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# Procurement Charter

## Treating Suppliers Fairly

Version 1.1 Final

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## 1. Purpose

MiWay's onboarding purpose is to leverage supplier partnerships to enhance customer experience. The Supplier Charter defines our conduct and behaviour in our daily dealings with our service providers. It is based on ten (10) key principles that sets out our promise to treat all our valued service providers fairly. It is aligned to our company values and encapsulates our commitment to conduct business in a fair, ethical, transparent and unbiased manner.

MiWay business will not survive without the support of our valued service providers. The success of MiWay business depends on the partnerships and collaboration it has with its diverse supplier base. Through collective efforts and shared values, both MiWay and its suppliers can gain mutual benefits that contributes positively towards their respective growth and society at large.

## 2. Live Your Way

MiWay is a licenced insurer and financial services provider, offering customers a range of non-life insurance products including [motor](#), [household](#), [homeowners](#), [business insurance](#) - as well as liability cover.

MiWay is fanatical about delivering an awesome customer experience. We view this as a real differentiator and are passionately committed to ensuring that we always keep to our promises and deliver the type of service that our customers deserve.

MiWay's purpose is to enable our clients to live your way.

We understand that life is not just about "things" - but the meaning that those things bring to our client's lives. We believe that technology and innovation have infinite power when it's inspired by humans...by our clients.

This is why we focus on our client's needs, finding new ways to simplify their lives and how they do things. We give our clients products, services and solutions that enable them to live and enjoy life on their terms – in their own way.

1. **Accountability:** MiWay's employees and service providers deliver on promises and make no excuses.
2. **Attitude:** A positive "can do" attitude often makes the difference between winning and losing. Our attitude defines us and sets us apart from the opposition. Ultimately our attitude determines our altitude.
3. **Energy:** We approach our goals ,customers and service providers with positive energy. We love what we do, and we energise everyone around us.
4. **Freedom:** MiWay's employees and service providers are free to challenge conventional thinking and to find innovative solutions to challenges in delivering world class service to our customers.
5. **Professionalism:** MiWay's employees and service providers are neat in appearance, polite, well-spoken and display ethical behaviour.

### **3. Principles**

Our ten (10) principles are underpinned by our company values and we commit to uphold these through engagement with our valued service providers. It is a promise to our service providers that we will treat them with respect, fairness, and integrity. But above all, we will maintain their dignity at all times. These principles define and distinguish us from all companies and embeds our vision to establish a world-class company.

#### **3.1. Principle 1 - Ethics and Anti-Bribery and Corruption**

Integrity underpins everything we do which is why it is also the first ethical principle in our Code of Ethics. Integrity means keeping our promises and being both reliable and dependable. It is illustrated in our honest and genuine dealings with others. It's always doing the right thing even when you know no one else is watching. Integrity entails doing business in an honest, ethical, fair and transparent manner in compliance with all applicable laws and regulations. MiWay realises bribery and corruption undermines a culture of trust and creates an unstable operating environment, therefore MiWay has a zero-tolerance stance on bribery and corruption.

##### **Our promise:**

1. We will conduct business in an ethical manner and hold all our suppliers to the same ethical standard.
2. We will ensure whistle-blowers inputs and information will be kept confidential and we will protect them from any forms of victimisation.

#### **3.2. Principle 2 - Conflict of Interest**

MiWay requires every person to ensure that all actual, potential or perceived conflicts of interests are identified timeously, avoided as far as possible, managed appropriately where avoidance is not possible and at all times be declared to enable the mitigation of the risks associated with such conflicts. Actual or perceived conflicts of interest that are not properly managed can have a significant reputational and financial impact on organisations. They pose a risk in that they may impact objective decision-making and undermine the credibility of boards and organisations.

##### **Our promise:**

1. We will ensure proper due diligence is performed to mitigate any conflict of interest.
2. We will report any conflicts of interest to the relevant committees.

#### **3.3. Principle 3 - Occupational Health and Safety**

The health and safety of our staff and all service providers are of paramount importance. We expect all our service providers to take appropriate steps to ensure a working environment that protects the health and safety of all their staff and ours and clients alike.

##### **Our promise:**

1. We will prioritise the health and safety of our suppliers in the fulfilment of their duties and inform suppliers of our OHSACT standards.
2. We demand that all suppliers comply to OHSACT and regulations.

