

# PINNACLE

H O L D I N G S

*Technology Delivered™*



## GRI-4 INDEX

2016



**pinnacle**

**Axiz**  **Workgroup**

**DATANET**

**CENTRA|FIN**  
financial solutions

**datacentrix**

**Solareff**

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This table provides for cross-references to where GRI-4 performance indicators are discussed in Pinnacle's Annual, Corporate Governance and Sustainability reports as well as the King III checklist. The four documents are available on Pinnacle's website: <http://www.pinnacleholdings.co.za/index.php/investor-relations/download-reports>. References to these four reports are indicated with the relevant page numbers as indicated below. Square brackets "[ ]" in the body text of the reports refer back to the GRI-4 index below. To provide for better interpretation of the data, the table also provides for data in addition to GRI requirements.

Where Pinnacle did not report on an indicator, it could be that the aspect is not material to Pinnacle's operations. Non-reporting could also be due to the fact that sustainability reporting is in the process of being refined. Ongoing efforts will be made to ensure that material elements will receive the necessary consideration in daily operations as well as to improve indicator coverage and data collection going forward.

GRI-4 indicator	Description	Response / Data value FY2015	Report	Page no.
<b>STRATEGY AND ANALYSIS</b>				
G4-1	Overall vision and strategy for the short term, medium term, and long term, with regard to managing the significant economic, environmental and social impacts that the organization causes and contributes to, or the impacts that can be linked to its activities as a result of relationships with others (such as suppliers, people or organizations in local communities).	-	Annual report Sustainability report	11, 24, 25 6, 7
<b>ORGANIZATIONAL PROFILE</b>				
G4-3	Name of the organization.	Pinnacle Holdings	Annual report Corporate Governance report Sustainability report	1 1 1
	Industry	Hardware Software & Services	Annual report	9, 46
G4-28	Reporting period	1 July 2015 to 30 June 2016	Annual report	2
G4-28	Month of financial year-end	June	Annual report	2
G4-32	Is the report GRI compliant	Yes	-	
G4-32	GRI-4 application level	Core option	Sustainability report	4
G4-33	Integrated report assured	Yes. Combined assurance.	Annual report	44
G4-33	Integrated report assured - If so, by whom?	Yes. Combined assurance, including External and Internal Audit	Annual report	44
G4-4	Primary brands, products, and services	ICT Distribution	Annual report Sustainability report	9 15, 16
G4-5	Location of the organization's headquarters	Midrand	Annual report Sustainability report	48 15
G4-6	Number of countries where the organization operates, and names of countries where either the organization has significant operations or that are specifically relevant to the sustainability topics covered in the report	Botswana, Mozambique, Namibia, Zambia, Zimbabwe.	Annual report Sustainability report	9 16, 18
G4-7	Nature of ownership and legal form.	Listed company on JSE	Sustainability report	15
G4-8	Markets served (including geographic breakdown, sectors served, and types of customers and beneficiaries).	-	Annual report Sustainability report	9 15, 16, 18, 19
G4-9	Scale of the organization.	-	Annual report Sustainability report	9 16, 19
G4-10	Total number of employees by employment contract and gender.	-	Sustainability report	31
G4-10	Total Number of Employees (Excluding Datacentrix )	1 387	Sustainability report	31
G4-10	Total Number of Contractors(Excluding Datacentrix)	146	Sustainability report	31
G4-10	Total Number of Employees and Contractors(Excluding Datacentrix)	1 533	Sustainability report	14, 31
G4-10	Percentage of employees who are 'permanent'	90%	-	
G4-11	Percentage of employees who belong to a Trade Union	10%	Sustainability report	33

