

United Nations Global Compact:

Communication on Progress 2020

Reporting on Our Growth as a Responsible Company

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A letter to our Stakeholders

The change in human behavior in history, triggered by the pandemic, has now triggered the single reinvention of industry in living memory.

To realize this, the Company embrace change. We think that collaboration other stakeholders. The Company has partnered with other partners to navigate through the opportunity to make a difference.

We know sustainability is the frontier that will create change in our generation, transforming how we work and drive new value and growth. We are making sustainability our greatest responsibilities, embedding into our business algorithm with: our clients, people, shareholders, partners and communities. This is the Company's Sustainability Value Promise.

Toward the end of 2015, we have the company committed to the 10 Principles of the United Nations Global Compact (UNGC), supporting its efforts to advance sustainability, equality and human rights. As a Global Compact member, we ascribe to UN Sustainable Development Goals (SDGs), with a special focus on those that are most relevant to the company. We continue to align our operations with Environmental, Social and Governance (ESG) best practices.

Our progress over the last two years has been challenging, but there is much work ahead. This report illustrates, our continued effort to raise the bar for what we can accomplish. Our top priority is our people as demonstrated under the mantra that state "Safety is our priority and Quality is

our standard". Our focus is geared towards our clients and partners more fully embrace sustainability.

We are grateful to our people around the world for their boundless humanity and heart, and for their unstinting dedication, resilience and commitment to our clients and all our stakeholders. Together, we are driving positive change every day and delivering true shared success.


.....
CEO/Chief Technician

Bens Electronics Services Ltd

Highlights of our 2022 progress across the focus areas of the UNGC

Tackling Challenging Times

Our workforce is the most important source of competitive differentiation. After the Covid-19 pandemic was declared, we designated 80% of the workforce to work remotely, as we ensured their safety first.

Gender Equality

As at this report the Company workforce is 37% women, on track to meet our gender-balanced workforce goal by 2023. We also achieved our goal of 27% women managing our operation by 2022 and set a new goal of 30% by 2023.

Re-skilling the workforce

The Company invest nearly KES.300,00 annually in continuous learning and professional development opportunities that are customised to ensure the workforce remain relevant. In fiscal 2020, this included upskilling more than 17 technicians in key skill areas. We redesigned our learning approach and delivered 7% more training hours, while reducing training costs by 21%.

Net-zero and Environment

The Company set three new leading goals: to achieve net-zero emissions by 2023, move to zero waste and plan for water risk. This includes committing to power our offices with 100% renewable energy.

Responsible Procurement

Our mission is a supply chains that is more sustainable and more inclusive. We met our 2021 goal by engage 57% of our suppliers in disclosing their environmental targets and actions, and we set a new goal of 75% by 2023.

Our Core Values

The Company's governance structure and Code of Business Ethics are designed to ensure that the workforce live the core values.

Goals Progress Outlook

Path to net-zero by 2023

Goals: Science-based target - By 2023 reduce our absolute greenhouse gas emissions by 75%.

Progress:

We have scaled our energy source by 72%, to almost 24 hours running on solar power.

Procure 100% renewable energy in our locations by 2023

Gender-balanced workforce by 2023 Our workforce was **20% women in 2019** and women accounted for 40% of new hires

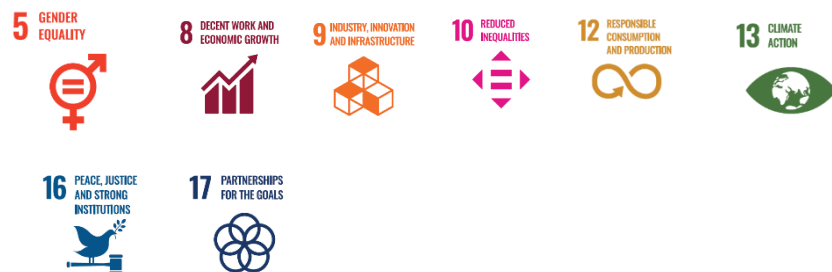
Grow our percentage of **women project manager to at least 25%** by the end of 2022

Our commitment to the Sustainable Development Goals: A universal language and a call to action

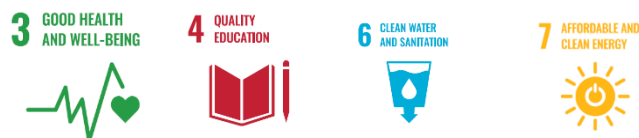
The health, economic and social crises of 2019-2020 have set back progress against the Sustainable Development Goals (SDGs), with one comprehensive analysis suggesting the pandemic has driven a moderately negative impact on 11 of the 17 SDGs. *

