



# GRI Indicators

## SOCIAL

### Labour Practices and Decent Work

Description and hyperlink	Definition or response	2019/2020	2018/2019	2017/2018	2016/2017	2015/2016
<a href="#">Number and rate of new employee hires and turnover</a>	a. <b>Total number and rate of new employee hires</b> during the reporting period, by age group, gender, and region.					
	Total Recruits	<b>1 185</b>	2 564	2 130	1 896	2 221
	Rate of New Hires	<b>13.56%</b>	25.53%	20.48%	20.43%	27.80%
	Female	<b>12.72%</b>	25.78%	20.28%	19.18%	28.20%
	Male	<b>14.68%</b>	25.23%	20.76%	22.10%	27.28%
	18 – 20 years	<b>46.25%</b>	139.12%	154.10%	95.87%	149.40%
	21 – 35 years	<b>17.48%</b>	32.82%	26.22%	25.43%	35.40%
	36 – 45	<b>8.96%</b>	12.77%	11.23%	9.82%	11.70%
	46 – 60	<b>4.86%</b>	9.08%	5.10%	9.30%	9.90%
	61 and Older	<b>2.72%</b>	4.02%	1.82%	1.61%	8.29%
	b. <b>Total number and rate of employee turnover</b> during the reporting period, by age group, gender, and region.					
	Total Terminations	<b>1 375</b>	1 871	1 489	1 458	1 373
	Employee Turnover	<b>14.64%</b>	17.47%	14.28%	15.89%	15.70%
	Female	<b>13.96%</b>	16.88%	14.21%	14.91%	14.45%
	Male	<b>15.55%</b>	18.28%	14.39%	17.19%	17.31%
	18 – 20 years	<b>18.36%</b>	60.69%	26.86%	21.75%	16.86%
	21 – 35 years	<b>16.88%</b>	20.76%	16.76%	18.18%	18.05%
	36 – 45	<b>12.88%</b>	12.41%	10.93%	12.16%	11.49%
	46 – 60	<b>8.65%</b>	8.77%	6.98%	8.89%	9.00%
61 and Older	<b>0.00%</b>	8.06%	7.61%	11.16%	10.08%	



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<a href="#">Absenteeism</a>	• Absentee rate (AR)						
	Absentee rate	<b>1.41%</b>	1.28%	1.63%	Not reported	Not reported	
<a href="#">Average hours of training for employees</a>	Average hours of training per year per <b>Female</b> employee by employee category.						
	Junior management	<b>77.83</b>			24.88	28.38	
	Middle management	<b>43.07</b>			18.75	18.15	
	Senior management	<b>143.03</b>			13.64	16.00	
	Staff	<b>115.65</b>			49.01	54.81	
	<b>Total female</b>	<b>102.02</b>		36.32	27.87	42.02	46.96
	Average hours of training per year per <b>Male</b> employee by employee category.						
	Junior management	<b>62.31</b>				21.71	23.49
	Middle management	<b>42.34</b>				17.38	21.30
	Senior management	<b>75.39</b>				9.04	10.74
	Staff	<b>103.28</b>				50.25	62.65
	<b>Total male</b>	<b>86.91</b>		32.17	26.22	40.26	50.48
	Average hours of training per year per employee by employee category.						
	Junior management	<b>71.17</b>				23.40	26.03
	Middle management	<b>42.71</b>				18.10	21.59
	Senior management	<b>101.73</b>				11.20	17.07
Staff	<b>110.58</b>				49.52	58.28	
<b>Total Employees</b>	<b>95.52</b>		34.56	26.86	42.96	48.39	
<a href="#">Average number of days of training for employees</a>	Average days training per employee (days)	<b>3.98</b>					
<a href="#">Total time spent on training and development as a company</a>	Total training hours for all employees trained (hours)	<b>1 121 452.31</b>					
<a href="#">Number of disabled employees</a>	Average number of employees with disabilities	<b>183</b>	130				



