

Corporate Governance Report

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Customers and clients	Customers and clients are important stakeholders for the success of the Group. The Group has customers and clients who range from large corporations and Government departments to individual consumers.	The Group engages with these stakeholders on various levels including the following: <ul style="list-style-type: none"> • Regular one-on-one meetings at the customer's site • Customer service meetings • Customer feedback surveys conducted by the Group's operations or third parties • Processes to respond to complaints that meet the requirements of the Consumer Protection Act • Appropriate customer entertainment and functions
Suppliers	Suppliers are important stakeholders as they are the providers of services, equipment and facilities that the Group requires to service its customers.	Group engagement with these stakeholders vary and include elements of the following: <ul style="list-style-type: none"> • Attendance at Dealer conferences • Attendance at product launches • Regular one-on-one meetings with key suppliers • Attendance at technical conferences held by suppliers, where appropriate
National, Provincial and Local Governments	All levels of Government are important stakeholders as they set the regulatory environment within which the Group operates, provide infrastructure and collect taxes.	Group engagement with these stakeholders vary and include elements of the following: <ul style="list-style-type: none"> • Regular engagement with the Department of Labour • The Group's Tax Department liaises and meets with South African Revenue Service in respect of taxation issues and compliance • Regular engagement with the Australian Tax Office and Department of Labour
Industry Associations	Industry Associations are important stakeholders as they provide a forum to discuss and address industry wide issues and also enable the industry to make representations to Government.	Group engagement with these associations is mainly through active membership
Trade Unions	Trade Unions are important stakeholders in that they represent a large percentage of the workers employed by the Group.	Engagement with these stakeholders includes: <ul style="list-style-type: none"> • One-on-one meetings when required • Participation in the bargaining unit in respect of wage negotiations
The community	The community is a key stakeholder seeing that both the Group and the employees are directly impacted by the communities in which the Group operates and employees live in.	The Group's engagement with the communities includes contributions towards initiatives in respect of fund raising, donations and services within various communities.

Insurance

The Group has comprehensive insurance programmes to protect against a wide variety of insurable risks. The terms and levels of each facility are reviewed annually to ensure that satisfactory cover is in place.

The Group uses specialist insurance financial intermediaries, where necessary, to consider known insurable risks and recommend any risk mitigation activities that the Group could undertake. The financial intermediaries also assess whether risks are insurable, insured or not insured and whether the Group has adequate insurance in place to cover estimated potential losses. Areas where the Group is not insured or under-insured are investigated and addressed as appropriate.

An important element of the insurance programme is certain retained (ie self-insured) risk which is carefully monitored.

Efforts are made to identify, prevent and mitigate uninsurable risks.

Annual General Meeting

All necessary information and facilities are made available to shareholders to enable them to attend the Annual General Meeting, submit Forms of Proxy and receive announcements and circulars in accordance with the JSE Listings Requirements. The Chairman of the company, the Chairman of the Group Audit Committee and the external auditor will be available to answer questions at the Annual General Meeting.