

Stakeholder and why we engage	How we engage	On what we engage
<p>Shareholders and the investment community</p> <p>To create an informed perception and a positive investment environment</p>	<p>Annual general meetings Meetings with analysts and investors Results announcements SENS announcements Trading updates Group website Annual integrated reports</p>	<p>Company performance Retail market trends and issues Dividend policy Share price performance Share schemes Future prospects</p>
<p>Customers</p> <p>To understand our customers' needs, increase market share and enhance the brand</p>	<p>Customer and market surveys Customer service hotline Advertising campaigns Social media Sports sponsorships Divisional websites RedCap Foundation</p>	<p>Brand perception and expectations Fashion trends Customer service Customer safety Community support and fundraising through the RedCap Foundation</p>
<p>Associates</p> <p>To enhance associates' sense of value and commitment and to align associates to the group strategy</p>	<p>Team meetings Training needs analyses Results presentations Performance reviews Career planning Internal media Fireside chats Culture surveys Whistleblowers' hotline</p>	<p>People development and training Health and safety performance Wellness programmes Remuneration, benefits and incentives Transformation and employment equity Financial performance Business code of conduct Culture survey results Vision, dreams and beliefs</p>
<p>Potential employees</p> <p>To share relevant information about the group and to enhance the brand as an employer of choice</p>	<p>Annual integrated reports SENS announcements Interviews Participation in Employer of Choice surveys Recruitment drives Social media</p>	<p>People development Remuneration philosophy – short and long-term Group values (Passion, Value and Partnership) Retail career options</p>
<p>Suppliers</p> <p>To provide performance feedback and information regarding the future requirements of the group</p>	<p>Supplier meetings and negotiations Supplier days Quality audits</p>	<p>Monitoring and evaluating performance Product cost Future growth and expectations of the group Real estate requirements and rentals</p>
<p>National and local government</p> <p>Legislative requirements</p> <p>National priorities</p>	<p>Regular communication with: South African Revenue Services Department of Labour Department of Education Wholesale and Retail SETA</p>	<p>Taxation issues Skills development and training Employment equity Compliance requirements</p>
<p>Regulators/regulatory agencies</p> <p>Compliance purposes</p>	<p>Communicate to clarify understanding of requirements</p>	<p>Compliance requirements</p>
<p>Community</p> <p>Social responsibility expectations</p> <p>Brand building opportunities</p>	<p>Customer surveys Corporate social investment initiatives</p>	<p>Socio-economic development investment communication and performance evaluation</p>