Commitment to the 10 Principles of the UNGC

Highest priority SDGs for the Company's operations



Second priority SDGs for the Company's operations



SDGs we may impact more indirectly



15 Most relevant SDG targets for our Operations

- 5.5 Ensure women's full and effective participation and equal opportunities for leadership at all levels...
- 5.b Enhance the use of enabling technology, in particular information and communications technology, to promote the empowerment of women.
- 8.2 Achieve higher levels of economic productivity through diversification, technological upgrading and innovation...
- 8.5 Achieve full and productive employment and decent work for all women and men, including for young people and persons with disabilities, and equal pay for work of equal value.
- 8.8 Protect labour rights and promote safe and secure working environments for all workers...
- 9.2 Promote inclusive and sustainable industrialization and, by 2030, significantly raise industry's share of employment and gross domestic product...
- 9.5 Enhance scientific research, upgrade the technological capabilities within our sectors...encouraging innovation and...public and private research and development spending.
- 10.2 Empower and promote the social, economic and political inclusion of all, irrespective of age, sex, disability, race, ethnicity, origin, religion or economic.
- 12.2 Achieve the sustainable management and efficient use of natural resources.
- 12.5 Substantially reduce waste generation through prevention, reduction, recycling and reuse.
- 13.1 Strengthen resilience and adaptive capacity to climate related hazards and natural disasters in all counties we operate.
- 13.2 Incorporate measures to fight climate change into policies, strategies and planning.
- 16.5 Substantially reduce corruption and bribery in all their forms.
- 16.6 Develop effective, accountable and transparent the Company at all levels.
- 17.16 Enhance the global partnership for sustainable development, complemented by multi-stakeholder partnerships that mobilize and share knowledge, expertise, technology and financial resources, to support the achievement of the sustainable development goals...

The Company's Environmental, Social and Governance Materiality Matrix

The Company continue prioritise ESG topics to our stakeholders and our business in our ESG materiality matrix. This serves as a framework for articulating our priorities and engaging the stakeholders about the journey we are taking. At the summary level, the process we undertook was:

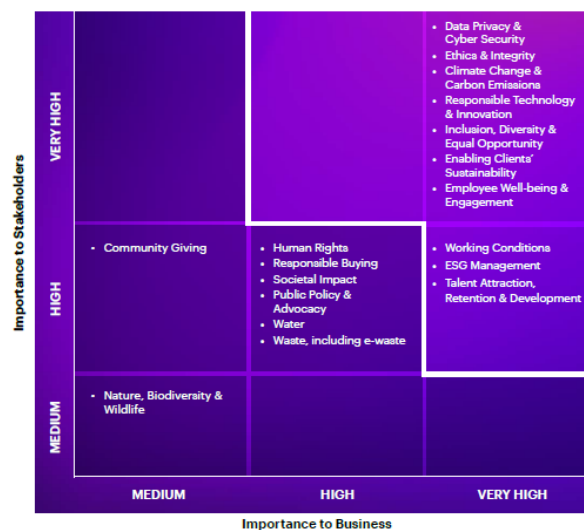
1. Inputs to the stakeholder axis

The Company reviewed the latest insights on ESG materiality in the context of 2021 from industry bodies and academics; new frameworks and good practices, such as the universal ESG metrics from the World Economic Forum; and the SDG benchmarks. We worked with our Investor Relations team to understand emerging requirements captured through our annual shareholder outreach, and analyzed our clients' ESG requests and emerging priorities using our client request tool, where we log and respond to clients' requests for ESG information (e.g., as part of proposals or supplier compliance reviews).

2. Inputs to the business axis

The Company has reviewed its business prioritisation in light of the Company's purpose and governance changes, our new ESG targets, our Enterprise Risk Management Program, and other related impacts on the workforce and operations.

We worked to identify possible changes to our issues or how we prioritise them.



Notes:

- Topics not included on this matrix are not considered relevant for our non-financial disclosures.
- For GRI purposes, the outlined sections of the above matrix contain the most material non-financial topics in scope for reporting with the GRI Standards that are included in our GRI Content Index. For each topic, our list of definitions of material topics references the specific Standards used as well as Management Approach information. This report has been prepared referencing the GRI Standards. For more information about these Standards, please visit the GRI website.
- To view the high priority SDGs mapped the Company's ESG material issues, please see page 65.

People

Leading with compassion and humanity

We are helping the workforce be their best professionally and personally.

Most relevant ESG material issues:

- § Responsible Technology & Innovation
- § Inclusion, Diversity & Equal Opportunity
- § Employee Well-being & Engagement
- § Working Conditions
- § Talent Attraction, Retention & Development
- § Human Rights

Most relevant Principles of the UN Global Compact:

Human Rights Principle 1: Businesses should support and respect the protection of internationally proclaimed human rights.

Labour Principle 6: Businesses should uphold the elimination of discrimination in respect of employment and occupation.

High priority SDG targets relevant for this area:



- 5.5 Ensure women's full and effective participation and equal opportunities for leadership at all levels...