GRI-4 indicator	Description	Response / Data value FY2015	Report	Page no.
G4-12	The organization's supply chain.	-	Annual report Sustainability report	9 16, 19
G4-13	Significant changes during the reporting period regarding the organization's size, structure, ownership, or its supply chain.	None	Annual report	89
G4-14	Whether and how the precautionary approach or principle is addressed by the organization.	Yes	Sustainability report	8
G4-15	Externally developed economic, environmental and social charters, principles, or other initiatives to which the organization subscribes or which it endorses.	Eskom 49M	Sustainability report	26
G4-15	King III compliance checklist.	Yes	Annual report	20
G4-15	Has the company made a CDP submission?	-	-	
G4-15	Has the company made a WDP submission?	-	-	
G4-16	Memberships of associations. Member of any industry specific regulatory body.	-	-	
G4-16	Is the company a signatory of the UN Global Compact?	Subscribes to principles as contained in Social and Ethics Committee Terms of Reference.	Corporate Governance report	9
<b>IDENTIFIED MATERIAL ASPECTS AND BOUNDARIES</b>				
G4-17	List of all entities included in the organization's consolidated financial statements or equivalent documents.	-	Annual report	8
G4-18	The process for defining the report content and the Aspect Boundaries. Explanation of how the organization has implemented the Reporting Principles for Defining Report Content.	-	Not reported in current year.	
G4-19	Material aspects identified in the process for defining report content.	-	Not reported in current year.	
G4-20	For each material Aspect, the Aspect Boundary within the organization, and whether the Aspect is material within the organization.	-	Not reported in current year.	
G4-21	For each material Aspect, the Aspect Boundary outside the organization, as follows: • Whether the Aspect is material outside of the organization.	-	Not reported in current year.	
G4-22	The effect of any restatements of information provided in previous reports, and the reasons for such restatements.	-	Annual report	4
G4-23	Significant changes from previous reporting periods in the Scope and Aspect Boundaries.	-	Sustainability report	21
<b>STAKEHOLDER ENGAGEMENT</b>				
G4-24	List of stakeholder groups engaged by the organization.	-	Sustainability report	23
G4-25	The basis for identification and selection of stakeholders with whom to engage.	-	Not reported in current year.	
G4-26	The organization's approach to stakeholder engagement, including frequency of engagement by type and by stakeholder group, and an indication of whether any of the engagement was undertaken specifically as part of the report preparation process.	-	Not reported in current year.	
G4-27	Key topics and concerns that have been raised through stakeholder engagement, and how the organization has responded to those key topics and concerns, including through its reporting. Report the stakeholder groups that raised each of the key topics and concerns.	-	Not reported in current year.	
<b>REPORT PROFILE</b>				
G4-28	Reporting period (such as fiscal or calendar year) for information provided.	June 2016	Annual report Sustainability report	2 21
G4-29	Date of most recent previous report (if any).	June 2015	Annual report	2
G4-30	Reporting cycle (such as annual, biennial).	Annual	Annual report	2
G4-31	Contact point for questions regarding the report or its contents.	Company Secretary	Annual report	145
G4-32	Report on the 'in accordance' option the organization has chosen.	Global Reporting Initiative	Sustainability report	4
G4-33	The organization's policy and current practice with regard to seeking external assurance for the report.	-	Annual report Sustainability report	44 21
G4-33	Has the AA1000AS Assurance Standard been used by the assurance provider?	Indirectly. Institute of Internal Auditors IPPF framework applied.	Sustainability report	21

GRI-4 indicator	Description	Response / Data value FY2015	Report	Page no.
G4-33	Has the ISAE3000 Assurance Standard been used by the assurance provider?	Indirectly. Institute of Internal Auditors IPPF framework applied.	Sustainability report	21
G4-33	Has the assurance provider identified specific data points that have been tested?	Indirectly. Institute of Internal Auditors IPPF framework applied in FY2016.	Sustainability report	21
<b>GOVERNANCE</b>				
G4-34	The governance structure of the organization, including committees of the highest governance body. Identify any committees responsible for decision-making on economic, environmental and social impacts.	-	Annual report Corporate Governance report	19 4,5
G4-38	Number of Board Members	7	Annual report	18
G4-38	Number of Board Members who are Non-Executive	5	Annual report Governance report	18 6
	Percentage of Board Members who are Non-Executive	71%	Annual report	6, 7, 18
G4-38	Number of Board Members who are deemed 'Independent'	3	Annual report	6, 7, 18
	Percentage of Board Members who are deemed 'Independent'	43%	Annual report	6, 7, 18
G4-38	Number of Board Members who are deemed 'HDSA'	3	Annual report	6, 7, 18
	Percentage of Board Members who are deemed 'HDSA'	43%		
G4-38	Number of Board Members who are Women	2	Annual report	6, 7, 18
	Percentage of Board Members who are Women	29%	Annual report	6, 7, 18
G4-38	Average Length of Executive Director Service (in years)	8	Governance report	6
G4-38	Average Length of Non-Executive Director Service (in years)	2	Governance report	6
G4-38	Average Length of Director (full Board) Service (in years)	7	Annual report	18
G4-39	Independence of Board Chairman	Yes	Governance report	6
	Number of Prescribed Officers	1	Annual report	19
<b>ETHICS AND INTEGRITY</b>				
G4-56	The organization's values, principles, standards and norms of behaviour such as codes of conduct and codes of ethics.	-	Annual report Governance report Sustainability report	12 5, 12, 13, 14, 21 6, 8
<b>CATEGORY: ECONOMIC</b>				
<b>ASPECT: ECONOMIC PERFORMANCE</b>				
G4-EC1	The direct economic value generated and distributed (EVG&D) on an accruals basis including the basic components for the organization's global operations.	R 10 969 132 000	Annual report Sustainability report	4, 51 22
G4-EC1	Rand Value of Total Revenue Generated	R 10 969 132 000	Annual report Sustainability report	4, 51 22
	Rand Value of Total Revenue Generated per Employee(Including Datacentrix)	R 4 361 483.90	-	
G4-EC1	Rand Value of Net Profit Generated	R 381 603 000	Annual report	4, 51
	Percentage of Net Profit Generated in South Africa	95%	Annual report	108
	Rand Value of Net Profit per Employee(Including Datacentrix)	R 151 730.82	-	
G4-EC1	Rand Value of Total Compensation Paid to Employees and Contractors, including wages and benefits(Including Datacentrix)	R 806 789 000	Annual report Sustainability report	4, 51 22
	Average Compensation per Employee and Contractors (Rands)	R 279 940.67	-	
G4-EC1	Total Rand Value of Compensation Paid to Executive Directors - Excluding Gains on the Exercise of Share Options	R 14 933 000	Annual report	102
	Average Compensation per Executive Director (Rands) - Excluding Gains on the Exercise of Share Options	R 4 977 667	-	
	Ratio of Average Compensation paid to Executive Directors relative to Average Compensation Paid to Employees - Excluding 'Gains'	15.22	-	
G4-EC1	Total Rand Value of Gains on the Exercise of Share Options - Executive Directors	R -	Not applicable.	
	Average Compensation per Executive Director (Rands) - Including 'Gains on the exercise of share options'	R 4 977 667	-	
	Ratio: Average Compensation paid to Executive Directors relative to Average Compensation Paid to Employees - Including 'Gains'	15.22	-	

