



# Discovery Group



## Human Rights Policy





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# 1. Introduction

## 1.1 PURPOSE

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Our core purpose to “make people healthier and enhance and protect their lives” is expressed in the responsible way we conduct our business, and the impact we have on society as a powerful force for social good.

We understand that in order to achieve this, we have to conduct our business in an ethical, accountable and transparent way, where we uphold and enhance human rights. Our values reflect this commitment and underpin every aspect of our business.

We respect international human rights principles aimed at promoting and protecting human rights, including the [United Nations Declaration of Human Rights](#) and the [International Labour Organization’s Declaration on Fundamental Principles and Rights at Work](#), and we support the [United Nations Global Compact](#). We understand that human rights that pertain to our business are defined in the United Nations Global Compact and we commit to upholding them.

The final accountability for implementation of the policy rests with the Chief Executive’s office. The responsibility for driving the policy and for integrating it within the business rests with the CEO of each business unit.

## 1.2 SCOPE

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This policy is applicable to Discovery (“Discovery” / “Discovery Group”) and all local and international subsidiary operations where Discovery has management control and includes:

- a) All executive and non-executive directors, as well as the company secretary of any company within the Discovery Group;
- b) Officers within the Discovery Group;
- c) Any senior manager appointed within the Discovery Group;
- d) Full time, part time or temporary employees;
- e) Any independent contractors or consultants that may be employed by the Discovery Group;
- f) Any third party who, by virtue of their profession and engagement with any entity in the Discovery Group,
- g) The spouse, child or direct beneficiary of any of the above; or
- h) Any legal entity controlled by, benefitting or acting on the instruction of any of the persons listed above.

# 2. Policy principles

In keeping with our purpose and obligations as a responsible financial services company, Discovery is committed to respecting the human rights of people involved in and impacted by our business and value chain, those include but are not exclusive to our employees, partners, members and society.

## 2.1 OUR EMPLOYEES

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Discovery employees are core to our growth and success. We uphold the rights of employees to freedom of association and collective bargaining. The rights of our employees are clearly detailed in labour policies the main universal policy being the employee handbook, which includes key employee related policies, such as the Discovery code of conduct, HIV/Aids policy, leave policy and health and safety policy amongst others. We strive to ensure an



environment that is conducive to high levels of efficiency, transparency and productivity, and an environment that is safe and healthy. We strive to meet and surpass where possible, the labour laws of the country.

Being fair is part of our core values, specifically with the values of "integrity, honesty and fairness". This is also demonstrated through a culture of inclusiveness and tolerance, our commitment to ensuring equitable and equal remuneration for all employees, and the support of the just, equitable and considerate treatment of all people as well as not engaging in child, forced and/or compulsory labour.

Discovery is opposed to all and any forms of discrimination based on race, gender, colour, ethnicity, age, religion, political and sexual orientation, nationality, union membership, physical disability or HIV/AIDS status is prohibited.

Discovery employees are able to report any human rights violations through company-based grievance mechanisms as outlined in the employee handbook.

## 2.2 OUR MEMBERS

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Our values drive our commitment to fair, transparent and trustworthy business practices. Our engagement with members is governed by Treating Customers Fairly, a set of principles that ensure that fair treatment of customers is embedded within Discovery. These principles are embedded in the business processes within Discovery. We are consistently working towards ensuring each business' application of the objectives are defined by the Financial Services Board through a comprehensive regulatory training programme for all employees to ensure awareness of the regulatory requirements impacting their responsibilities.

Discovery collects personal information from members in order to provide services and/or products and in order to maintain the contractual relationship with our members. With this collection of personal information however, comes great responsibility in ensuring that the trust relationship between Discovery and the member is securely maintained. Discovery has implemented a number of policies and procedures to protect our members' personal information. This includes protecting this personal information during its acquisition, processing (which includes sharing amongst Discovery Group entities), retention and destruction. Through stringent information security policies, processes and procedures, we are committed to protecting members' personal information against the unauthorized, unlawful collection, retention, dissemination and use. Additionally, Discovery takes appropriate technical and organizational measures to secure against accidental loss, destruction or damage. Members are able to report any incidences of violations of this policy to our compliant division, through our [complaints process](#).

## 2.3 OUR PARTNERS

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The nature of our business model is rooted in partnerships and within these partnerships, personal information is passed onto Discovery in order to fulfil specific services and/or products within the Discovery Group. This information is protected in accordance of agreements and legislation that governs the protection of personal information. Through strict processes and procedures, determined and agreed upon by Discovery and its respective partners, we are committed to protecting members, customers, clients and employees' personal information of all involved parties against the unauthorised, unlawful collection, retention, dissemination and use. Additionally, Discovery takes appropriate technical and organizational measures to secure against accidental loss, destruction or damage.

We ensure that all transactions and interactions with partners and suppliers are subject to the provisions outlined in Discovery's code of conduct.



## 2.4 OUR SOCIETY

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Discovery is cautious about the impact it has on communities in which it operates. We aim to impact society positively in order for there to be a growth in society, where human rights and dignity are enjoyed by all.

### 3. Reporting

Discovery as a member of the United Nations Global Compact shares its Communication on Progress annually through the Sustainability Report. This report summarises the practical actions the Discovery has taken or plans to take to implement the ten principles in each of the four areas, namely human rights, labour, environment, anti-corruption. Discovery reviews its progress in meeting these commitments under the oversight of the Social and Ethics Committee.

### 4. Compliance with this Policy

Discovery views any non-compliance to this policy and its obligations in terms of legislation in a serious light.

Compliance with this policy will be monitored. Any breach of, or non-compliance with this policy must be communicated to the policy owner as soon as reasonably practical. The policy owner, with input from key stakeholders, will consider the appropriate action(s) required. If agreement on the appropriate action(s) cannot be reached, the matter will be escalated to the Chair of the Social and Ethics Committee. The Chair of the Social and Ethics Committee will decide whether the breach or non-compliance is sufficiently material to be escalated further, and if so, to which Board/committee/person.

All instances of non-compliance with this framework are included within the regular risk reporting process.