



## Social Responsibility Policy

BMSG is committed to developing a culture of values that support their missions and visions across all activities. In doing so we elicit a series of codes, policies and procedures throughout our QMS for implementation of actions that can effectively address and assess multiple aspects of such through their operations, processes; interactions with customers and all relevant stakeholders including communities, authorities; and finally, the environment.

### Responsibility

Each and every BMSG representative is expected to follow our COC/COE by integrating the policies and procedures that are herein associated with its implementation. This responsibility is also supported by our recognition of what is commonly termed 'social responsibility', encompassing engagement with stakeholders and developing ways

to integrate socially responsible behaviour across our group.

Seven key underlying principles of social responsibility include:

- Accountability
- Transparency
- Ethical behaviour
- Respect for stakeholder interests
- Respect for the rule of law

- Respect for international norms of behaviour
- Respect for human rights

Aligning with these are seven core subjects pertaining to social responsibility which addressed at length within our QMS:

- Organizational governance
- Human rights
- Labour practices
- The environment
- Fair operating practices
- Consumer issues
- Community involvement and development

## Implementation

In considering the core subjects of social responsibility below BMSG and its representatives must identify those of relevance in order to understand how and in what situations such values might be appropriately implemented, assessed and fine-tuned through examination of BMSG considerations and dialogue with all our stakeholders.

What does this policy wish to accomplish?

- Assist BMSG in addressing our social responsibilities while respecting cultural, societal, environmental, and legal differences and economic development conditions;
- Provide practical guidance related to making social responsibility operational;
- Assist with identifying and engaging with stakeholders and enhancing credibility of reports and claims made about social responsibility;
- Emphasize performance results (audit) and subsequent improvement;
- Increase confidence and satisfaction among our customers and other stakeholders;
- Achieve consistency with existing documents, international treaties and conventions, and existing ISO standards;
- Broaden awareness of social responsibility;
- Support a framework of policies and procedures that encapsulate these.

## Core subjects

### Organizational governance

Decisions are to be made in consideration of the expectations of relevant societies. Accountability, transparency, ethics, and stakeholders should be factors in such decision-making processes.

### Human rights

All humans have the right to fair treatment and the elimination of discrimination, torture, and exploitation.

This includes but not limited to:

- Due diligence
- Human rights risk situations

- Avoidance of complicity
- Resolving grievances
- Discrimination and vulnerable groups
- Civil and political rights
- Economic, social, and cultural rights
- Fundamental principles and rights at work

## Labour practices

Those working on behalf of BMSG are not a commodity. The goal is to prevent unfair competition based on exploitation and abuse.

- Employment and employment relationships
- Conditions of work and social protection
- Social dialogue
- Health and safety at work
- Human development and training in the workplace

## Environment

BMSG has a responsibility to reduce and eliminate unsustainable volumes and patterns of production and consumption and to ensure that resource consumption per person becomes sustainable.

- Prevention of pollution
- Sustainable resource use
- Climate change mitigation and adaptation
- Protection of the environment, biodiversity, and restoration of natural habitats

## Fair operating practices

Building systems of fair competition, preventing corruption, encouraging fair competition, and promoting the reliability of fair business practices help to build sustainable social and commercial systems.

- Anti-corruption
- Responsible political involvement
- Fair competition
- Promoting social responsibility in the value chain
- Respect for property rights

## Consumer issues

The promotion of just, sustainable, and equitable economic and social development with respect to consumer health, safety, and access is a BMSG responsibility.

- Fair marketing, factual, and unbiased information and fair contractual practices
- Protecting consumers' health and safety
- Sustainable consumption
- Consumer service, support, and complaint and dispute resolution
- Consumer data protection and privacy
- Access to essential services
- Education and awareness

## Community involvement & development

BMSG aims to be involved with creating sustainable social structures where increasing levels of education and well-being can exist.

- Community involvement
- Education and culture
- Employment creation and skills development
- Technology development and access
- Wealth and income creation
- Health
- Social investment

## **Safety and Security**

Central to BMSG activities is the responsibility of Safety and Security across all activities it is involved with; and amongst all its stakeholders. This relates not only to direct interactions but also to the indirect, hidden and consequential implications. Many of our Security and Safety aims and activities are related to the following four major categories:

- Privacy
- Information
- Entity and Environmental
- Private Personal, Patient and Client

## **Review**

In addition to providing policies and procedures to understand and address social responsibility the implementation of audit, monitoring and KPIs (key performance indicators) within this system emphasizes the importance of results and improvements in performance on social responsibility. In doing so we will stay abreast of changes in perception not only of our stakeholders, the community and the environment but also our own value judgements.

To facilitate this, selected items addressed by this 'Social Responsibility' policy, in alignment with our operations, values, mission; and the social and legal requirements of each environment will undergo audit. Such audits should include:

- Information about objectives and performance (KPIs) on the core subjects and relevant issues of social responsibility under review
- How and when stakeholders have been involved in the reporting
- A fair and complete picture of performance, including achievements and shortfalls, and the way in which shortfalls will be addressed.