



evolving

GRI G4 content index 2016

G4 indicator	Description	Chapters	Annual integrated report page numbers
Strategy and analysis			
G4-1	Statement from the most senior decision maker of the organisation. Provide a statement from the most senior decision maker of the organisation (such as CEO, chair, or equivalent senior position) about the relevance of sustainability to the organisation and the organisation's strategy for addressing sustainability.	Our integrated approach. Governance for a sustainable business	Pages 2, 48
Organisation profile			
G4-3	Name of the organisation.	The Bidvest Group Limited appears on the top of every evenly page throughout the report.	Front cover, inside front cover, inside back cover.
G4-4	Report the primary brands, products and services.	We are Bidvest. The Bidvest Group. Divisional and operational reviews.	Inside front cover, fold out, pages 26 to 41.
G4-5	Location of the organisation's headquarters.	South Africa, Bidvest House, 18 Crescent Drive, Melrose Arch, Melrose, 2196	Administration, back cover
G4-6	Report the number of countries where the organisation operates, and names of countries where either the organisation has significant operations or that are specifically relevant to the sustainability topics covered in the report.	The Bidvest Group. Divisional and operational reviews.	Fold out, pages 26 to 41
G4-7	Nature of ownership and legal form.	The Bidvest Group is listed on the JSE. Directors' report. Notes to the consolidated financial statements	Pages 89, 59 to 66
G4-8	Report the markets served (including geographic breakdown, sectors served, and types of customers and beneficiaries).	The Bidvest Group, Divisional reviews and operational reviews. Consolidated segmental analysis. shareholder investment case. Administration.	Pull out, pages 26 to 41, 11, 7, inside back cover.
G4-9	Report the scale of the organisation, including: <ul style="list-style-type: none"> ▶ Total number of employees. ▶ Total number of operations. ▶ Net sales (for private sector organisations) or net revenues (for public sector organisations). ▶ Total capitalisation broken down in terms of debt and equity (for private sector organisations). ▶ Quantity of products or services provided. 	We are Bidvest. Divisional reviews. Value added statement. Notes to the Company financial statements. Consolidated segmental analysis.	Inside front cover, pages 26, 56, 89, 7.
G4-10	<ol style="list-style-type: none"> a. Report the total number of employees by employment contract and gender. b. Report the total number of permanent employees by employment type and gender. c. Report the total workforce by employees and supervised workers and by gender. d. Report the total workforce by region and gender. e. Report whether a substantial portion of the organisation's work is performed by workers who are legally recognised as self-employed, or by individuals other than employees or supervised workers, including employees and supervised employees of contractors. f. Report any significant variations in employment numbers (such as seasonal variations in employment in the tourism or agricultural industries). 	Divisional and subdivisional reviews. Notes to the Company financial statements. Consolidated segmental analysis. Sustainable development document.	Pages 26 to 41, 89, 7, addendum to report online.