- 5.b Enhance the use of enabling technology, in particular information and communications technology, to promote the empowerment of women.
- 8.5 Achieve full and productive employment and decent work for all women and men, including for young people, and equal pay for work of equal value.
- 8.8 Protect labour rights and promote safe and secure working environments for all workers...
- 10.2 Empower and promote the social, economic and political inclusion of all, irrespective of age, sex, disability, race, ethnicity, religion or economic or other status.

Relevant Second Priority SDGs:



People

In 2021 despite health, economic and social crisis - our workforce demonstrated their dedication, resilience and commitment to our clients and creating shared success for all our stakeholders.

One of our primary goals is to lead with compassion and humanity to help the workforce be the best professionally and personally and this took on a deeper meaning and sense of urgency this past year.

The Company supported workforce personally with new virtual tools and initiatives to ensure they were seen, heard, connected and productive, as well as to help cope with the demands and stresses of the compounding crises and to strengthen their mental resilience. We took decisive action to reaffirm our stand against racism and our unwavering commitment to equality for all. We continued to make progress toward becoming a more inclusive and diverse organisation, and set important goals to further accelerate these changes.

The Company remain focused on supporting workforce professionally, equipping them with leading technologies, continuous learning and a supportive leadership to enable them to seize opportunities and resources to successfully manage their careers and to help themselves, our clients, and one another as we look ahead to a new reality beyond COVID-19.

The Workforce

We are a talent-led organization, the ingenuity of the workforce is our most important source of competitive differentiation. To grow our business, we support workforce with deep compassion and care.

After the pandemic was declared, we worked to ensure their safety and well-being. Our commitment to helping our people be their best both professionally and personally has never been stronger than in this time of crisis and disruption.

Workforce resiliency and well-being

By providing a road map and principles for helping the workforce to become resilient and enhance their physical energy, the workforce focused on value and sense of purpose.

This demonstrated compassion and shown how the Company tailored its service to meet the needs of the local markets. In addition to existing programs the Company provided live access to professionals to provide guidance based on an individual's situation; introduced an innovative virtual program that helps

workforce manage stress and anxieties and build their resilience; shared best practices for working from home.

Remote work and preparing for the future

Building on our experience with remote working, we quickly enabled 95% of the workforce to work from home and suspended substantially all business travel. We also shared our expertise in remote working with our clients.

The Company has implemented a comprehensive Business Continuity Plan to manage client expectation and consequences as permissible as possible. The safety of the workforce and the needs of the clients will guide how we manage transition from threats and hazardous. By taking a phased approach, we have been able to prepare our workspaces and monitor and adjust protocols as needed. We have also built in the flexibility to respond quickly if government directives and local conditions change through a Consequence Management Plan. We believe the work environment of the future will continue to evolve, but will

include more remote working and be very fluid as we innovate, collaborate and develop personal connections with people working from home, offices and at client sites. Over the longer term, we believe that personal collaboration and engagement will remain essential to maintaining our culture of shared success.

Healthy and Safe Workplace

Supporting the workforce includes helping to ensure rigorous health and safety programs for projects - at our offices and client sites. In March 2021, the company embarked on a journey to implement credible systems consistent with Occupational Health and Safety to reinforce the Company's commitment and define the responsibilities of all the workforce and contractors to keep our work environment healthy and safe - at all project site, at the workshop or at an alternate location. New policies that drives compliance with applicable laws and regulations and fosters adoption of health and safety management standards together with quality management.

The Company continue to implement ISO 45001:2018 certification, and have received ISO® 45001 certification review and approval. The Company continue to support other geographies currently working toward ISO® 45001 certification.

Investing in the Workforce

The Company is committed to continually enhance the capabilities of workforce through training and on-the-job learning opportunities. The Company continue to make significant progress in the workforce pivot to advanced technologies by providing them with the tools, skills and flexibility to discover talent and keep pace with the digital revolution and new reality. When they are equipped for success, not only are they fulfilled in their career journeys, but our clients, our business reap the benefits.

Learning Initiatives

The Company have a relentless focus on the Workforce develop skills to remain at the forefront of both technology and trends within our sector. We invest about KES. 300,000 in the last fiscal year in continuous learning and professional development opportunities that are

customised to ensure that workforce remain relevant.

In fiscal 2021, we upskilled 5 employees after the pandemic was declared in hot skill areas, such as cloud. We were able to seamlessly redesign our learning during the pandemic, and delivered 5% more training hours this year while reducing training costs by 19%.

Performance

The Company performance measuring experience, supported by technology, is another way we invest in workforce. Teams identify and apply their strengths, focus on a few vital priorities, ask for and share regular feedback, and take personalised actions to grow and develop.

During fiscal 2021, the workforce provided feedback on critical functions to enabling a culture of performance.

Specialisation at Scale

The Company know how important it is for the workforce to have a solid grasp of the major technologies that create, customize, consult on and deploy, such as cloud, and cybersecurity. And, crucially, the workforce was able to share that

knowledge easily with teams and clients alike.