GRI-4 indicator	Description	Response / Data value FY2015	Report	Page no.
G4-EC1	Total Compensation Paid to Prescribed Officers - Excluding Gains on the Exercise of Share Options	0	-	
	Average Compensation per Executive Director & Prescribed Officers - Excluding Gains on the Exercise of Share Options	4 977 667	-	
	Ratio: Average Executive Directors & Prescribed Officers Compensation relative to Average Employee Compensation - Excluding Gains	15.22	-	
G4-EC1	Total Rand Value Gains on the Exercise of Share Options - Prescribed Officers	R -	Not applicable.	
	Average Compensation per Executive Director & Prescribed Officers - Including 'Gains on share options exercised'	R 4 977 667	-	
	Ratio: Average Executive Directors & Prescribed Officers relative to Average Employee Compensation - Including 'Gains'	15.22	-	
	Ratio of Net Profit After Tax per Employee to Average Compensation per Employee	0.54	-	
	Rand Value of Total Discretionary/Measured Spend (NEW)	R 4 188 534 601	-	
	Rand Value of Historically Disadvantaged South African (HDSA) Procurement Spend	R 440 415 090	Not reported in current year.	
G4-EC1	Rand Value of Total Taxes Paid, inclusive of VAT, Income Tax, Royalties, Rates & Taxes, and all other payments to Government	R 148 283 000	-	
	Rand Value of Funds Invested in Research & Development	No material investment due to nature of company.	-	
G4-EC1	Rand Value of Dividends Paid to Shareholders	R -	Annual report	52
G4-EC1	Rand Value of Earnings Retained	R 341 652 000	Annual report	4, 51
G4-EC1	Rand Value of Corporate Social Investment (CSI) / Socioeconomic Development (SED) expenditures - Reported	R 4 358 849	-	
G4-EC1	Rand Value of CSI/SED Spend on Education	R 3 848 417	-	
G4-EC1	Rand Value of CSI/SED Spend on Skills Development, including Adult Basic Education & Training (ABET)	R -	-	
G4-EC1	Rand Value of CSI/SED Spend on Health, including HIV/AIDS	R 200 000	-	
G4-EC1	Rand Value of CSI/SED Spend on Basic Needs & Social Development, including Nutrition and/or Feeding Programmes	R -	-	
G4-EC1	Rand Value of CSI/SED Spend on Infrastructure Development	R -	-	
G4-EC1	Rand Value of CSI/SED Spend on Arts, Sports & Culture	R -	-	
G4-EC1	Rand Value of CSI/SED Spend on Other	R 310 432	-	
	Rand Value of CSI/SED Spend on Environmental Management Projects	R -	-	
	Rand Value of CSI/SED Spend on Small Business Development Projects	R -	-	
	Total Rand Value of CSI/SED Spend - Calculated	R 4 358 849	-	
	Variance between Total CSI/SED Spend Reported...versus Calculated - Rands	R -	-	
	Variance between Total CSI/SED Spend Reported...versus Calculated - Percentage	R -	-	
	CSI Spend as a percentage of Net Profit after Tax (NPAT)	1.14%	-	
G4-EC1	Rand Value of Enterprise Development Spend (i.e. support for small business)	R 9 103 690	-	
G4-EC2	Risks and opportunities posed by climate change that have the potential to generate substantive changes in operations, revenue or expenditure.	-	Not material.	
Financial implications and other risks and opportunities for the organization's activities due to climate change				
G4-EC3	Estimated value of liabilities.	Note 30.5	Annual report	94
Coverage of the organization's defined benefit plan obligations				
G4-EC4	Total monetary value of financial assistance received by the organization from governments during the reporting period.	-	-	
Financial assistance received from government				

GRI-4 indicator	Description	Response / Data value FY2015	Report	Page no.
<b>ASPECT: MARKET PRESENCE</b>				
G4-EC5  Ratios of standard entry level wage by gender compared to local minimum wage at significant locations of operation	Minimum wage rules.	-	Not reported in current year.	
G4-EC6  Proportion of senior management hired from the local community at significant locations of operation	The percentage of senior management at significant locations of operation that are hired from the local community.	0%	Not applicable.	
<b>ASPECT: INDIRECT ECONOMIC IMPACTS</b>				
G4-EC7  Development and impact of infrastructure investments and services supported	The extent of development of significant infrastructure investments and services supported.	-	Not material.	
G4-EC7	Does the report include a comprehensive discussion of returns on CSI?	-	Annual report	25
G4-EC8  Significant indirect economic impacts, including the extent of impacts	Significant identified positive and negative indirect economic impacts the organization has.	-	Not reported in current year.	
<b>ASPECT: PROCUREMENT PRACTICES</b>				
G4-EC9  Proportion of spending on local suppliers at significant locations of operation	The percentage of the procurement budget used for significant locations of operation spent on suppliers local to that operation (such as percentage of products and services purchased locally).	-	Not reported in current year.	
G4-EC9	HDSA Procurement Spend: Percentage of Total Measured Spend	11%	-	
<b>CATEGORY: ENVIRONMENTAL</b>				
<b>ASPECT: MATERIALS</b>				
G4-EN1  Materials used by weight or volume	Total weight or volume of materials that are used to produce and package the organization's primary products and services during the reporting period.	-	Sustainability report	25
G4-EN2  Percentage of materials used that are recycled input materials	Percentage of recycled input materials used to manufacture the organization's primary products and services.	-	Sustainability report	25
<b>ASPECT: ENERGY</b>				
G4-EN3  Energy consumption within the organization	Total fuel consumption; Electricity consumption.	Fuel: 98 255 litres Electricity: 4277424.822 KWh	Sustainability report	30