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G4 indicator	Description	Chapters	Annual integrated report page numbers
G4-11	Report the percentage of total employees covered by collective bargaining agreement.	Not reported at group level.	
G4-12	Describe the organisation's supply chain.	Bidvest operates in a completely decentralised fashion and, due to the diverse nature of the Group, this will be reported within the companies directly and not reported at a Group level.	
G4-13	Report any significant changes during the reporting period regarding the organisation's size, structure, ownership, or its supply chain, including: <ul style="list-style-type: none"> ▶ Changes in the location of, or changes in, operations, including facility openings, closings, and expansions. ▶ Changes in the share capital structure and other capital formation, maintenance, and alteration operations (for private sector organisations). ▶ Changes in the location of suppliers, the structure of the supply chain, or in relationships with suppliers, including selection and termination. 	Bidvest restructured in 2016, splitting the food and services businesses. We are Bidvest. Our integrated approach. The Bidvest Group. Shareholders' information case. Board of directors. Chairman and chief executive's statement. Divisional and operational review. Financial director's review. Notes to the Company financial statements.	Inside front cover, pull out, pages 2, 11, 12, 14, 26, 89.
G4-14	Explanation of whether and how the precautionary approach or principle is addressed by the organisation.	Our integrated approach. Our strategic business model. Our values. Governance for a sustainable business.	Pages 2, 4, 5, 48.
G4-17	Operational structure of the organisation.	Bidvest operates a decentralised model, whereby the divisions are accountable for their own strategies and therefore performance. The Group provides centralised support and services to the divisions. The Bidvest Group. Divisional and operational reviews.	Inside front cover, pull out, pages 26 to 41.
G4-18	a. Explain the process for defining the report content and the aspect boundaries. b. Explain how the organisation has implemented the reporting principles for defining report content.	Explanations for our report content are in various places: Our integrated approach. Report structure. Our strategic business model. Divisional and operational reviews.	Inside front cover, pages 2, 4, 26 to 41.
G4-19	List all the material aspects identified in the process for defining report content.	Our Group level risk management team and the associated materiality process has identified material aspects at the Group level. In addition, the divisions have their own material issues that they address as part of their own risk processes. Our values. Stakeholder engagement. Sustainability overview. Divisional and operational reviews.	Pages 4, 5, 6, 46, 24 to 41.

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G4 indicator	Description	Chapters	Annual integrated report page numbers
G4-20	<p>For each material aspect, report the aspect boundary within the organisation, as follows:</p> <ol style="list-style-type: none"> Report whether the aspect is material within the organisation. If the aspect is not material for all entities within the organisation (as described in G4-17), select one of the following two approaches and report either: <ul style="list-style-type: none"> The list of entities or groups of entities included in G4-17 for which the aspect is not material; or The list of entities or groups of entities included in G4-17 for which the aspects are material. <p>Report any specific limitation regarding the aspect boundary within the organisation.</p>	<p>When looking at G4 and the reporting of material aspects it is important to remember that Bidvest operates in a highly decentralised way, spanning many industries. What may be material to some is not to others, it is vital that the subdivisions reviews are taken into account. The world in which we operate lists Group material issues which can be related to social, product and environmental aspects of G4. These material issues were determined from stakeholder engagement and risks assessments and what makes sense when looking from aggregated level. Business units determine their own material issues based on their business. Our values. Stakeholder engagement. Sustainability overview. Divisional and operational reviews.</p>	Pages 4, 5, 6, 46, 24 to 41.
G4-21	<p>For each material aspect, report the aspect boundary outside the organisation, as follows:</p> <ul style="list-style-type: none"> Report whether the aspect is material outside of the organisation. If the aspect is material outside of the organisation, identify the entities, groups of entities or elements for which the aspect is material. In addition, describe the geographical location where the aspect is material for the entities identified. Report any specific limitation regarding the aspect boundary outside the organisation. 	<p>When looking at G4 and the reporting of material aspects it important to remember that Bidvest operates in a highly decentralised way, spanning many industries. What may be material to some is not to others, it is vital that the online reviews submitted by companies/ subdivisions are taken into account. The world in which we operate lists Group material issues which can be related to social, product and environmental aspects of G4. These material issues were determined from stakeholder engagement and risks assessments and what makes sense when looking from aggregated level. Our values. Stakeholder engagement. Sustainability overview. Divisional and operational reviews.</p>	Pages 4, 5, 6, 46, 24 to 41.
G4-22	Explanation of the effect of any restatements of information provided in earlier reports, and the reasons for such restatement.	No restatements.	
G4-23	Significant changes from previous reporting periods in the scope, boundary or measurement methods applied in the report.	Group restructure. Our integrated approach. Chief executive and chairman's report. Chief financial officers review. Divisional reviews.	Inside front cover, pages 2, 14 to 19, 20, 24 to 41.
G4-28	Reporting period for information provided.	July 2015 to June 2016. How to read this report. Chief financial officer's review	Pages 2, 20.
G4-29	Date of most recent previous report.	2015	Investor relations www.bidvest.com .
G4-30	Reporting cycle.	Annually	
G4-31	Contact point for questions about the report.	Group financial director Peter Meijer.	Administration
G4-32	<p>Table identifying the location of the standard disclosures in the report.</p> <ol style="list-style-type: none"> Report the "in accordance" option the organisation has chosen. Report the GRI content index for the chosen option (see tables below). Report the reference to the external assurance report, if the report has been externally assured. <p>GRI recommends the use of external assurance but it is not a requirement to be in accordance with the guidelines.</p>	<p>We are still transitioning to G4 of the GRI sustainability reporting guidelines and this table is part of the transition. We believe we have prepared this report in accordance with the G4 principles to the core standard. We have prepared an index (this document). Explanations are given in how to read this report. Assurance done by Deloitte & Touche for Financial statements.</p>	Inside front cover, pages 2, 4.