We believe skills are the common currency that will unlock opportunities for the workforce and power our networks. In fiscal 2021, we renewed our focus on skills and specialisation as we implemented ISO 9001:2015 together with ISO 45001:2018. We continued our focus on Specialisation at Scale-a program that provides a robust and agile way to ensure that the right team, with the right skills, is ready to serve our clients.

Equality for all

The Company unwavering commitment to inclusion and diversity enables us to attract, develop, inspire and reward the best team members. It creates an environment that unleashes innovation, allows the workforce to perform at their very best, and underpins a culture in which every employee feels they have an equal opportunity to belong, advance and thrive.

We approach inclusion and diversity with the same discipline and rigor as any other business priority. We set goals, share them, collect data to continuously improve and hold our leaders accountable.

Social Impact

Solutions to societal challenges

From response to COVID-19 to equipping workers with new skills

Most relevant ESG material issues:

Most relevant Principles of the UN Global Compact:

- § Responsible Technology & Innovation
- § Inclusion, Diversity & Equal Opportunity
- § Enabling Clients' Sustainability
- § Talent Attraction, Retention & Development
- § Societal Impact
- § Community Giving

Human Rights

- **Principle 1:** Businesses should support and respect the protection of internationally proclaimed human rights.

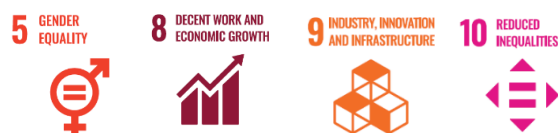
Labour

- **Principle 6:** Businesses should uphold the elimination of discrimination in respect of employment and occupation.

Environment

- **Principle 9:** Businesses should encourage the development and diffusion of environmentally friendly technologies.

High priority SDG targets relevant for this area:



Relevant Second priority SDGs:



SOCIAL IMPACT

Innovating to help our clients and team tackle societal issues has always been an important part of what we do as a responsible business. In 2020, this mindset informed our response to COVID-19, while we also continued to evolve and expand our long-standing commitment to Skills to Succeed.

In fiscal 2021, our corporate giving totaled more than KES.6M

Societal Response to COVID-19

The pandemic accelerated these changes, as we were forced to reimagine the role in society, and economies needed to rebuild.

We helped clients, partners and communities around our locality meet challenges related to the pandemic in three priority areas:

Respond: Supporting first responders on the frontlines of the crisis

Recover: Helping our clients, partners and communities navigate uncertainty and pivot to digital

Rebuild: Supporting employees who have lost their loved to adapt to fast-changing economic conditions

Skills to Succeed

The Company's Skills to Succeed initiative is about support and empowering workforce to take on the shifting workforce landscape and build a more economically inclusive world.

We are continually evolving Skills to Succeed to meet changing market needs and support people throughout their career journey:

Workforce of today: Experienced workers learning new skills.

First jobs and apprenticeships: Individuals preparing for a first job or business venture.

Next generation: Young students gaining skills to prepare for a digital future.

Our Contribution to Workforce of today

We provide workers with new skilling solutions in a way that is flexible for their existing career and personal responsibilities while leveling up their capabilities to map out further career paths.

Apprenticeships

The Company has continually innovated to find new ways of creating and building more inclusive career pathways so everyone has access to sustainable careers. To do so, we partner with universities and others to educate, train and support the incoming workforce through internship, and apprenticeship.

Impact hiring: Creating new pathways for future success

The Company also committed to driving growth and innovation through an inclusive workforce that reflects the full diversity of our clients and communities. Impact hiring offers opportunities to work with us for

those who may lack access to traditional recruiting channels and, in doing so, we create alternative pipelines of talent, positively contributing to our business.

For example, in Mombasa, Lamu, Voi, and Malindi, our initiative offers low income students a three to four-month pre-employment learning program with 200 hours of technical, digital skills and soft skills training to prepare them for jobs in technology and administration. Since 2015, more than 200 students have pass through the program, and, of these, nearly 20 have been hired by the Company.

Amid COVID-19, we honored all our Skills to Succeed internship commitments and maintained apprenticeship targets. In our apprenticeship program, we hire, train and provide career opportunities at the Company to cover diversity. Since 2015, we've created opportunities for 8 apprentices across different specialties within the Company. The majority of apprentices stay on with the Company as permanent employees after graduating from the program.

We also nearly doubled the Company's Skills to Succeed internship program's capacity in 2020 by hosting interns from other companies and programs whose internships had been canceled due to the crisis, offering valuable work experience to more than 27 young people this year. And, since 2015, more than 59 impact hires have joined different workforce in the Country.

School Program: A long-standing partnership reaches a milestone

Over our 10-year collaboration with other partners we have supported more than 20 school vulnerable and disadvantaged young people with a focus on installation of solar powered water project.

The Company has supported 2 school access to fresh water by sinking borehole. Another borehole in support of the community was made available for use in the vicinity of the company to support the schools and community programs.