GRI-4 indicator	Description	Response / Data value FY2015	Report	Page no.
G4-EN3 a)	Total Direct Energy Consumption (Gigajoules, GJ) – i.e., from fuels burned (GJ)	8052.19	-	
G4-EN3 c)	Total Indirect Energy Consumption (Gigajoules, GJ) – i.e., from electricity consumed (GJ)	15399	-	
G4-EN3 c)	Total Electricity Consumption (MWh)	4277	-	
G4-EN3 e)	Total Energy Consumption in Gigajoules - calculated (NEW)	23451.19	-	
	Does the company report a target for electricity consumption, or reductions, against a specific denominator (e.g. per PHW) (NEW)	No	-	
	Total Carbon Emissions (Tons of Carbon Dioxide equivalents, CO2e) - calculated	262.144	Sustainability report	30
G4-EN4  Energy consumption outside of the organization	Energy consumed outside of the organization, in joules.	-	Not applicable.	
G4-EN5  Energy intensity	Report the energy intensity ratio.	-	Not material.	
G4-EN5	Total Direct Energy Consumed per person hour worked (MJ / HW)	2.879698533	-	
G4-EN5	Total Indirect Energy Consumed per person hour worked (MJ / HW)	5.507132557	-	
G4-EN5	Total Electricity Consumed per person hour worked (MWh / HW)	8.38683109	-	
G4-EN6  Reduction of energy consumption	Amount of reductions in energy consumption achieved as a direct result of conservation and efficiency initiatives, in joules or multiples.	6KVA / 250 000 KWh 20KVA/71600KWh	Sustainability report	26
G4-EN7  Reductions in energy requirements of products and services	The reductions in the energy requirements of sold products and services achieved during the reporting period.	-	Not reported in current year.	
<b>ASPECT: WATER</b>				
G4-EN8  Total water withdrawal by source	Total Water Consumption (Kilolitres, or KI)	28 653	Sustainability report	26
	Average Volume of Water (Litres) Consumed per Person Hour Worked (l/HW)	10.24715041	-	
	Does the company report a target for water consumption, or reduction, against a specific denominator (e.g. per PHW). (NEW)	No	-	
G4-EN9  Water sources significantly affected by withdrawal of water	The total number of water sources significantly affected by withdrawal by type.	-	Sustainability report	26
G4-EN10  Percentage and total volume of water recycled and reused	Total volume of water recycled and reused by the organization.	-	Sustainability report	26



GRI-4 indicator	Description	Response / Data value FY2015	Report	Page no.
<b>ASPECT: BIODIVERSITY</b>				
G4-EN11 Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas	Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas.	Not applicable.	Sustainability report	26
G4-EN12 Description of significant impacts of activities, products, and services on biodiversity in protected areas and areas of high biodiversity value outside protected areas	The nature of significant direct and indirect impacts on biodiversity.	Not applicable.	Sustainability report	26
G4-EN13 Habitats protected or restored	The size and location of all habitat protected areas or restored areas, and whether the success of the restoration measure was or is approved by independent external professionals.	Not applicable.	-	
G4-EN14 Total number of IUCN Red List species and national conservation list species with habitats in areas affected by operations, by level of extinction risk	Total number of IUCN Red List species and national conservation list species with habitats in areas affected by the operations of the organization, by level of extinction risk:	Not applicable.	-	
G4-EN15	Carbon Emissions - Scope 1	Not applicable.	Not reported in current year.	
G4-EN16	Carbon Emissions - Scope 2	Not applicable.	Not reported in current year.	
G4-EN17	Carbon Emissions - Scope 3	Not applicable.	Not reported in current year.	
G4-EN18	Average Volume of Carbon Emissions per Person Hour Worked (Tons CO2e / HW)	6.67	-	
G4-EN19	Does the company report a target for carbon emissions, or reduction, against a specific denominator (e.g. per PHW). (NEW)	No	-	
<b>ASPECT: EFFLUENTS AND WASTE</b>				
G4-EN22 Total water discharge by quality and destination	The total volume of planned and unplanned water discharges.	Not applicable.	-	
G4-EN23 Total weight of waste by type and disposal method	The total weight of hazardous and non-hazardous waste. (Tons)	309 072	Sustainability report	27
G4-EN23	Total Volume of Non-Hazardous Waste Disposed (Tons)	97 286	Sustainability report	27
	Average Volume of Non-Hazardous Waste per Person Hour Worked (Tons / HW)	0.035	-	



