

MASSMART'S LICENSES & PERMITS POLICY STATEMENT

Massmart has embarked on a journey towards becoming sub-Saharan Africa's most trusted retailer and our policy statement adopted is aligned to Walmart's global policy statement. The effective execution of good business practice and continuously improving upon everything we do, every day at Massmart is the first step on this journey.

1 OUR COMMITMENT

We are committed to procuring and maintaining all required real estate, construction, and operating licenses and permits in full accordance with the law wherever we operate in Africa. This includes licenses and permits relating to developing property, building facilities and distribution centers, owning and operating stores, distributing merchandise, and providing specific lines of services. The company prohibits anyone from making or receiving an improper payment (bribe), or authorizing a third-party to do so, in order to improperly influence any act or decision by government authorities or others regarding licenses and permits. It is the responsibility of every employee at Massmart to play a role in the achievement of these objectives.

2 WHAT WE DO EVERY DAY

FOLLOW the licensing and permitting regulations and obligations applicable to the business.

EXECUTE standard operating procedures and accountability measures.

OBTAIN all necessary licenses and permits before opening a new store/DC/own-owned facility or prior to permit expiration.

DOCUMENT feedback from government agencies and any unique requests.

TRAIN all employees responsible for licensing processes and procedures.

MAINTAIN licenses and permits and any supporting documents or reports on-site as required by law.

RETAIN all required licenses and documentation required to demonstrate compliance with laws and internal policies and governance.

TRACK licenses and permits through the approved systems.

3 HOW WE DO IT

IDENTIFY and address any gaps in licensing and permitting working by the Divisions and the respective departments.

ADDRESS inadequate staffing and training resulting in failure to maintain or obtain required licenses and permits.

REPORT multiple violations or fines at the same location.

Chief Executive Officer

AT THE CENTRE OF
EVERYTHING WE DO

GOOD BUSINESS

Ethics is working with Compliance to help you, if you have anything to report or have any questions please call us.



Ethics Reporting Line

Trust us, Tell us
South Africa: 0800 20 32 46
Rest of Africa: +27 31 571 5488



Ethics Guidance Line

Trust us, Ask us
South Africa: 0800 100 200
Rest of Africa: +27 31 571 5481