

# STAKEHOLDER ENGAGEMENT

## INTRODUCTION

Adapt IT is cognisant of the fact that the activities of all businesses have an impact on a range of stakeholders from investors through to the communities in which it operates. The company is committed to building and maintaining open relationships with a variety of stakeholder groups, particularly with regards to long-term strategic direction and focus on sustainable practices. Therefore, Adapt IT's stakeholder engagement can be summarised as follows:

	STAKEHOLDER AND WHY ADAPT IT ENGAGES	NATURE OF ENGAGEMENT	MATERIAL ISSUES	ACTIONS AND AREAS OF FOCUS
Shareholders and investment community	Provides financial capital to finance future growth	<ul style="list-style-type: none"> <li>Interim and annual reports</li> <li>Results announcements</li> <li>Regular investor presentations</li> <li>Corporate website</li> <li>Annual general meeting</li> </ul>	<ul style="list-style-type: none"> <li>Sustainable revenue and profit growth</li> <li>Dividends</li> <li>Return on investment</li> </ul>	<ul style="list-style-type: none"> <li>Shareholder value creation</li> <li>Share liquidity</li> <li>Share price performance</li> <li>Increasing dividends</li> <li>Sustainability, social investment and corporate governance</li> </ul>
Employees	Develop high-performance culture	<ul style="list-style-type: none"> <li>Monthly communication sessions</li> <li>Quarterly newsletters</li> <li>CEO roadshows</li> <li>Interim and full-year performance reviews</li> <li>Interim and full-year results presentations</li> </ul>	<ul style="list-style-type: none"> <li>Provision of gainful employment</li> <li>Fair labour practices</li> <li>Career development</li> <li>Competitive remuneration and benefits packages</li> </ul>	<ul style="list-style-type: none"> <li>Equitable remuneration and recognition</li> <li>Continuous personal development</li> <li>Employment security, participation and empowerment</li> <li>Workforce transformation</li> </ul>
Customers	Sustain revenue generation and growth	<ul style="list-style-type: none"> <li>Account management meetings and visits</li> <li>Service management reports</li> <li>Solution and service updates and launches</li> <li>Contract negotiations</li> <li>Corporate website and brochures</li> <li>Media press releases</li> <li>Tradeshows, exhibitions, conferences</li> </ul>	<ul style="list-style-type: none"> <li>High quality service and solutions</li> <li>Competitive pricing</li> </ul>	<ul style="list-style-type: none"> <li>Consistent quality of service and delivery</li> <li>Integrated service offering</li> </ul>



	STAKEHOLDER AND WHY ADAPT IT ENGAGES	NATURE OF ENGAGEMENT	MATERIAL ISSUES	ACTIONS AND AREAS OF FOCUS
Government and Regulatory authorities	Licences to operate and provide a clear and supportive regulatory environment	<ul style="list-style-type: none"> <li>• Written correspondence</li> <li>• Engagement forums</li> <li>• Engagement meetings</li> </ul>	<ul style="list-style-type: none"> <li>• Compliance with industry regulations</li> <li>• Contribution to shaping industry policy</li> </ul>	<ul style="list-style-type: none"> <li>• Job creation and retention</li> <li>• Fair and sustainable business practices</li> <li>• Providing regular and transparent information</li> <li>• Proactive consulting as required</li> <li>• Full contribution to the fiscus through taxation and levies</li> </ul>
Communities	Contributing to betterment of communities around our business	<ul style="list-style-type: none"> <li>• Corporate social investment (CSI) initiatives</li> <li>• Media releases</li> </ul>	<ul style="list-style-type: none"> <li>• Good corporate citizenship</li> <li>• Sustainable business practices</li> </ul>	<ul style="list-style-type: none"> <li>• Employment opportunities</li> <li>• Sponsorships and donations</li> <li>• Support for key community developments</li> <li>• Development of School Technology centres</li> <li>• Responsive contribution to community interests and needs</li> <li>• Focused CSI strategy</li> </ul>
Suppliers and Partners	Good value, reliable and superior quality technology that supports our products	<ul style="list-style-type: none"> <li>• Relationship management meetings and visits</li> <li>• Technology conferences</li> <li>• Technology certifications</li> <li>• Performance audits and reports</li> <li>• Supplier days</li> <li>• Contract negotiations</li> </ul>	<ul style="list-style-type: none"> <li>• Continued growth and meaningful relationships</li> </ul>	<ul style="list-style-type: none"> <li>• Efficient payment cycles</li> <li>• Long-term relationships</li> <li>• B-BBEE preferential spend</li> </ul>

## IN CONCLUSION

Adapt IT is dedicated to the building and maintaining of open and sustainable relationships with all stakeholders. The company will continue to implement systems to facilitate this dialogue and ensure that it is responsive to the views and interests of its stakeholders.