



Mahlatini Impact Report

Introduction

As a BCorp Certified company, we continue to redefine success in business by placing equal value on people, planet, and profit. This 2024–2025 Impact Report provides an overview of our progress and impact across Governance, Workers, Environment, and Community over the past 12 months. Our practices are rooted in transparency, accountability, and continual improvement, aligning with the rigorous standards of the B Impact Assessment.

Journey to Recertification

Having achieved certification in July 2024, we recognize that our journey with BCorp is only beginning. This is not just about looking at our past achievements but focusing on continuous improvement and setting a roadmap for our recertification targets in 2027 and beyond.

Summary of achievements

Governance

We introduced the role of People, Culture, and Sustainability Manager, specifically accountable for social and environmental impact. Performance objectives for this role and the Head of Business Services are reviewed monthly and annually by the Board of Directors.

Our Board of Directors now includes one non-executive, ensuring a broader perspective and improved accountability. The full membership of the Board is transparently shared via the Organisation Structure.

Financial performance of the company is shared with all employees through bi-annual business updates.

The People and Planet Committee was launched as an advisory and steering group to ensure employee voices influence business decisions. We continue to use the B Impact Assessment as the standard for our impact reporting.

Workers

Our people are at the heart of everything we do. Over the past year, we have made notable improvements in training, employee engagement, and flexible working practices.

We delivered 'The Mahlatini Way' leadership training, cross-departmental learning, and supported professional qualifications. Life skills were enhanced via our Employee Assistance Programme and internal training sessions.

Internal mobility continues to be a priority with numerous internal promotions achieved. We support sabbaticals and career breaks with job security. Employees can adjust job roles or develop new skills by participating in project-based work.

We maintain a strong feedback culture through 360-degree reviews and employee representation on the People and Planet Committee. Satisfaction and attrition are benchmarked against national and industry



standards, and trends are monitored at a demographic level.

Environment

We have taken initial but impactful steps to reduce our environmental footprint. A formal travel policy now ensures that business travel is limited to essential trips and executed in the most sustainable way possible.

We are also laying the groundwork for broader environmental reporting, including tracking energy consumption, emissions, renewable energy adoption, and water usage, which will be formalised in the next reporting cycle.

Community

We value diversity and inclusion across our team and have worked to improve representation of several demographic considerations both through recruitment and ongoing career development opportunities.

In line with our commitment to stakeholder engagement, employees contributed to our charitable giving decisions, ensuring our contributions reflect the values of our entire team.

We remain committed to actively supporting our local communities through volunteering and charitable contributions.