GRI-4 indicator	Description	Response / Data value FY2015	Report	Page no.
G4-EN23/EN-25	Total Volume of Hazardous Waste Disposed (Tons)	Not applicable.	Sustainability report	28
G4-EN23	Total Volume of Waste sent for Recycling (Tons)	211 786	Sustainability report	27
	Percentage of Waste disposed of that is sent for recycling	69%	-	
G4-EN24	Total number and total volume of recorded significant spills.	0	Sustainability report	28
Total number and volume of significant spills				
G4-EN25	Total weight for each of the following: • Hazardous waste transported • Hazardous waste imported • Hazardous waste exported • Hazardous waste treated	-	Sustainability report	28
Weight of transported, imported, exported, or treated waste deemed hazardous under the terms of the Basel Convention Annex I, II, III, and VIII, and percentage of transported waste shipped internationally				
G4-EN26	Water bodies and related habitats that are significantly affected by water discharges based on the criteria described in the Compilation section below.	Not applicable.	Not applicable.	
Identity, size, protected status, and biodiversity value of water bodies and related habitats significantly affected by the organization's discharges of water and runoff				
<b>ASPECT: PRODUCTS AND SERVICES</b>				
G4-EN27	Quantitative data covering the extent to which environmental impacts of products and services have been mitigated during the reporting period.	Not applicable.	Not applicable.	-
Extent of impact mitigation of environmental impacts of products and services				
G4-EN28	The percentage of reclaimed products and their packaging materials for each product category. (Kg)	1360	Sustainability report	27
Percentage of products sold and their packaging materials that are reclaimed by category				
<b>ASPECT: COMPLIANCE</b>				
G4-EN29	Significant fines and non-monetary sanctions in terms of: • Total monetary value of significant fines • Total number of non-monetary sanctions • Cases brought through dispute resolution mechanisms	0	Sustainability report	29
Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations				

GRI-4 indicator	Description	Response / Data value FY2015	Report	Page no.
<b>ASPECT: TRANSPORT</b>				
G4-EN30  Significant environmental impacts of transporting products and other goods and materials for the organization's operations, and transporting members of the workforce	Significant environmental impacts of transporting products and other goods and materials for the organization's operations, and transporting members of the workforce. Where quantitative data is not provided, report the reason.	-	Sustainability report	30
<b>ASPECT: OVERALL</b>				
G4-EN31  Total environmental protection expenditures and investments by type	Total environmental protection expenditures by: • Waste disposal, emissions treatment, and remediation costs • Prevention and environmental management costs	-	Not reported in current year.	
<b>ASPECT: SUPPLIER ENVIRONMENTAL ASSESSMENT</b>				
G4-EN32  Percentage of new suppliers that were screened using environmental criteria	The percentage of new suppliers that were screened using environmental criteria.	-	Sustainability report	30
G4-EN33  Significant actual and potential negative environmental impacts in the supply chain and actions taken	The number of suppliers subject to environmental impact assessments.	-	Sustainability report	30
<b>CATEGORY: SOCIAL</b>				
<b>SUB-CATEGORY: LABOR PRACTICES AND DECENT WORK</b>				
<b>ASPECT: EMPLOYMENT</b>				
G4-LA1  Total number and rates of new employee hires and employee turnover by age group, gender and region	The total number and rate of new employee hires during the reporting period, by age group, gender and region. The total number and rate of employee turnover during the reporting period, by age group, gender and region.	221	Information not available per category.	-
G4-LA1 b)	Employee Turnover (i.e., number of persons who departed relative to the total number of employees at year end)	14.80%	Sustainability report	33
	Total Number of Person Hours Worked (PHW) - Reported	2 796 192	-	
	Total Number of Person Hours Worked (HW) - Calculated (i.e., 1 824 HW multiplied by total workforce at year end)	2 796 192	-	
	Variance in HW reported, versus calculated (percentage)	0	-	
	Total number of employees trained, including internal and external training interventions	Total Hours: 7840 Hours per employee: 5.11 % of payroll: 2.03%	Sustainability report	38
	Rand Value of Employee Training Spend	R 8 352 702.00	Sustainability report	38

GRI-4 indicator	Description	Response / Data value FY2015	Report	Page no.
G4-LA2  Benefits provided to full-time employees that are not provided to temporary or part-time employees, by significant locations of operation	Benefits which are standard for full-time employees of the organization but are not provided to temporary or part-time employees, by significant locations of operation.	-	Sustainability report	40
G4-LA3  Return to work and retention rates after parental leave, by gender	Total number of employees that were entitled to parental leave, by gender. The total number of employees that took parental leave, by gender.	-	Sustainability report	40
<b>ASPECT: LABOR/MANAGEMENT RELATIONS</b>				
G4-LA4  Minimum notice periods regarding operational changes, including whether these are specified in collective agreements	The minimum number of weeks' notice typically provided to employees and their elected representatives prior to the implementation of significant operational changes that could substantially affect them. Whether the notice period and provisions for consultation and negotiation are specified in collective agreements.	-	Sustainability report	34
<b>ASPECT: OCCUPATIONAL HEALTH AND SAFETY</b>				
G4-LA5  Percentage of total workforce represented in formal joint management-worker health and safety committees that help monitor and advise on occupational health and safety programs	The level at which each formal joint management-worker health and safety committee typically operates within the organization. The percentage of the total workforce represented in formal joint management-worker health and safety committees.	100%	Sustainability report	34
G4-LA6  Type of injury and rates of injury, occupational diseases, lost days, and absenteeism, and total number of work-related fatalities, by region and by gender	Types of injury, injury rate (IR), occupational diseases rate (ODR), lost day rate (LDR), absentee rate (AR) and work-related fatalities, for the total workforce.	Incidents: 23 Medical treatments injuries and first aid: 1.54% (avg 1.91 per month)  LTIFR: 0.48 TRIFR:1.65	Sustainability report	35
G4-LA6	Total number of Person Days lost due to Absenteeism	2 343	-	
	Percentage of Total Person Days lost due to Absenteeism - Calculated or Reported	1%	-	
	Total number of Person Days lost due to Industrial Action (i.e., strike action)	0	-	
	Percentage of Total Person Days lost due to Industrial Action - Calculated or Reported	0.000%	-	
G4-LA6	Number of Fatalities (i.e., injuries on duty leading to death...excluding the deaths of workers not occurring 'at work')	0	-	
G4-LA6	Number of First Aid Cases (FACs, i.e., injuries on duty leading to minor treatments, such as a plaster or a pain tablet)	6	-	

