

Our presence and group structure

Operating environment

Business model

Stakeholder engagement

Material matters

Enterprise risk management

STAKEHOLDER ENGAGEMENT

Stakeholder relationships impact directly and indirectly on our business and reputation. Sun International encourages constructive stakeholder feedback through the group's various communication channels. Our stakeholder engagement approach ensures that we continue to create and sustain stakeholder value in our operating environment.

ENGAGEMENT PROCESS

We annually assess our stakeholder universe based on stakeholder influence, legitimacy and the urgency of their concerns. This engagement process allows us to identify any material concerns and opportunities that may exist, and to purposefully engage to resolve and build on these matters and acquire a better understanding of our stakeholders' needs. The risk, remuneration and social and ethics committees provide oversight of the group's stakeholder engagement and are responsible for keeping the board abreast of material matters arising.



STAKEHOLDER ENGAGEMENT APPROACH

Our group-wide stakeholder engagement approach allows for ongoing key stakeholder engagement in an open and transparent manner. Achieving our five strategic objectives depends on our ability to proactively engage with and respond to our stakeholders. Our various engagement methods include online and face-to-face interactions, formal and informal communication platforms, social media, results presentations, reports, and our annual general meeting. We also engage through our marketing campaigns, digital platforms, advertising, electronic media, newsletters, events and roadshows. We conduct regular surveys among our guests and employees, with the aim of continually improving service delivery, guest experience and employee satisfaction.

Focused engagement within the communities in which we operate is particularly important, as most of our properties are situated within or close to surrounding communities. Stakeholder concerns and demands, particularly from communities and local suppliers, continues to increase as the socio-economic environment weakens. Cultivating positive relationships with these stakeholders ensures that Sun International strives to offer shared value and sustainable socio-economic development (SED) opportunities.

* <https://suninternational.onlinereport.co.za/2022/downloads/Environmental-Social-and-Governance-Report-2022.pdf>

Key stakeholders

- Communities
- Gambling boards
- Employees
- Regulators and industry bodies
- Customers and guests
- Equity partners and debt funders
- Partners and suppliers

