



 Bidfood

 Bidcorp

STAKEHOLDER ENGAGEMENT 2017

## Stakeholder engagement

### Customers

#### Nature of relationship

- Local management engages with customers of their business
- Call centres
- Independent complaints channels
- Tip-offs ethics line (bidcorp@tip-offs.com)
- Bidcorp admin email address (admin@bidcorp.co.za)
- Bidcorp website (www.bidcorpgroup.com)

#### Material issues

- Compliance with social, environmental and human rights standards
- Compliance with consumer protection legislation in all Bidcorp jurisdictions
- Support of our customer-centric ethos
- Customers increasingly expect “smart green solutions” across all products and geographies

#### Actions

- Continuous monitoring of call lines and email addresses
- Staff training on new legislation
- Customer service improvements identified and actioned
- Engagement in new electronic media initiatives, including blogs, social and mobile media communications



### Shareholders, including investors and analysts

#### Nature of relationship

- Investor meetings
- Online updates/communications

#### Material issues

- Need to communicate group strategy, group performance and significant non-financial issues

#### Actions

- Inclusion of non-financial issues in annual integrated report
- Assessment of non-financial data collection for reporting

### Suppliers

#### Nature of relationship

- Ongoing communication by local management with suppliers on trends and changing customer requirements

#### Material issues

- Need for clear communication channels providing accurate, timely information to all parties
- Joint pursuit of efficiencies
- Long-term sustainable support of small and/or black suppliers (in South Africa)
- Need to support local sourcing

#### Actions

- New electronic media initiatives
- Supportive relationships with small and/or black business to ensure their sustainability
- Continued efforts to streamline logistics chain

### Employees

#### Nature of relationship

- Employee surveys
- Health and safety interaction
- Customer visits; feedback from sales representatives and drivers
- Close involvement of local managers with local teams
- Employment equity forums (South Africa)
- Trade union engagement

#### Material issues

- Market-related remuneration
- Group policy to ensure good employee relationship
- Moving from awareness of employee issues to action on these issues
- Health and safety
- Reporting on fatalities
- Reporting on lost-time injuries, resignation and fatalities statistics
- Retention of a well-trained and equipped workforce

#### Actions

- Stepped-up health and safety training
- Effective mobile communication tools identified and introduced
- Focus on reduction of work-related injuries
- Career pathing and training initiatives across each division
- Graduate recruitment programmes



## Environment

### Nature of relationship

- Commitment to reduce environment impacts
- Group-wide focus, with reporting to board level to ensure this remains a top priority

#### Material issues

- Need to cut energy, fuel, water and paper usage
- Recycling opportunities
- Identification of industry-specific environmental and sustainability initiatives

#### Actions

- Cost reduction, elimination of duplication and reduced water usage included in business strategies
- Capex spend includes a commitment to improve energy efficiencies
- Quarterly reporting metrics increased and closely monitored
- Staff awareness of sustainability issues heightened and maintained



## Government, authorities and regulators

### Nature of relationship

- Proactive interaction and communication at each business
- Group level engagement on overarching issues such as taxation
- Interaction with business associates

#### Material issues

- Need to meet requirements of national authorities and regulators
- Taxation issues
- Employment equity plans (in South Africa)
- Crime and fraud prevention

#### Actions

- Proactive consultations
- Engagement with industry-specific SETAs (in South Africa) to train and potentially hire qualified candidates

## Communities

### Nature of relationship

- Interaction to explore community employment opportunities
- Support of community projects
- Direct local business engagement with communities (a benefit of Bidcorp's decentralised structure)

#### Material issues

- Employment opportunities
- Social and educational upliftment
- Healthy eating campaigns
- Disaster management
- Senior citizen support
- Alignment of businesses with the communities they serve

#### Actions

- Continual reinforcement and implementation of a two-tier CSI strategy:
  1. Corporate supports a number of overarching worthy causes
  2. Individual businesses support community-based projects



## Partners and potential partners

### Nature of relationship

- International, regional and industry contacts

#### Material issues

- Need to scrutinise prospects for entry into new markets
- Potential to better serve customers by forming relationships, enabling us to anticipate and address evolving needs

#### Actions

- Communication with brand principals, industry leaders and entrepreneurs
- Constant evaluation of market developments, new technologies and solutions



[www.bidcorpgroup.com](http://www.bidcorpgroup.com)