

Employee well-being and satisfaction

Our employee engagement score increased from 74% to 84% with a participation rate of 96%, reflecting our commitment to fostering a culture of feedback to drive collaboration, growth and excellence at Grit. We believe the improvement of our engagement score can be attributed to the initiatives implemented last year including:

- “Go Getter” Recognition Program
- Enhanced internal communication strategies, including: Monthly Newsletter, Monthly “Let’s Talk Session”, Monthly “Happy Hour” and staff newflash, Whatsapp and emails.

Our survey also highlighted that:

- 91% of staff know what they need to do to be successful in their role
- 88% of staff are proud to work for Grit

We continue to offer the following benefits to our staff:

- Easy Friday
- Work from Home
- Company Doctor

Training and Development

	FY 2022	FY 2023
Hours of training	1,119	2,244
Average training hours per employee	9.1	14.29
Average training hours per male employee	8.58	14.31
Average training hours per female employee	9.71	19.386

100% of employees received performance appraisal reviews.

Udemy for Business was implemented as the main learning platform for staff and provides learning opportunities in local languages and is accessible from anywhere at any time by employees, empowering them to take ownership of their learning path and development.

Future Outlook

Our focus for the next financial year will be:

Employee Retention	We intend to design an Employee Experience Framework, in view of achieving long-term commitment and success.
Talent Upcycling	We aim to unlock the full potential of our workforce, especially focusing on Talent Upcycling whenever there is a departure to help nurture internal talent to fuel growth and organisational excellence.
Management Development Programm	This programme is tailored for middle management to equip them with the skills and insights needed to lead, innovate, and drive our organisation’s success.
Succession planning	This will be developed to ensure business continuity

Occupational Health & Safety

Our primary aim is the prevention of accidents, injuries and loss or damage, ultimately creating and providing a safe and healthy environment for our employees, clients, customers, contractors, sub-contractors, and the community.

ISO 45001

We have developed a comprehensive Health & Safety Management System, whose main purpose is to provide a structured approach to managing health & safety practices across our property portfolio. The framework ensures the proactive identification of potential hazards, assessment of associated risks, and prompt mitigation actions. It also ensures compliance with pertinent health and safety laws and other relevant regulations within our investment jurisdictions.

An external consultant was enlisted to conduct a gap analysis to identify missing policies and procedures necessary for ISO 45001 compliance.

Achievement

In April of 2023, Grit successfully completed the ISO 45001 Accreditation audit process, which was officially granted in June 2023. The certification was issued to properties under our operational and management control including our Head Office in Mauritius, two assets in Ghana, three assets in Zambia, one asset in Kenya and seven assets in Mozambique. This remarkable milestone highlights Grit’s unwavering commitment to the highest standards of occupational health and safety.

Future outlook

Moving forward, our commitment to maintaining this standard remains resolute. We pledge to continuously enhance our occupational health and safety practices through ongoing employee training initiatives, regular safety audits, and close collaboration with industry experts. By doing so, we strive to remain at the forefront of best practices in the field, setting new benchmarks for safety and well-being within our organization.

	FY 2022	FY 2023
Number of work-related incidents	0	0
Number of Health & Safety Assessments	24 (100%)	24(100%)
Number of major incidents noted through Health & Safety Assessments	0	0

Privacy and Data Security

Information security is a key consideration in our daily operations, and as part of our periodic knowledge sessions, all Grit staff are made fully aware of the significance of our Information Security and Data Protection Policy and the consequences of non-compliance for the Group (refer to <https://grit.group/about-us/#corporate-governance>). Our information security and acceptable use policy is reviewed annually (or when required) by the Responsible Business department and is approved by the Risk Committee. The purpose of this policy is to outline the acceptable use of computer equipment and information assets at the Company and is applicable to Grit and all employees/contractors.

The Board is ultimately responsible for the Information Technology Governance (“ITG”) of the Company, which is built around several policies and procedures. The duty of ensuring that the IT risks pertaining to financial obligations are adequately addressed, has been delegated to the Risk Committee, together with the satisfactory management of the going concern status of the Company.

A live monitoring system is utilized to generate system health check reports that are presented to the Risk Committee at Risk Committee meetings. Likewise, monthly performance monitoring reports are submitted to the Responsible Business department and the CFO, for specific process implementation verifications and improvements where required.

The Group’s IT Governance Framework comprises several IT-related policies, which are maintained and reviewed by the IT service provider and the Risk Committee. For security reasons, our detailed IT policies have not been shared on our website, but a synopsis is available on Grit’s website.