenditure will be calculated according to a specific formula of a minimum of 1% net profit after tax. The budget will run from the 1 March to 28 February each year.

Non-financial contributions will also include staff hours in participating in employee volunteerism during company working hours as well as material donations.

6. EMPLOYEE INVOLVEMENT

IFS realizes the value of involving employees in its CSI activities and as such will endeavour to develop and implement an employee participation programme that will address the needs of the employees in a holistic manner whilst also achieving its corporate objectives.

IFS will develop a formal employee volunteer programme where employees will be encouraged to volunteer throughout the year at a range of community development projects.

These volunteer projects will include the projects that the company's CSI programme supports as well as staff-nominated projects and identified community development projects.

Employee volunteering support can include volunteer time, financial contributions and donations in kind. The volunteer needs of projects that the company is supporting will be identified and communicated to employees to ensure that employees are aware of the opportunities available.

7. DECISION-MAKING STRUCTURE & ROLES AND RESPONSIBILITIES

A formal CSI Committee will be established to ensure that a co-ordinated, coherent and focused social investment strategy is realized. The CSI Committee will meet on a monthly basis. The Committee will be chaired by the CSI co-ordinator and will include a representative from the Operations department, the Finance department and the Human Resources department

The CSI Committee responsibilities will include:

- Approval of selected projects for investment including flagship projects
- Allocation of budget to selected projects
- Drawing up of contracts/grant agreements with the selected projects

- Monitoring the effectiveness of all projects
- Co-ordinating the implementation of an effective CSI communication programme

The CSI programme will be managed on a day to day basis by the CSI Co-ordinator whose responsibilities will include:

- Determining the CSI policy and strategy
- Determining the CSI budget
- Identifying, screening and selecting CSI projects to present to the CSI Committee
- Controlling the CSI expenditure
- Managing the implementation of selected projects on a day to day basis
- External and internal CSI reporting

The CEO, CFO and COO will be responsible for:

- Final approval of the CSI budget
- Final approval of the CSI policy

8. REPORTING STRUCTURE

Project Reporting

- Exact reporting formats and dates for report submission shall be set out in the grant agreements to be signed by each of the major projects funded
- Volunteer projects supported through employee volunteer hours will be required to sign contract letters which will specify reporting requirements

Management Reporting

- The CSI Co-ordinator will report to the CSI committee on all CSI activities through project progress reports at the CSI committee meetings
- The CSI Co-ordinator will report to the CEO and CFO annually on the CSI programme
- The CSI Co-ordinator will report to staff regularly on the projects' progress

9. COMMUNICATION

The CSI communication plan will communicate information on IFS CSI activities and successes both internally and externally. The aim of the communication plan is to enhance the company's reputation for good corporate citizenship and ensure that staff, the Board of Directors, customers, investors, potential partners and all relevant stakeholders are kept informed.

The development and implementation of the external and internal communication plan will be the responsibility of the CSI Co-ordinator.

Internal Communication

The internal communication plan will provide feedback to staff and management on the CSI policy and strategy, projects selected, project achievements, and project volunteer opportunities. This will be communicated through the following mediums:

- Email
- Staff meetings
- Office Noticeboards
- New employee induction packs

External Communication

The external communication plan will create public awareness for the company's CSI programme and their role in community upliftment through:

- Company website
- Company profile
- Sales presentations
- Tender documents
- Social media and newsletters

10. EVALUATION AND FEEDBACK

An effective evaluation and impact analysis process will be developed and implemented and will apply to all selected projects.



Mr Henlo Webber
Chief Executive Officer