Path to Net-Zero

Co-creating a greener future

We accelerated our commitment to transitioning to low-carbon energy migrating to renewable energy

Most relevant ESG material issues:

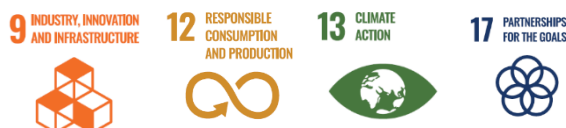
- § Climate Change & Carbon Emissions
- § Enabling Clients' Sustainability
- § ESG Management
- § Responsible Buying
- § Water
- § Waste, including e-waste

Most relevant Principles of the UN Global Compact:

Environment

- **Principle 7:** Businesses should support a precautionary approach to environmental challenges;
- **Principle 8:** undertake initiatives to promote greater environmental responsibility; and
- **Principle 9:** encourage the development and diffusion of environmentally friendly technologies.

High priority SDG targets relevant for this area:



- | | |
|-------|--|
| 9.2 | Promote inclusive and sustainable industrialization... |
| 12.2 | Achieve the sustainable management and efficient use of natural resources. |
| 12.5 | Substantially reduce waste generation through prevention, reduction, recycling and reuse. |
| 13.1 | Strengthen resilience and adaptive capacity to climate related hazards and natural disasters in all countries. |
| 13.2 | Incorporate measures to fight climate change into policies, strategies and planning. |
| 17.16 | Enhance the global partnership for sustainable development, complemented by multistakeholder partnerships... |

Relevant second priority SDGs:



PATH TO NET-ZERO

The UN Global Compact has designated this the “decade to deliver” on the UN SDGs and the promise of a greener, more equitable future. Meaningful climate action requires collaboration between businesses, individuals, governments and nongovernmental organizations. The Company is committed to enabling global cooperation among business leaders to achieve a low-carbon future. The calls for business action grew louder in 2020 as the world navigated unprecedented challenges, including the global pandemic.

At this moment when we reimagining how to work and live, we have an opportunity to change the business of business by incorporating sustainable practices into the design of operations.

Our environmental strategy focuses on three areas:

- Helping our clients achieve their goals, including transitioning to low-carbon energy, migrating to greener IT and responsible value chains.
- Reducing our own footprint, including carbon emissions, waste generation and water impact.
- Engaging our people to innovate to address key environmental issues.

Working together to achieving Common goals

At the Company, we make a difference for the environment through our work with clients. By engaging the company's ecosystem of partners, we help develop innovative solutions to help our clients reach their goals. Our priority areas include industry transitions to low-carbon energy and driving responsible value chains.

Building Sustainability across our clients' businesses

Client Carbon Savings program: Creating solutions to reduce environmental impact

We have increased our renewable energy solutions and have responded by expanding our Carbon Savings program to identify emissions-reduction activities that help us meet the goals. This program also helps us advance our material issue of enabling sustainability. As the COVID-19 crisis impacted ways, we adapted our energy monitoring solutions and idled them when appropriate to minimize energy use.

The Company embed Sustainability

Integrating sustainability into the core of business is now easier. Starting August 2021, the Company increase about 10 Kilowatts by installing additional solar panels to the existing, capacity. The Company has striven

to bring sustainability to the front office with visibility into real-time Environmental, Social and Governance (ESG) data. This helps business track, measure and act on our responsible business initiatives, such as carbon use, to meet regulatory requirements and develop new business models.

Reducing our Environmental Impact Map. our footprint

Over the last decade, we have continually set bigger and bolder environmental goals for ourselves, innovating our approach to environmental sustainability and making strategic investments.

Our new 10 Kilowatt project solar project is aimed at climate action goals take an ambitious approach to addressing energy, waste and water management. By 2023, we have committed to:

Achieve net-zero emissions by 2023

- We'll focus first on actual reductions in our emissions by powering our offices with 100% renewable energy.
- To address remaining emissions, we'll invest in proprietary, nature-based carbon removal solutions, such as large-scale tree planting, that will directly remove carbon emissions from the atmosphere.

Move to zero waste

- We'll reuse or recycle 100% of our e-waste, such as computers and servers, as well as all of our office furniture.
- We're committed to eliminating single-use plastics in our locations at the conclusion of the COVID-19 pandemic.

Plan for water risk

- We'll develop plans to reduce the impact of drought and water scarcity on our business and our people in high-risk areas.
- We'll also immediately begin to measure and reduce water use in these locations.

In alignment with the Paris Climate Agreement, we've also pledged to do our part to keep global warming below 1.5° Celsius by joining the more than 400 companies that have signed the UN Global Compact's Business Ambition for 1.5° Pledge to date. Multiple industry-wide external certifications, such as ISO® 14001, demonstrate our commitment to running our business responsibly and sustainably and to integrating robust environmental practices into our operations. The Company's Environment Management System will be ISO® 14001-certified by end of January 2020.

Supply Chain

A new wave of supplier inclusion and sustainability

We're encouraging a mindset of responsible buying to build supply chains that are more sustainable and inclusive.