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G4 indicator	Description	Chapters	Annual integrated report page numbers
G4-33	Policy and current practice with regard to seeking external assurance for the report.	The financial statements have been independently opined upon by Deloitte & Touche. Our integrated approach.	Pages 58, 2.
Governance			
G4-34	Governance structure of the organisation, including committees under the highest governance body responsible for specific tasks, such as setting strategy or organisational oversight.	Our integrated approach. Our strategic business model. Directorate. Financial director's review. Sustainability overview. Governance for a sustainable business. Board committees.	Pages 2, 4, 12, 20, 46, 48, 67 to 73.
G4-56	Internally developed statements of mission or values, codes of conduct and principles relevant to economic, environmental and social performance and the status of their implementation.	Our integrated approach. Our strategic business model. Operational reviews. Governance for a sustainable business. Board committees.	Pages 2, 4, 24 to 41, 48, 67 to 73.
Ethics and integrity			
G4-56	Describe the organisation's values, principles, standards and norms of behaviour such as codes of conduct and codes of ethics.	Our integrated approach. Our strategic business model. Divisional reviews. Governance for a sustainable business.	Pages 2, 4, 24 to 41, 48.
G4-EC1	<p>a. Report the direct economic value generated and distributed (EVG&D) on an accruals basis including the basic components for the organisation's global operations as listed below. If data is presented on a cash basis, report the justification for this decision and report the basic components as listed below:</p> <ul style="list-style-type: none"> ▶ Direct economic value generated. ▶ Revenues. ▶ Economic value distributed. ▶ Operating costs: <ul style="list-style-type: none"> – Employee wages and benefits. – Payments to providers of capital. – Payments to government (by country). – Community investments. – Economic value retained (calculated as "direct economic value generated" less "economic value distributed"). <p>To better assess local economic impacts, report EVG&D separately at country, regional, or market levels, where significant. Report the criteria used for defining significance.</p>	<p>For revenue and performance highlights: The Bidvest Group. Value added statement. Consolidated segmental analysis. Financial director's review. Divisional reviews. Notes to Company financial statements. Sustainability overview. Sustainability development.</p>	<p>Pull out, pages 4, 56, 7, 20, 26 to 41, 89, 46. Online www.bidvest.com.</p>
G4-EC2	<p>Report risks and opportunities posed by climate change that have the potential to generate substantive changes in operations, revenue or expenditure, including:</p> <ul style="list-style-type: none"> ▶ A description or the risk or opportunity and its classification as either physical, regulatory or other. ▶ A description of the impact associated with the risk or opportunity. ▶ The financial implications of the risk or opportunity before action is taken. ▶ The methods used to manage the risk or opportunity. ▶ The costs of actions taken to manage the risk or opportunity. 	<p>The Bidvest Group is completely decentralised and therefore each business would need to react to climate change individually. For Bidvest Industrial the impending carbon tax may cause financial implications on business units so we have therefore prepared our carbon report for the latest date in anticipation of these costs. Divisional review. Sustainability overview. Our scope 1.</p>	<p>Pages 26 to 41, 46. Online GHG.</p>

