

Section 1: Corporate Governance Statement

Batho Pele

Batho Pele (Sotho for “people first”) principles require public servants to be polite, open and transparent and to deliver good services to the public. The Batho Pele initiative aims to enhance the quality and accessibility of government services by improving efficiency and accountability to the recipients of public goods and services.

Batho Pele requires that eight service delivery principles be implemented:

- 1 Regularly consult with customers
- 2 Set service standards
- 3 Increase access to services
- 4 Ensure higher levels of courtesy
- 5 Provide more and better information about services
- 6 Increase openness and transparency about services
- 7 Remedy failures and mistakes
- 8 Give the best possible value for money

The Batho Pele principles are the founding principles for corporate governance. These principles are aligned to the Constitution, the MFMA, the King Code on Corporate Governance, and the Companies Act. JPC subscribes to these principles of corporate governance and manage their operations in line with them.

Application of KING III

JPC confirms and acknowledges its commitment to the highest standards of corporate governance. The board charter is in line with the principles contained in the King III report, and continues to further entrench and strengthen recommended practices in its governance structures, systems, processes and procedures.

The board of directors and management recognise and are committed to the principles of openness, integrity and accountability advocated by King III. Through this process, shareholders and other stakeholders may derive the assurance that the entity's ethical management is in accordance with prudently determined risk management parameters in compliance with generally accepted corporate practices.

The entity's practices are, in most material instances, in line with the principles set out in the King III report. The Board is also committed to ensuring that JPC complies with the King IV Report, which was launched in 1 November 2016 and comes into effect from 1 July 2017 for JPC.