

SUSTAINABILITY GOVERNANCE FRAMEWORK - continued



INTELLECTUAL CAPITAL

KEY PERFORMANCE INDICATORS

- Provide shareholder satisfaction and return on investment
- Skilled, experience and technically qualified employees and leaders
- Review the risk of alternative technologies from competitors
- Patented technologies

MATERIAL MATTER

- Macroeconomic considerations
- Accreditation including patents, trademarks, intellectual property and the JSE

2019 PROGRESS

- Diversified portfolio of investments, associates and strategic investments
- Payment of dividends to shareholders
- Built own intellectual property to reduce the risk of alternative technologies
- Continued to focus on research and development activities
- Partnered with academic institutions, research bodies and industry peers to develop and implement new technologies
- Proprietary systems and licenced trademarks are managed on an ongoing basis

WHAT ARE THE RISKS RELATED TO OUR MATERIAL MATTERS

- The risk of not achieving investment targets
- Changes in the economic landscape – relating to exchange rate volatility, interest rates, etc.
- The loss of major clients
- Failure to innovate in areas that are critical to our clients and innovation to drive growth
- Failure in our business processes and management systems

WHAT ARE THE OPPORTUNITIES CREATED BY THE MATERIAL MATTERS

- Organic and acquisitive growth
- Increase business in the private sector
- Increase business in the public sector
- Further expansion into Africa and abroad
- Opportunities to invest in other areas of our strategic growth path
- Building our own intellectual property
- Payment of dividends
- Work towards listing the biotechnology division