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G4 indicator	Description	Chapters	Annual integrated report page numbers
G4-EC3	<p>Coverage of defined benefit plan obligations.</p> <p>Coverage of the organisation's defined benefit plan obligations.</p> <p>a. Where the plan's liabilities are met by the organisation's general resources, report the estimated value of those liabilities.</p> <p>b. Where a separate fund exists to pay the plan's pension liabilities, report:</p> <ul style="list-style-type: none"> ▶ The extent to which the scheme's liabilities are estimated to be covered by the assets that have been set aside to meet them. ▶ The basis on which that estimate has been arrived at. ▶ When that estimate was made. <p>c. Where a fund set up to pay the plan's pension liabilities is not fully covered, explain the strategy, if any, adopted by the employer to work towards full coverage, and the timescale, if any, by which the employer hopes to achieve full coverage.</p> <p>d. Report the percentage of salary contributed by employee or employer.</p> <p>e. Report the level of participation in retirement plans (such as participation in mandatory or voluntary schemes, regional or country-based schemes, or those with financial impact).</p>	Notes to consolidated financial statements.	Page 89.
G4-EC4	<p>Financial assistance from government.</p> <p>a. Report the total monetary value of financial assistance received by the organisation from governments during the reporting period, including, as a minimum:</p> <ul style="list-style-type: none"> ▶ Tax relief and tax credits. ▶ Subsidies. ▶ Investment grants, research and development grants, and other relevant types of grants. <p>Awards:</p> <ul style="list-style-type: none"> ▶ Royalty holidays. ▶ Financial assistance from export credit agencies (ECAs). ▶ Financial incentives. ▶ Other financial benefits received or receivable from any government for any operation. <p>b. Report the information above by country.</p> <p>c. Report whether, and the extent to which, the government is present in the shareholding structure.</p>		
G4-EC5	<p>Ratios of standard entry-level wage by gender compared to local minimum wage at significant locations of operation.</p> <p>a. When a significant proportion of the workforce is compensated based on wages subject to minimum wage rules, report the ratio of the entry-level wage by gender at significant locations of operation to the minimum wage.</p> <p>b. Report whether a local minimum wage is absent or variable at significant locations of operation, by gender. In circumstances in which different minimums could be used as a reference, report which minimum wage is being used.</p> <p>c. Report the definition used for "significant locations of operation".</p>	Data not available.	
G4-EC6	<p>Proportion of senior management hired from the local community at significant locations of operation.</p> <p>a. Report the percentage of senior management at significant locations of operation that are hired from the local community.</p> <p>b. Report the definition of "senior management" used.</p> <p>c. Report the organisation's geographical definition of "local".</p> <p>d. Report the definition used for "significant locations of operation".</p>	Data not yet collaged due to diverse nature of Group.	