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<a href="#">Employee composition</a>	<p>a. Percentage of individuals within the organization's governance bodies in each of the following diversity categories:</p> <ul style="list-style-type: none"> <li>▪ Gender</li> <li>▪ Age group: under 30 years old, 30 – 50 years old, over 50 years old</li> <li>▪ Minority groups</li> <li>▪ Other indicators of diversity, where relevant</li> </ul>					
	<p>b. Percentage of <b>females</b> per employee category in each of the following diversity categories:</p> <ul style="list-style-type: none"> <li>▪ <b>Minority groups</b></li> <li>▪ Other indicators of diversity, where relevant</li> </ul>					
	African	<b>27%</b>	25%	23%	2 045	1 869
	White	<b>12%</b>	13%	14%	1 424	1 431
	Coloured	<b>8%</b>	8%	9%	901	845
	Indian	<b>9%</b>	10%	10%	1 032	1 024
	Foreign Nationals	<b>1%</b>	1%	1%	72	70
	<b>Total</b>	<b>57%</b>	57%	57%	5 474	5 239
	<p>b. Percentage of <b>males</b> per employee category in each of the following diversity categories:</p> <ul style="list-style-type: none"> <li>▪ <b>Minority groups</b></li> <li>▪ Other indicators of diversity, where relevant</li> </ul>					
	African	<b>18%</b>	17%	16%	1 432	1 287
	White	<b>11%</b>	12%	13%	1 285	1 251
	Coloured	<b>5%</b>	5%	5%	535	501
	Indian	<b>8%</b>	8%	8%	847	844
	Foreign Nationals	<b>1%</b>	1%	1%	79	67
	<b>Total</b>	<b>43%</b>	43%	43%	4 178	3 950



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<a href="#">Employee composition</a>	b. Percentage of <b>females</b> per employee category in each of the following diversity categories: <ul style="list-style-type: none"> <li>▪ <b>Minority groups</b></li> <li>▪ Other indicators of diversity, where relevant</li> </ul>					
	<b>Top management:</b>					
	African	0%	0%	0%	1	1
	White	9%	0%	5%	1	1
	Coloured	0%	0%	0%	0	0
	Indian	0%	0%	0%	0	0
	Foreign Nationals	0%	0%	0%	1	1
	<b>Total</b>	<b>9%</b>	<b>0%</b>	<b>5%</b>	<b>3</b>	<b>3</b>
	<b>Senior management:</b>					
	African	7%	7%	6%	34	25
	White	22%	25%	27%	152	136
	Coloured	2%	3%	3%	12	10
	Indian	9%	12%	11%	49	38
	Foreign Nationals	2%	1%	1%	7	5
	<b>Total</b>	<b>41%</b>	<b>49%</b>	<b>49%</b>	<b>254</b>	<b>214</b>
	<b>Professionally Qualified</b>					
	African	11%	11%	10%	106	100
	White	23%	24%	26%	301	306
	Coloured	4%	4%	4%	50	50
	Indian	11%	11%	11%	162	159
	Foreign Nationals	1%	1%	1%	16	13
	<b>Total</b>	<b>51%</b>	<b>51%</b>	<b>52%</b>	<b>635</b>	<b>628</b>



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<a href="#">Employee composition</a>	<b>Skilled Technical</b>					
	African	19%	17%	15%	146	128
	White	16%	17%	18%	234	226
	coloured	9%	8%	8%	85	82
	Indian	12%	12%	12%	136	131
	Foreign Nationals	1%	1%	1%	15	18
	<b>Total</b>	<b>57%</b>	55%	54%	616	585
	<b>Semi-skilled</b>					
	African	32%	31%	28%	1 758	1 615
	White	8%	10%	11%	736	762
	coloured	9%	10%	10%	754	703
	Indian	8%	9%	10%	685	696
	Foreign Nationals	0%	0%	0%	33	33
	<b>Total</b>	<b>59%</b>	59%	59%	3 966	3 809
	<b>Unskilled</b>					
	African	0%	0%	0	0	0
	White	0%	0%	0	0	0
	coloured	0%	0%	0	0	0
	Indian	0%	0%	0	0	0
	Foreign Nationals	0%	0%	0	0	0
<b>Total</b>	<b>0%</b>	0%	0	0	0	