GRI-4 indicator	Description	Response / Data value FY2015	Report	Page no.
G4-LA6	Number of Medical Treatment Cases (MTCs, i.e., injuries on duty leading to medical treatment, but no lost days)	10	-	
G4-LA6	Number of Lost Time Injuries (LTIs, i.e., injuries on duty leading to at least one lost day)	7	-	
G4-LA6	Total Number of Recordable Injuries, including MTCs, LTIs and Fatalities - Reported	23	Sustainability report	35
	Total Number of Recordable Injuries, including MTCs, LTIs and Fatalities - Calculated	23	-	
G4-LA6	Fatal Injury Frequency Rate (FIFR, i.e., number of Fatalities per 200 000 person hours worked) - Reported	0	Sustainability report	35
	Fatal Injury Frequency Rate (FIFR, i.e., number of Fatalities per 200 000 person hours worked) - Calculated	0	-	
G4-LA6	Lost Time Injury Frequency Rate (LTIFR, i.e., Number of LTIs per 200 000 person hours worked) - Calculated	0.500680926	-	
G4-LA6	Total Recordable Injury Frequency Rate (TRIFR) - Reported	1.645094471	Sustainability report	35
	Total Recordable Injury Frequency Rate (TRIFR) - Calculated	1.645094471	-	
	Does the company report a LTIFR and/or TRIFR target? (NEW)	No	-	
	Total Number of Employees & Contractors receiving Voluntary Counselling and Testing (VCT) for HIV/AIDS (i.e. counselled)	0	-	
	Total Number of Employees & Contractors Tested for HIV/AIDS	502	Sustainability report	45
	HIV/AIDS Prevalence Rate amongst employees		Sustainability report	45
G4-LA7	High risk of specific diseases.	-	Sustainability report	35
	Workers with high incidence or high risk of diseases related to their occupation			
G4-LA8	Formal agreements with trade unions covering health and safety.	-	Sustainability report	34
	Health and safety topics covered in formal agreements with trade unions			
<b>ASPECT: TRAINING AND EDUCATION</b>				
G4-LA9	The average hours of training that the organization's employees have undertaken during the reporting period, by:	-	Sustainability report	36, 37
	Average hours of training per year per employee by gender, and by employee category			
	• Gender			
	• Employee category			
G4-LA10	Type and scope of programs implemented and assistance provided to upgrade employee skills.	-	Sustainability report	36
	Programs for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings			
G4-LA11	The percentage of total employees by gender and by employee category who received a regular performance and career development review during the reporting period.	-	Not reported in current year.	
	Percentage of employees receiving regular performance and career development reviews, by gender and by employee category			

GRI-4 indicator	Description	Response / Data value FY2015	Report	Page no.
<b>ASPECT: DIVERSITY AND EQUAL OPPORTUNITY</b>				
G4-LA12	The percentage of individuals within the organization's governance bodies.	-	Sustainability report	31, 38, 39
Composition of governance bodies and breakdown of employees per employee category according to gender, age group, minority group membership, and other indicators of diversity				
	Percentage of Management (Top and Senior) who are deemed 'HDSA'	24%	Sustainability report	41, 42
G4-LA12	Percentage of employees who are deemed 'HDSA' (historically disadvantaged)	62%	Sustainability report	41, 42
G4-LA12	Percentage of employees who are women	37%	Sustainability report	31
G4-LA12	Average Age of Directors (in years)	56	Annual report	6, 7
	Overall Board and Committee Meeting attendance.	-	Annual report	18
	Auditor Remuneration: % of Non-audit Fees	Note 21. No non-audit fees paid.	Annual report	81
	Auditor's Rotation Period / Length of Current Auditor's service	-	Annual report	44, 48
<b>ASPECT: EQUAL REMUNERATION FOR WOMEN AND MEN</b>				
G4-LA13	The ratio of the basic salary and remuneration of women to men for each employee category, by significant locations of operation.	-	<i>Not reported in current year.</i>	
Ratio of basic salary and remuneration of women to men by employee category, by significant locations of operation				
<b>ASPECT: SUPPLIER ASSESSMENT FOR LABOR PRACTICES</b>				
G4-LA14	The percentage of new suppliers that were screened using labour practices criteria.	-	Not reported in current year.	
Percentage of new suppliers that were screened using labour practices criteria				
G4-LA15	The number of suppliers subject to impact assessments for labour practices. The number of suppliers identified as having significant actual and potential negative impacts for labour practices.	-	Not reported in current year.	
Significant actual and potential negative impacts for labour practices in the supply chain and actions taken				
<b>ASPECT: LABOR PRACTICES GRIEVANCE MECHANISMS</b>				
G4-LA16	Grievances about labour practices filed through formal grievance mechanisms during the reporting period.	-	Sustainability report	40, 43
Number of grievances about labour practices filed, addressed, and resolved through formal grievance mechanisms				