Most relevant ESG material issues:

- § Inclusion, Diversity & Equal Opportunity
- § Responsible Buying
- § Human Rights
- § Working Conditions
- § ESG Management

Most relevant Principles of the UN Global Compact:

Human Rights

- **Principle 1:** Businesses should support and respect the protection of internationally proclaimed human rights; and
- **Principle 2:** make sure that they are not complicit in human rights abuses.

Labour

- **Principle 4:** Businesses should uphold the elimination of all forms of forced and compulsory labour;
- **Principle 5:** the effective abolition of child labour; and
- **Principle 6:** the elimination of discrimination in respect of employment and occupation.

Environment

- **Principle 8:** Businesses should undertake initiatives to promote greater environmental responsibility.

Anticorruption

- **Principle 10:** Businesses should work against corruption in all its forms, including extortion and bribery.

High priority SDG targets relevant for this area:



- 5.b Enhance the use of enabling technology, in particular information and communications technology, to promote the empowerment of women.
- 8.8 Protect labour rights and promote safe, secure working environments for all workers...

- 9.2 Promote inclusive and sustainable industrialization and, by 2030, significantly raise industry's share of employment and gross domestic product...
- 10.2 Empower and promote the social, economic and political inclusion of all, irrespective of age, sex, disability, race, ethnicity, origin, religion or economic status.
- 12.2 Achieve sustainable management and efficient use of natural resources.
- 13.2 Incorporate measures to fight climate change into policies, strategies and planning.
- 16.5 Substantially reduce corruption and bribery in all their forms.
- 16.6 Develop effective, accountable and transparent institutions at all levels.
- 17.16 Enhance the global partnership for sustainability, complemented by multi-stakeholder partnerships...

SUPPLY CHAIN

One of our key objectives as a responsible business is to help build supply chains that are more sustainable and more inclusive. By encouraging a mindset of responsible buying both inside and outside the

Company, we are helping to generate long-term value for our clients, supplier partners and communities.



Supplier diversity and sustainability are at the core of this mindset and our

procurement strategy. Procurement and overarching philosophy, promotes these values by shaping how we work with suppliers. As we advance equality of opportunity and address climate change, these commitments manifest in a global

responsible buying culture one that we cultivate and leverage. Operating a responsible business, where everyone benefits through buying for long-term value, is one of the many ways we are delivering change on a global scale.

Pillars of Responsible Buying



	Ethics & Integrity	Anticorruption, conflict of interest, ethical business, etc.
	Global Sustainable Procurement Hub	For supplier Environmental, Social & Governance (ESG) due diligence, reporting, collaboration and co-innovation for responsible buying and social impact

Responsible Procurement

Beyond transactional procurement with our partners and suppliers, Procurement addresses four thematic pillars to advance responsible buying: the environment, human rights, supplier sustainability, and the future of work. This approach informs every aspect of our supply chain, building stronger partnerships and making us more transparent, agile and ethical.

Part of that initiative involves working within our ecosystem to identify, develop and work with small/diverse and adaptive suppliers. We also require suppliers to provide information and data on how they are improving their business performance to reduce their environmental impact, which, in turn, helps us improve our performance.

The Company, innovation and running a responsible business go hand in hand especially in times of economic and social uncertainty. We make it a priority to pay our suppliers in a timely manner, or small- and medium - sized enterprises (SMEs) supplier running a responsible, innovative and digital-first business requires adequate cash flow. We want to help ensure our suppliers have the necessary resources to continue innovating and operating as efficiently as possible.

Procurement Strategy

Our procurement strategy directs our key employee training, how we select our suppliers and the development of our high standards for conducting business with our suppliers. To continue encouraging broader transparency within our supply chains, we require all suppliers regardless of category or size to adhere to our Supplier Standards of Conduct or to make an equivalent commitment.

As with our Code of Ethics, our Supplier Standards of Conduct reflect our core values and our commitment to the 10 Principles of the United Nations Global Compact (UNGC).

The Company annually review our supply chain strategy through the lens of our Code of Ethics and the UNGC Principles as part of our efforts to set industry standards for maintaining an ethical supply chain. This is particularly important as part of our continuing efforts to encourage our suppliers to pay a living wage.

Human rights Commitment

At the Company, we have a long-standing commitment to supporting and respecting human rights, including the elimination of modern slavery, child labor and human trafficking in our supply chains and business operations. Given the nature of

our business, and the risk assessments we have undertaken to date, we believe the risk of modern slavery, child labor and human trafficking in our business is low. For example, this year our Modern Slavery Risk Assessment included a review of personal protective equipment supply chains into our business.

We do not compromise when it comes to doing business ethically and legally, and we leverage our buying power to advance human and labor rights. We seek to encourage a culture of transparency within our supply chains and provide a mechanism to enable employees of our suppliers to speak up about legal or ethical concerns, including slavery and human trafficking. Employees of the Company suppliers may report concerns or violations (anonymously where permitted by the law) through the Company Business Ethics Suggestion box.

