

C02 | First effective Date: 1 February 2019 | Version 2 | Reviewed on 17 September 2021

CONFLICT OF INTEREST MANAGEMENT POLICY



1. PURPOSE

Naviga Solutions (Pty) Ltd (“Naviga”), a subsidiary of Efficient Group (Pty) Ltd (“Efficient Group”), and a registered Financial Services Provider (“FSP”), is committed to avoid, and where this is not possible, to mitigate and disclose any conflict of interest that may arise between Naviga, its employees, associates, and/or its clients when rendering financial services. The objective of this Policy is

- + to manage conflict of interest within Naviga; and
- + to assist employees to identify potential and actual conflict of interest and to disclose it appropriately.

This Policy has been developed in line with the requirements of the provisions of the General Code of Conduct for Authorised Financial Service Providers and Representatives. These provisions were issued under the Financial Advisory and Intermediary Services Act, 2000 Act No. 37 of 2002 (“FAIS”).

2. SCOPE

All Naviga employees are bound by this Policy. This Policy should be read in conjunction with the following policies and procedures:

- + Efficient Group Conflict of Interest Management Policy;
 - + Efficient Group Gifts Policy;
 - + Efficient Group Anti-bribery and Corruption Policy;
 - + Efficient Group Personal Account Dealing Policy;
 - + Efficient Group Treating Customers Fairly Policy; and
 - + Efficient Group Whistleblowing Policy.
-

3. DEFINITIONS

In this policy, unless the context otherwise indicates:

associate	<p>means:</p> <ul style="list-style-type: none">a. another subsidiary of Efficient Group;b. any person from whom the Board of Directors of Naviga is accustomed to take instructions or directions;c. any juristic person who is accustomed to taking instructions or directions from the Board of Directors of Naviga and acting in accordance with these; ord. any trust controlled or administered by Naviga.
conflict of interest	<p>means any situation in which Naviga, or a representative of Naviga, has an actual or potential interest in rendering a financial service to a client that may:</p> <ul style="list-style-type: none">a. influence the performance objective of his/her obligations to that client; orb. prevent Naviga or a representative from rendering an unbiased and fair financial service to that client or from acting in the interest of that client, including but not limited to:<ul style="list-style-type: none">i. a financial interest;ii. an ownership interest; oriii. any relationship with a third party.
employee	<p>means full-time and part-time employees, whether temporary or permanent, and includes directors, interns, and agents.</p>
financial interest	<p>means any cash, cash equivalent, voucher, gift, service, advantage, benefit, discount, domestic or foreign travel, hospitality, accommodation, sponsorship, other incentives, or valuable consideration, other than:</p> <ul style="list-style-type: none">a. an ownership interest;b. training that is not exclusively available to Naviga group FSPs or representatives on:<ul style="list-style-type: none">i. products and legal matters relating to those products;ii. general financial and industry information; andiii. specialised technology systems of a third party necessary for the rendering of a financial service, but excludes travel and

	accommodation associated with that training.
immaterial financial interest/gift	means any financial interest (defined above) with determinable monetary value, the aggregate of which does not exceed R1000 in any calendar year received from the same third party and in that calendar year, by: <ul style="list-style-type: none"> a. an FSP who is a sole proprietor; b. a representative for the representative's direct benefit; or c. an FSP, who for its benefit, or some or all of its representatives aggregates the financial interest paid to its representatives;
new entrant	means a person who has never previously been authorised as an FSP or appointed as a representative by any FSP;
ownership interest	means any ownership interest which was bought for fair value and any dividend, profit share or similar benefit derived from this. Equity or proprietary interests held as an approved nominee on behalf of another person is not included in this definition.
product supplier	means any natural or juristic person, partnership, trust, or organ of state that issues a product.
representative	means any person, who renders a financial service to a client for or on behalf of Naviga, in terms of conditions of employment or any other mandate, but excludes a person rendering clerical, technical, administrative, legal, accounting or other service which service: <ul style="list-style-type: none"> a. does not require judgment on the part of the latter person; or b. does not lead a client to any specific transaction in respect of a financial product in response to general enquiries.
SharePoint	means a web-based collaborative platform used by Efficient Group for various purposes, including document management and employee engagement;
third party	means: <ul style="list-style-type: none"> a. a product supplier; b. another FSP or its associate; c. an associate of Naviga; and d. any person who in terms of an agreement or arrangement with a person referred to above provides a financial interest to Naviga or its representatives.

