

STAKEHOLDER RELATIONS

A summary of the group's engagement with its various stakeholder groups is provided in the following table:

| Stakeholder group and key issues | Principal methods of engagement |
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| Employees – Employee benefits Sustainability of business | Human resource policies Training and development initiatives Staff meetings Notice boards Newsletters E-mails Store visits by senior managers Ad hoc discussions |
| Shareholders – Trading performance | Annual reports SENS announcements Trading announcements Annual general meetings Advertisements Website E-mails Presentations arranged through the Investment Analyst Society Local and international investor relations meetings |
| Banks and financial institutions – Bank facility reviews and general banking issues | Regular submission of financial reports Meetings with management |
| Customers – Customers' in-store experience | Interaction with store and head office staff Customer services helpline Monitoring external customer service websites Website E-mails Advertising Sponsorships Promotions and competitions |
| Suppliers – Sustainability of relationships between the group and suppliers | Meetings with merchandise suppliers Communication with store and head office staff Regular site visits Supplier evaluations |
| Government and regulatory authorities – Regulatory compliance, i.e. implementation of equity plans, tax returns, etc. | Ad hoc meetings E-mails Inspections in stores Communication with store and head office staff Formal meetings with government departments Timely submission of statutory returns |
| Community – Requests for sponsorships and support for community events | Community initiatives undertaken by the group and by staff members Ad hoc meetings Sponsorships Website E-mails |