In promoting a high quality of life for the communities we touch, the Company continues to drive the adoption of a living wage. Through our Supplier Standards of Conduct, we strongly encourage all our suppliers to pay a living wage or higher to those who provide services directly to our company and/or our clients. This was particularly important in 2021 as the

pandemic exposed societal and financial inequities. Likewise, we have a robust regular review process in place to validate living wages in the country context and ensure we pay 100% of our employees a living wage or more. We continue to take targeted actions and support advocacy in our supplier ecosystems to work toward the elimination of modern slavery as part

of our commitment to maintaining an ethical supply chain that respects human rights.

The Company approach is consistent throughout the year; the Company is publishing its own modern slavery transparency statement in respect to human rights across the supply chain also

includes responsible use of this technology to grow our business the right way. We are building on our ethical procurement philosophy by adopting tools that simplify the contracting process, implement digital solutions, and identify and eliminate human rights risks within our supply chains.

Ethics & Governance

Integrity is always top of mind

We demonstrate the highest standards of business ethics and governance with every interaction and decision.

Most relevant ESG material issues:

- § Data Privacy & Cyber Security
- § Ethics & Integrity
- § Responsible Technology & Innovation
- § Inclusion, Diversity & Equal Opportunity
- § ESG Management
- § Human Rights
- § Public Policy & Advocacy

Most relevant Principles of the UN Global Compact:

Human Rights

- **Principle 1:** Businesses should support and respect the protection of internationally proclaimed human rights; and
- **Principle 2:** make sure that they are not complicit in human rights abuses.

Labour

- **Principle 3:** Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining;
- **Principle 4:** the elimination of all forms of forced and compulsory labour;
- **Principle 5:** the effective abolition of child labour; and
- **Principle 6:** the elimination of discrimination in respect of employment and occupation.

Environment

- **Principle 9:** Businesses should encourage the development and diffusion of environmentally friendly technologies.

Anticorruption

- **Principle 10:** Businesses should work against corruption in all its forms, including extortion and bribery.

High priority SDG targets relevant for this area:



- 5-5 Ensure women's full and effective participation and equal opportunities for leadership at all levels...
- 5.b Enhance the use of enabling technology, in particular information and communications technology, to promote the empowerment of women.
- 8.8 Protect labour rights and promote safe and secure working environments for all workers...
- 9.2 Promote inclusive and sustainable industrialization...
- 10.2 Empower and promote the social, economic and political inclusion of all, irrespective of age, sex, disability, race,

ethnicity, origin, religion or economic or other status.

16.5 Substantially reduce corruption and bribery in all their forms.

16.6 Develop effective, accountable and transparent institutions at all levels.

ETHICS & GOVERNANCE

Doing business responsibly, in compliance with laws and with integrity is the foundation of THE Company's culture, reflecting our core values, inclusiveness and the highest ethical standards.



We continue to shape our leadership structure so it reflects our values of governance throughout the business. Effective December 2020, Our Program Management Office created role of Program Management Officer, whose primary focus on both client and corporate sustainability. The PMO work spans ESG issues as they relate to our business, clients and ecosystem partner including our actions to help achieve the United Nations Global Compact's Sustainable Development Goals by 2023.

Conducting business with integrity

Responsibility for Environmental, Social and Governance (ESG) topics at the Company starts at the top, with our executive officer and our chief technician, and cascades through the business, including our use of performance objectives relating to responsible business.

The Company believe an ethical culture is critical to our growth and differentiates us in a competitive marketplace. Clients choose to involve us in some of the most sensitive areas of their business in part because of our integrity and commitment to the highest ethical standards.

One way we demonstrate our commitment to behaving ethically is by supporting labor and human rights our business and operations. We also uphold this commitment as a participant of the United Nations Global Compact and by adhering to the United Nations Guiding Principles on Business and Human Rights.

Our commitment to ethics, human rights and strong corporate governance is a key driver of our business strategy and is essential to safeguard our people, clients, brand and financial performance. It is the

foundation on which we build trust and is evident in our long-term relationships with our clients around the world.

Building a Strong Ethical Culture

In today's evolving business, legal and regulatory landscape, determining what the right decision is can be difficult. To guide the workforce, make ethical choices and consider the full impact of their decisions, we rely on our core values and Code of Ethics as guides.

We continue to evolve our required Ethics & Compliance training with shorter, interactive and visually engaging courses. The Company employees (including part-time) must complete all required Ethics & Compliance training by July 31 each year to be fully eligible for year-end rewards (as permitted by law). In fiscal 2021, we achieved completion rates of more than 99%.

Contractors are also required to complete Ethics & Compliance training within 60 days and may face revocation of access to systems or even termination if they fail to do so. Our goal is to maintain our high

completion rates for trainings and to continue to evaluate our trainings (including through user feedback) to make sure they remain relevant and effective.