4. MECHANISMS FOR IDENTIFYING, MANAGING AND DISCLOSING CONFLICTS OF INTEREST

- 4.1 The receipt and offering of gifts by employees are subject to the rules of the Efficient Group Gifts Policy and must be registered for approval by Senior Management on the Efficient Group [gift register](#) on SharePoint. Gifts offered and received by representatives are limited to a value of R1000 (one thousand rand) from the same FSP in a calendar year.
- 4.2 All employees are required to report any potential or actual conflicts of interest to the Compliance department via the online [conflict of interest register](#) available on SharePoint. The Compliance department will investigate any potential or actual conflicts of interest within Naviga to determine whether such conflicts are avoidable. If a conflict of interest is deemed avoidable, then Naviga must adopt the necessary internal procedures or controls to ensure that the activity that gives rise to the avoidable conflict is avoided. If a conflict of interest is identified as being unavoidable, senior management must establish a strategy to mitigate the risk to ensure that this conflict of interest does not negatively impact negatively Naviga's ability to render fair and unbiased services to affected clients.
- 4.3 All Naviga representatives are required to annually declare their awareness of this policy and that they are obligated to disclose any potential or actual conflict of interest by completing the Fit and Proper declaration on SharePoint.
- 4.4 When conducting performance appraisal of representatives, senior management must take into account measurable indicators relating to the achievement of minimum service level standards in respect of clients; the delivery of fair outcomes for clients and the quality of the representative's compliance with FAIS.
- 4.5 All Naviga representatives earns a fixed monthly salary. Naviga may not offer any financial interest to its representatives for giving preference to the quantity of business secured by the FSP to the exclusion of the quality of the service rendered to clients.
- 4.6 Naviga may only receive fees:
- a. that are specifically agreed to by a client in writing, and that may be stopped at the discretion of that client; and
 - b. for the rendering of a service to a third party, which fees or remuneration are reasonably commensurate to the service being rendered.
- 4.7 All employees, clients, and other stakeholders, who have serious concerns about Naviga's business practices, are encouraged to come forward and voice these concerns. This Efficient Group Whistleblowing Policy provides the internal rules applicable to those who wish to blow the whistle on any form of impropriety that may have occurred within the Efficient Group. The impropriety may include any concerns about crime, failure to comply with any legal duty (including negligence, breach of contract, and breach of administrative law), a miscarriage of justice, danger to health and safety, damage to the environment, discrimination and/or the deliberate cover up of any of these, including concerns about past, present, and future impropriety. There is also an anonymous [tip-off facility](#) available on the Naviga website, available for employees and third parties to blow the whistle whilst wishing to remain anonymous.
-

- 4.11 Naviga and its employees may not avoid, limit, or circumvent or attempt to avoid, limit or circumvent compliance with this Policy through an associate or an arrangement involving an associate. The Efficient Group legal structure that sets out the associates of Naviga and the ownership structure of Naviga is attached hereto marked as **ANNEXURE A**.
- 4.12 This Policy must be published on the Naviga website easily accessible by all clients and other third parties and must be made available to all clients upon request.

5. ROLES AND RESPONSIBILITIES

The roles and responsibilities of various entities within Naviga are as follows:

- 5.1 The Compliance Department:
- a. Compliance is responsible for continuously monitoring compliance with this policy and reporting on any findings to the Senior Management of Naviga and the Group Chief Compliance Officer. Identified conflict of interests and mitigation plans must be discussed at the Naviga Quarterly Meetings and must be recorded in the minutes of such meetings;
 - b. Compliance must review this policy annually or more frequently in the event of legislative changes;
 - c. Compliance must provide training on the requirements of this policy and should include conflict of interest training in the employee induction training; and
 - d. Compliance should create general awareness surrounding the conflict of interest register on SharePoint to all employees.
- 5.2 Employees:
- a. employees should log conflicts of interest on the conflict of interest register on SharePoint; and
 - b. employees that suspect any non-compliance with this policy must report it to the Compliance Department immediately or make use of the anonymous tip-off facility on the Naviga website.

6. RECORDKEEPING

Records pertaining to identified or potential conflicts of interests e.g., the gift register, the conflicts of interest register, and any other applicable records, and mitigation action must be kept for a period of at least five years from date of identification.

7. CONSEQUENCES OF NON-COMPLIANCE

Violation of this policy by any employee may result in disciplinary action being taken against the employee, in accordance with Efficient Group's Disciplinary Policy as amended from time to time. Providing false or misleading information or concealing material facts relating to activities logged, or that must be logged in the conflicts of interest register is, in addition to being a disciplinary action, a punishable offence. Such conduct can, on conviction, lead to a fine of up to R1 million or imprisonment for up to 10 years.