#### **3.4. Principle 4 - Preferential Procurement**

MiWay is committed to its transformation agenda and strongly supports the ideology that transformation can only be achieved through meaningful black economic

empowerment. This can only be achieved through increased participation of black people in the procurement of goods and services. By providing procurement opportunities to black owned (BO) and black-women owned (BWO) businesses, we will not only create a diverse supply base but also ensure a sustainable supply chain that positively contributes towards the profitability and sustainability of our business.

**Our promise:**

1. We support and implement initiatives to achieve company and industry targets and continuously seek opportunities to transform our supply chain.
2. We ensure processes are in place to direct at least 80% of spend to BEE compliant suppliers
3. We ensure processes are in place to identify and eradicate all forms of fronting, and report suppliers to the BEE Commissioner.

**3.5. Principle 5 - Data Privacy and Information Security**

We take the Protection of Personal Information Act (POPIA) very seriously and treat personal and IT data with the utmost care and sensitivity it has been entrusted with. Service providers are expected to also keep all data provided by MiWay securely and only use personal information provided for its intended use and not process such information unlawfully.

**Our promise:**

1. We will keep all supplier information confidential and we will take all reasonable measures to ensure that suppliers' information is not processed unlawfully .
2. We will destroy supplier data once it has reached the required expiry date and where deletion is not ideal, such personal information will be de-identified. To this end, regard must be had of applicable sectoral laws.

**3.6. Principle 6 - Supplier On-boarding**

MiWay has set minimum criteria for the on-boarding of new suppliers. These requirements are necessary to ensure compliance with applicable laws, regulations, guidelines and best practices and that we conduct business with reputable service providers. We will continuously review our internal processes and system to ensure a seamless and trouble-free on-boarding experience.

**Our promise:**

1. All Suppliers will be on-boarded using the same criteria i.e all supplier will be given a fair and equal opportunity to be a supplier to MiWay.
2. We will provide assistance to suppliers who have challenges using our systems, platforms, apps etc.

**3.7. Principle 7 - Supplier Complaints and Disputes**

We appreciate that service providers may have complaints or disputes during normal course of conducting business. Service providers are within their rights to bring this to our attention should they believe they have been treated unfairly or unjustly. Such complaints will be assessed on a case by case basis and will be evaluated on own merits.

**Our promise:**

1. We will acknowledge complaints or disputes within 24 hrs of being informed.
2. We will manage complaints and disputes with a sense of urgency and provide regular feedback.

**3.8. Principle 8 - Supplier Engagement**

We pride ourselves in the relationships we have with our valued service providers. These partnerships are important to ensure we deliver efficient and effective services

to our clients, beyond their expectations. We believe and support the notion of mutually beneficial relationships that allows our respective businesses to thrive and be sustainable.

**Our promise:**

1. We will engage suppliers on a regular basis to clarify any new developments, any matters of operational or contractual concern on a regular basis (e.g. one on one engagements or larger road shows, when necessary).
2. We will be available to discuss any matter that impacts on the supplier's ability to deliver goods and services.

**3.9. Principle 9 - Complying to laws and regulations of South Africa**

As a responsible corporate citizen, we expect all our service providers to comply with the applicable laws and regulations of South Africa. Service providers are required to adhere to the Basic Conditions of Employment Act and treat all staff, associates, and agents etc. with dignity and respect. Suppliers are required to engage with MiWay lawfully and treat MiWay staff professionally. Equally, MiWay undertakes to engage with Suppliers lawfully and professionally. We expect all our service providers to support and uphold all laws that protects and sustains our environment and that materials, goods and services are sourced ethically.

**Our promise:**

1. We hold ourselves and all our suppliers accountable to adhere to all applicable laws of SA.
2. We will report suppliers to the relevant authorities if laws are broken.

**3.10. Principle 10 - Freedom of Association**

As a member of the South African Insurance Association (SAIA), MiWay appreciates that service providers may opt to also belong to industry bodies or associations that protect and promote their business interests. Although we have direct relationships with our service providers, we believe industry bodies and associations can play a constructive role to foster and promote good business relations between MiWay and its suppliers.

**Our promise:**

1. We will not to discriminate or prejudice any suppliers based on their association nor give preference or favour suppliers on the basis of their association.
2. We will actively engage with supplier associations to further common goals of MiWay, the relevant association or industry body and the supply base.