We are committed to providing a positive, respectful and inclusive work environment to all our people. This means we prohibit disrespectful behavior and have zero tolerance for sexual harassment, harassment or discrimination based on personal characteristics, retaliation, workplace violence or threats.

We understand that it is not always easy or comfortable to raise concerns. As a result, we provide multiple reporting channels for our people to raise those concerns in order to minimise potential unease in reporting an issue that may involve a colleague, a client, supplier or contractor, or anyone else.

We strongly encourage our people to raise concerns to a manager or trusted advisor, Human Resources or Legal and make it clear that they can always escalate concerns without fear of retaliation if they do not receive an acceptable response from their first point of contact. We

encourage our people to contact Human Resources or Legal for guidance if they are unsure whether an issue should be reported. We take all good faith concerns seriously and all steps necessary to ensure that those who raise concerns do not experience any form of retaliation.



Guiding our people's behavior

The first fundamental behavior featured in our Ethics is “Make Your Conduct Count,” which articulates five relevant yet globally applicable standards to guide how we think and act across our unique and diverse culture. This framework creates a foundation for a positive, respectful and inclusive work environment that can inspire our people, reflect who we are and who we want to be as a company, and guide how we work with clients, our partners and each other.

We believe these ethical behaviors are critical to the success of our business, and we continue to monitor the ethical environment through anonymous surveys.

Because we are an organization, we can leverage our scale to establish and improve efficient programs for our workforce. We are pleased to see continued adoption of Conduct, embracing the program and setting the “tone from the top,” further enhancing our professional environment by visibly modeling good behavior and holding themselves and others accountable.

As the programs continues to grow and incorporate insights gained through local learning sessions and focus groups, we see positive individual and workplace changes. Survey data is driving our training and development programs to make sure we are meeting the needs of the workforce. One direct result of data-driven training is our interactive, scenario-based course for supervisors focused on handling feedback and concerns, which we introduced this year to ensure they have the tools they need to properly approach ISO 9001:2015 and ISO 45001:2018.

Building and maintaining trust and transparency

In fiscal 2021, our CEO reaffirmed our unwavering commitment to equality for all, with zero tolerance for discrimination, or hate of any kind. We took a hard look at our business and practices and we enlisted experts to help. We held anonymous focus groups and feedback sessions, which allowed us to identify two critical areas where we can do better: building trust and increasing transparency.

From there, we developed an action plan, which is well under way. We are:

Building trust:

- Increasing support for those involved in a conduct investigation.
- Introducing specialised training for investigators, supervisors and managers.
- Updating our Conduct Counts policies to reflect our commitment to stand against discrimination.

Regular Audits of Ethical Standards

The Company continually assess the effectiveness of compliance-related processes across corporate functions through audits and risk assessments. One example: We have adopted a three-year

cycle of ongoing risk assessments for each of our compliance programs on a rotating basis.

This is in line with the seven elements of an effective compliance program outlined in the ISO Certification Program:

- Year one consists of a “deep dive” assessment of an individual compliance program in collaboration with external auditors.
- Year three consists of a program review (e.g., targeted “health check” of select program criteria and framing of next Health and Safety risk assessment).

Corporate Governance Highlights

We have a history of strong corporate governance and believe that good

governance is critical to achieving long-term shareholder value. We are committed to governance practices and policies that serve the long-term interests of the Company and our shareholders, as outlined in our 2020 Proxy Statement.

Reporting Data: Reporting Approach

Our United Nations Global Compact (UNGC): Communication on Progress 2020* details the impact we made across the following topics: People, Social Impact, Path to Net-Zero, Supply Chain and Ethics & Governance. The report explores our goals, progress and performance across our operations during fiscal 2021 (ended August 31, 2021), unless otherwise noted.

Accountability and transparency are priorities for the Company and are part of the foundation on which we build trust with our clients, our people, our investors

and other stakeholders. We continually take steps to strengthen our reporting approach through ongoing stakeholder engagement and voluntary adherence to global non-financial reporting standards. For our 2020 report, we continue to align with the GRI Standards as a basis for disclosure. We also continue to align with Environmental, Social and Governance (ESG) best practices, such as the World Economic Forum’s new Stakeholder Capitalism Metrics.

Additionally, the Company holds a range of industry-wide external certifications that are relevant to ESG, including ISO® 14001, and ISO 9001. Current financial and governance information about the Company can be found in our Annual Report and fiscal 2021 Proxy Statement.

About Bens Electronics Services

Bens Electronics Services Limited is a professional services company with leading capabilities in Technological, and ICT Solutions. Combining unmatched experience and specialised skills across 3 industries, we offer Strategy and Consulting, Interactive, Technology and Operations services all powered by a network of Advanced Technology and Intelligent Operations. Our people deliver on the promise of technology and human ingenuity every day, serving clients in more than 1,000 clients across the region. We embrace the power of change to create value and shared success for our clients, people, shareholders, partners and communities.