8. IMPLEMENTATION, TRAINING AND GENERAL AWARENESS

This Policy is made available to all employees on SharePoint and the Compliance Department will ensure that all employees undergo the necessary training on this policy.

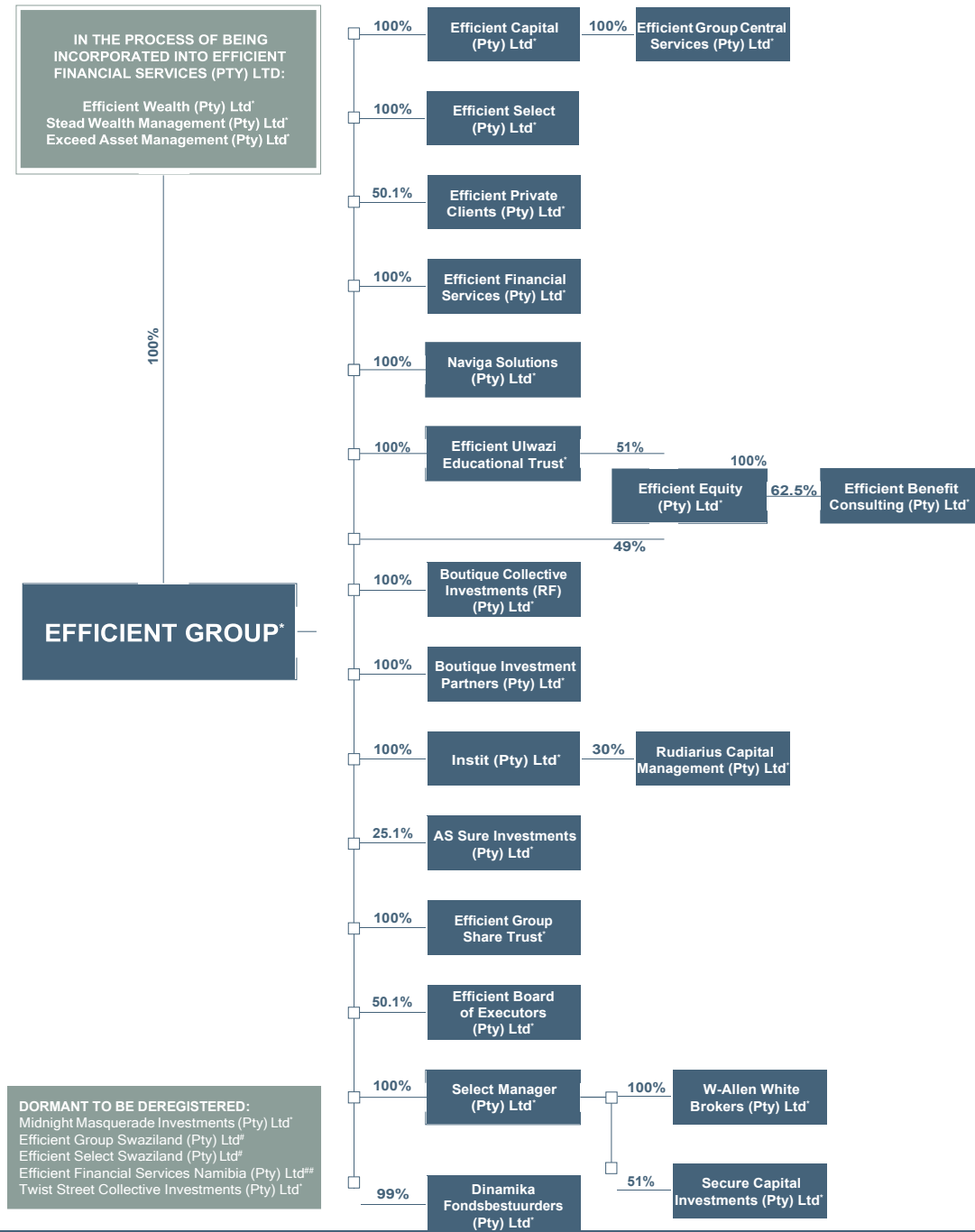
9. POLICY MAINTENANCE AND APPROVAL

This Policy has been reviewed by the Compliance Officer and is approved by the Naviga Board of Directors. The Group Chief Compliance Officer will review this policy annually and any changes thereto are subject to the approval of the Naviga Board of Directors.



ANNEXURE A – LIST OF ASSOCIATED COMPANIES OF Naviga

EFFICIENT GROUP LEGAL STRUCTURE



*Incorporated in the Republic of South Afrika | **Incorporated in the Republic of Eswatini (Swaziland) | ***Incorporated in the Republic of Namibia