GRI-4 indicator	Description	Response / Data value FY2015	Report	Page no.
<b>SUB-CATEGORY: HUMAN RIGHTS</b>				
<b>ASPECT: INVESTMENT</b>				
G4-HR1  Total number and percentage of significant investment agreements and contracts that include human rights clauses or that underwent human rights screening	Total number and percentage of significant investment agreements and contracts that include human rights clauses or that underwent human rights screening. Definition of 'significant investment agreements' used by the organization.	-	Not material.	
G4-HR2  Total hours of employee training on human rights policies or procedures concerning aspects of human rights that are relevant to operations, including the percentage of employees trained	Training on human rights policies or procedures.	-	Not material.	
<b>ASPECT: NON-DISCRIMINATION</b>				
G4-HR3  Total number of incidents of discrimination and corrective actions taken	Incidents of discrimination during the reporting period.	0	Sustainability report	44
<b>ASPECT: FREEDOM OF ASSOCIATION AND COLLECTIVE BARGAINING</b>				
G4-HR4  Operations and suppliers identified in which the right to exercise freedom of association and collective bargaining may be violated or at significant risk, and measures taken to support these rights	Employee rights to exercise freedom of association or collective bargaining.	-	Sustainability report	44

GRI-4 indicator	Description	Response / Data value FY2015	Report	Page no.
<b>ASPECT: CHILD LABOR</b>				
G4-HR5  Operations and suppliers identified as having significant risk for incidents of child labour, and measures taken to contribute to the effective abolition of child labour	Operations and suppliers considered to have significant risk for incidents of: <ul style="list-style-type: none"> <li>• Child labour</li> <li>• Young workers exposed to hazardous work</li> </ul>	0	-	
<b>ASPECT: FORCED OR COMPULSORY LABOR</b>				
G4-HR6  Operations and suppliers identified as having significant risk for incidents of forced or compulsory labour, and measures to contribute to the elimination of all forms of forced or compulsory labour	Operations and suppliers considered to have significant risk for incidents of forced or compulsory labour.	-	Not reported in current year.	
<b>ASPECT: SECURITY PRACTICES</b>				
G4-HR7  Percentage of security personnel trained in the organization's human rights policies or procedures that are relevant to operations	Security personnel who have received formal training in the organization's human rights policies or specific procedures and their application to security.	-	Sustainability report	40
<b>ASPECT: INDIGENOUS RIGHTS</b>				
G4-HR8  Total number of incidents of violations involving rights of indigenous peoples and actions taken	Violations involving the rights of indigenous peoples during the reporting period.	-	Not applicable.	
<b>ASPECT: ASSESSMENT</b>				
G4-HR9  Total number and percentage of operations that have been subject to human rights reviews or impact assessments	Number and percentage of operations that have been subject to human rights reviews or human rights impact assessments, by country.	-	Not applicable.	



GRI-4 indicator	Description	Response / Data value FY2015	Report	Page no.
<b>ASPECT: SUPPLIER HUMAN RIGHTS ASSESSMENT</b>				
G4-HR10  Percentage of new suppliers that were screened using human rights criteria	New suppliers that were screened using human rights criteria.	-	Sustainability report	43
G4-HR11  Significant actual and potential negative human rights impacts in the supply chain and actions taken	Suppliers subject to human rights impact assessments.	-	Not reported in current year.	
<b>ASPECT: HUMAN RIGHTS GRIEVANCE MECHANISMS</b>				
G4-HR12  Number of grievances about human rights impacts filed, addressed, and resolved through formal grievance mechanisms	Grievances about human rights impacts filed through formal grievance mechanisms.	-	Sustainability report	44
<b>SUB-CATEGORY: SOCIETY</b>				
<b>ASPECT: LOCAL COMMUNITIES</b>				
G4-SO1  Percentage of operations with implemented local community engagement, impact assessments, and development programs	Operations with implemented local community engagement, impact assessments, and development programs.	-	Not material.	
G4-SO2  Operations with significant actual and potential negative impacts on local communities	Operations with significant actual and potential negative impacts on local communities.	-	Not material.	
<b>ASPECT: ANTI-CORRUPTION</b>				
G4-SO3  Total number and percentage of operations assessed for risks related to corruption and the significant risks identified	Operations assessed for risks related to corruption. Significant risks related to corruption identified through risk assessment.	Risk register	Corporate Governance report Sustainability report	16 9
G4-SO4  Communication and training on anti-corruption policies and procedures	Governance body members that the organization's anti-corruption policies and procedures have been communicated to.	Risk register	Corporate Governance report Sustainability report	16 9

