

Creating shared value



Societal purpose:

To enable mobility access for millions of minibus taxi commuters through tailored developmental financing and support services for SMEs.

ESEG highlights

Installed electricity meters at our most intensive operations, to better monitor and manage electricity consumption on site.

SA Taxi entered into a new venture creation learnership which empowers 20 young people in Gugulethu, Cape Town, to become self-employed by delivering groceries to rural residents using six taxis provided by SA Taxi. The learners are also gaining entrepreneurial skills for future collaboration with taxi drivers.

Facilitating economic development

8 DECENT WORK AND ECONOMIC GROWTH
 We empower SMEs through financial inclusion

- ▶ We help SMEs grow by providing them access to sustainable and responsible loans. We have originated R41 billion in loans since 2008, which has helped to create 111 418 new businesses.
- ▶ We also provide support services to SMEs across the value chain, such as insurance and rewards programs.
- ▶ 29 228 financed clients.
- ▶ 28 336 and 11 767 insurance policies for financed and open market clients, respectively.
- ▶ 51 677 SA Taxi rewards customers.

Restructuring affecting employees

8 DECENT WORK AND ECONOMIC GROWTH
 Employees

In 2023, it became apparent that the minibus taxi environment was unlikely to rebound in line with SA Taxi's original expectations. In light of this, management initiated an aggressive restructuring of SA Taxi's business model to ensure a more sustainable business. Redundancies in this context were unavoidable. In this case, we tried to be a fair employer by ensuring that redundant employees were assisted over and above legal requirements,

Supporting social inclusion

11 AFFORDABLE AND CLEAN ENERGY
 We promote social inclusion by helping commuters to access essential services and economic opportunities by providing affordable transportation solutions

The minibus taxi industry is the largest and most vital service in the country's integrated public transport network, with 84% of commuters who use public transport choosing minibus taxis over bus and rail due to convenience and accessibility.

Being a good corporate citizen

11 AFFORDABLE AND CLEAN ENERGY
 Socio-economic development spend

R2.3 million
 FY2022: R4.9 million

Due to financial constraints in 2023, circa 95% of SA Taxi's socio-economic spend was in the form of minibus taxis donated to charities for use in their operations. Three of these charities are in the health sector (Smile Foundation, Lambano Sanctuary and Eersterust Association for Community Health), with the other two recipients being the Frida Hartley Shelter for women and children and Food for Life South Africa.

Bettering the industry we serve

11 AFFORDABLE AND CLEAN ENERGY **17 PARTNERSHIPS FOR THE GOALS**
 We provide reliable customer service

SA Taxi strives to make the public transport industry better for all stakeholders.

- ▶ We form partnerships that promote inclusivity and safety in the industry. In FY2023:
 - 46 517 Bridgestone tyres sold to the industry at a reduced rate.
 - R4.4 million rewards earned by the industry through SA Taxi's reward programmes.
- ▶ We promote the formalisation of the industry.
 - R3.8 billion tax contributed to fuel levies by SA Taxi's fleet in FY2023.

Promoting climate resilience

12 RESPONSIBLE CONSUMPTION AND ANTICORRUPTION **13 CLIMATE ACTION**
 Carbon emissions

Metric tonnes CO ₂ e for FY2023	SA Taxi
Total scope 1 emissions	2 398
Contribution to scope 1 emissions	40.2%
Total Scope 2 emissions	1 967
Contribution to group scope 2 emissions	14.5%
Total scope 3 emissions	484 358
Contribution to group scope 3 emissions	4.2%

12 RESPONSIBLE CONSUMPTION AND ANTICORRUPTION **13 CLIMATE ACTION**
 Circular economy

We are committed to reducing waste and creating a more sustainable future through our contribution to the circular economy in the QRT business:

- ▶ Reconditioning of old vehicles.
- ▶ Retrofitting taxis to extend their lifespan.
- ▶ Recycling increases the proportion of recycled material in taxis.