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<a href="#">Employee composition</a>	b. Percentage of <b>males</b> per employee category in each of the following diversity categories: <ul style="list-style-type: none"> <li>▪ <b>Minority groups</b></li> <li>▪ Other indicators of diversity, where relevant</li> </ul>					
	<b>Top management:</b>					
	African	9%	9%	9%	1	1
	White	61%	74%	73%	17	18
	Coloured	4%	0%	0%	0	0
	Indian	13%	13%	9%	3	3
	Foreign Nationals	4%	4%	5%	1	1
	<b>Total</b>	<b>91%</b>	<b>100%</b>	<b>96%</b>	<b>22</b>	<b>23</b>
	<b>Senior management:</b>					
	African	7%	6%	5%	26	22
	White	43%	33%	34%	176	159
	Coloured	2%	2%	3%	15	13
	Indian	7%	9%	8%	43	34
	Foreign Nationals	0%	1%	1%	7	8
	<b>Total</b>	<b>59%</b>	<b>51%</b>	<b>51%</b>	<b>267</b>	<b>236</b>
	<b>Professionally Qualified</b>					
	African	10%	10%	9%	71	49
	White	23%	23%	24%	249	232
	Coloured	4%	4%	3%	32	27
	Indian	11%	11%	10%	102	87
	Foreign Nationals	2%	2%	2%	16	11
	<b>Total</b>	<b>49%</b>	<b>49%</b>	<b>48%</b>	<b>470</b>	<b>406</b>



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<a href="#">Employee composition</a>	<b>Skilled Technical</b>					
	African	15%	15%	14%	156	123
	White	11%	12%	13%	165	164
	Coloured	5%	5%	6%	73	69
	Indian	12%	12%	12%	158	154
	Foreign Nationals	1%	1%	1%	13	14
	<b>Total</b>	<b>43%</b>	45%	46%	565	524
	<b>Semi-skilled</b>					
	African	21%	19%	18%	1 178	1 092
	White	8%	9%	10%	678	678
	Coloured	5%	5%	6%	415	392
	Indian	7%	7%	8%	541	566
	Foreign Nationals	1%	1%	0%	42	33
	<b>Total</b>	<b>41%</b>	41%	41%	2 854	2 761
	<b>Unskilled</b>					
	African	0	0	0	0	0
	White	0	0	0	0	0
	Coloured	0	0	0	0	0
	Indian	0	0	0	0	0
	Foreign Nationals	0	0	0	0	0
<b>Total</b>	<b>0</b>	0	0	0	0	



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Description and hyperlink	Definition or response	2019/2020	2018/2019	2017/2018	2016/2017	2015/2016
<a href="#">Communications and training on anti-corruption</a>	e. Total number and percentage of employees that have received training on anti-corruption, broken down by employee category and region.	5 918	9 964	10 021	327	915
		50%	92%	99%	3.46%	0.90%
<a href="#">Confirmed incidents of corruption</a>	a. Total number and nature of confirmed incidents of corruption.	1	0	0	0	1
	b. Total number of confirmed incidents in which employees were dismissed or disciplined for corruption.	1	0	0	0	1
	c. Total number of confirmed incidents when contracts with business partners were terminated or not renewed due to violations related to corruption.	0	0	0	0	0
	d. Public legal cases regarding corruption brought against the organization or its employees during the reporting period and the outcomes of such cases.	0	0	0	0	0
<a href="#">Political contributions</a>	Total monetary value of financial and in-kind political contributions made directly and indirectly by the organization by country and recipient/beneficiary.	90 000	290 000	-		

## Product responsibility

Description and hyperlink	Definition or response	2019/2020	2018/2019	2017/2018	2016/2017	2015/2016
<a href="#">Surveys measuring customer satisfaction</a>	Results or key conclusions of customer satisfaction surveys (based on statistically relevant sample sizes) conducted in the reporting period relating to information about: <ul style="list-style-type: none"> <li>▪ The organization as a whole</li> <li>▪ A major product or service category</li> <li>▪ Significant locations of operation</li> </ul>	8.76	8.81	9.00	9.18	8.79