GRI-4 indicator	Description	Response / Data value FY2015	Report	Page no.
G4-SO5 Confirmed incidents of corruption and actions taken	Number and nature of confirmed incidents of corruption. Legal cases regarding corruption brought against the organization or its employees during the reporting period and the outcomes of such cases.	No incidents reported in current year.	-	
<b>ASPECT: PUBLIC POLICY</b>				
G4-SO6 Total value of political contributions by country and recipient/beneficiary	Monetary value of financial and in-kind political contributions made directly and indirectly by the organization by country and recipient/beneficiary.	-	Not material.	
<b>ASPECT: ANTI-COMPETITIVE BEHAVIOR</b>				
G4-SO7 Total number of legal actions for anti-competitive behaviour, anti-trust, and monopoly practices and their outcomes	Legal actions pending or completed during the reporting period regarding anti-competitive behaviour and violations of anti-trust and monopoly legislation in which the organization has been identified as a participant.	-	Not applicable.	
<b>ASPECT: COMPLIANCE</b>				
G4-SO8 Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with laws and regulations	Significant fines and non-monetary sanctions in terms of: <ul style="list-style-type: none"> <li>• Total monetary value of significant fines</li> <li>• Total number of non-monetary sanctions</li> <li>• Cases brought through dispute resolution mechanisms</li> </ul>	-	Not material.	
<b>ASPECT: SUPPLIER ASSESSMENT FOR IMPACTS ON SOCIETY</b>				
G4-SO9 Percentage of new suppliers that were screened using criteria for impacts on society	Percentage of new suppliers that were screened using criteria for impacts on society.	-	Not material.	
G4-SO10 Significant actual and potential negative impacts on society in the supply chain and actions taken	Suppliers subject to assessments for impacts on society.	-	Not material.	
<b>ASPECT: GRIEVANCE MECHANISMS FOR IMPACTS ON SOCIETY</b>				
G4-SO11 Number of grievances about impacts on society filed, addressed, and resolved through formal grievance mechanisms	Grievances about impacts on society filed through formal grievance mechanisms during the reporting period.	-	Not applicable.	

GRI-4 indicator	Description	Response / Data value FY2015	Report	Page no.
<b>SUB-CATEGORY: PRODUCT RESPONSIBILITY</b>				
<b>ASPECT: CUSTOMER HEALTH AND SAFETY</b>				
G4-PR1  Percentage of significant product and service categories for which health and safety impacts are assessed for improvement	Significant product and service categories for which health and safety impacts are assessed for improvement.	-	Not material.	
G4-PR2  Total number of incidents of non-compliance with regulations and voluntary codes concerning the health and safety impacts of products and services during their life cycle, by type of outcomes	Incidents of non-compliance with regulations and voluntary codes concerning the health and safety impacts of products and services within the reporting period.	-	Not applicable.	
<b>ASPECT: PRODUCT AND SERVICE LABELING</b>				
G4-PR3  Type of product and service information required by the organization's procedures for product and service information and labelling, and percentage of significant product and service categories subject to such information requirements	Whether the following product and service information is required by the organization's procedures for product and service information and labelling: <ul style="list-style-type: none"> <li>• The sourcing of components of the product or service</li> <li>• Content, particularly with regard to substances that might produce an environmental or social impact</li> <li>• Safe use of the product or service</li> <li>• Disposal of the product and environmental/social impacts</li> </ul>	-	Not material.	
G4-PR4  Total number of incidents of non-compliance with regulations and voluntary codes concerning product and service information and labelling, by type of outcomes	Incidents of non-compliance with regulations and voluntary codes concerning product and service information and labelling.	-	Not applicable.	

GRI-4 indicator	Description	Response / Data value FY2015	Report	Page no.
G4-PR5 Results of surveys measuring customer satisfaction	Results or key conclusions of customer satisfaction surveys (based on statistically relevant sample sizes) conducted in the reporting period.	-	Not material.	
<b>ASPECT: MARKETING COMMUNICATIONS</b>				
	<p>a. Report why the Aspect is material. Report the impacts that make this Aspect material.</p> <p>b. Report how the organization manages the material Aspect or its impacts.</p> <p>c. Report the evaluation of the management approach, including:</p> <ul style="list-style-type: none"> <li>The mechanisms for evaluating the effectiveness of the management approach</li> <li>The results of the evaluation of the management approach</li> <li>Any related adjustments to the management approach</li> </ul>			
G4-PR6 Sale of banned or disputed products	Whether the organization sells products that are: <ul style="list-style-type: none"> <li>Banned in certain markets</li> <li>The subject of stakeholder questions or public debate</li> </ul>	-	Not reported in current year.	
G4-PR7 Total number of incidents of non-compliance with regulations and voluntary codes concerning marketing communications, including advertising, promotion, and sponsorship, by type of outcomes	Number of incidents of non-compliance with regulations and voluntary codes concerning marketing communications, including advertising, promotion, and sponsorship.	-	Not applicable.	
<b>ASPECT: CUSTOMER PRIVACY</b>				
G4-PR8 Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data	Substantiated complaints received concerning breaches of customer privacy, categorized by: <ul style="list-style-type: none"> <li>Complaints received from outside parties and substantiated by the organization</li> <li>Complaints from regulatory bodies</li> </ul>	-	Not applicable.	
<b>ASPECT: COMPLIANCE</b>				
G4-PR9 Monetary value of significant fines for non-compliance with laws and regulations	Significant fines for non-compliance with laws and regulations concerning the provision and use of products and services.	-	Not applicable.	