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G4 indicator	Description	Chapters	Annual integrated report page numbers
G4-EC7	<p>Development and impact of infrastructure investments and services supported.</p> <p>a. Report the extent of development of significant infrastructure investments and services supported.</p> <p>b. Report the current or expected impacts on communities and local economies. Report positive and negative impacts where relevant.</p> <p>c. Report whether these investments and services are commercial, in-kind, or pro bono engagements.</p>	Not reported.	
G4-EC8	<p>Significant indirect economic impacts, including the extent of impacts.</p> <p>a. Report examples of the significant identified positive and negative indirect economic impacts the organisation has. These may include:</p> <ul style="list-style-type: none"> ▶ Changing the productivity of organisations, sectors, or the whole economy. ▶ Economic development in areas of high poverty. ▶ Economic impact of improving or deteriorating social or environmental conditions. ▶ Availability of products and services for those on low incomes. ▶ Enhancing skills and knowledge among a professional community or in a geographical region. ▶ Jobs supported in the supply chain or distribution chain. ▶ Stimulating, enabling or limiting foreign direct investment. ▶ Economic impact of change in location of operations or activities. ▶ Economic impact of the use of products and services. <p>b. Report the significance of the impacts in the context of external benchmarks and stakeholder priorities, such as national and international standards, protocols and policy agendas.</p>	Not reported.	
G4-EC9	<p>Proportion of spending on local suppliers at significant locations of operation.</p> <p>a. Report 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).</p> <p>b. Report the organisation's geographical definition of "local".</p> <p>c. Report the definition used for "significant locations of operation".</p>	Data not yet collaged de to diverse nature of Group.	
Environment indicators			
G4-EN1	<p>Materials used by weight or volume.</p> <p>a. Report the total weight or volume of materials that are used to produce and package the organisation's primary products and services during the reporting period, by:</p> <ul style="list-style-type: none"> ▶ Non-renewable materials used. ▶ Renewable materials used. 	Not reported as we are a decentralised Group. Each company reports this on their own.	
G4-EN2	<p>Percentage of materials used that are recycled materials.</p> <p>a. Report the percentage of recycled input materials used to manufacture the organisation's primary products and services.</p>	Reported at company level, bearing in mind Bidvest Group is not a primary manufacturer of goods and therefore not material from a Group perspective.	

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G4 indicator	Description	Chapters	Annual integrated report page numbers
G4-EN3	<p>Direct energy consumption by primary source.</p> <p>a. Energy consumption within the organisation. Report total field consumption from non-renewable sources in joules or multiples, including fuel types used.</p> <p>b. Report total fuel consumption from renewable fuel sources in joules or multiples, including fuel types used.</p> <p>c. Report in joules, Watt-hours or multiples, the total:</p> <ul style="list-style-type: none"> ▶ Electricity consumption. ▶ Heating consumption. ▶ Cooling consumption. ▶ Steam consumption. <p>d. Report in joules, Watt-hours or multiples, the total:</p> <ul style="list-style-type: none"> ▶ Electricity sold. ▶ Heating sold. ▶ Cooling sold. ▶ Steam sold. <p>e. Report total energy consumption in joules or multiples.</p> <p>f. Report standards, methodologies, and assumptions used.</p> <p>g. Report the source of the conversion factors used.</p>	<p>We report on energy used from fuels – Scope 1 emissions.</p> <p><i>Due to restructure.</i></p> <p><i>Base year going forward will be 2016.</i></p> <p>Sustainability overview.</p> <p>Divisional reviews.</p> <p>Carbon footprint.</p>	<p>Page 46.</p> <p>Online.</p>
G4-EN4	<p>Indirect energy consumption by primary source.</p> <p>Energy consumption outside of the organisation.</p> <p>a. Report energy consumed outside of the organisation, in joules or multiples.</p> <p>b. Report standards, methodologies, and assumptions used.</p> <p>c. Report the source of the conversion factors used.</p>	<p>Not reported.</p>	
G4-EN5	<p>Energy intensity.</p> <p>a. Report the energy intensity ratio.</p> <p>b. Report the organisation-specific metric (the ratio denominator) chosen to calculate the ratio.</p> <p>c. Report the types of energy included in the intensity ratio: fuel, electricity, heating, cooling, steam or all.</p> <p>d. Report whether the ratio uses energy consumed within the organisation.</p>	<p>Not reported.</p>	
G4-EN6	<p>Energy saved due to conservation and efficiency improvements.</p> <p>G4 – Reduction of energy consumption</p> <p>a. Report the amount of reductions in energy consumption achieved as a direct result of conservation and efficiency initiatives, in joules or multiples.</p> <p>b. Report the types of energy included in the reductions: fuel, electricity, heating, cooling and steam.</p> <p>c. Report the basis for calculating reductions in energy consumption such as base year or baseline, and the rationale for choosing it.</p> <p>d. Report standards, methodologies, and assumptions used.</p>		
G4-EN7	<p>Initiatives to provide energy-efficient or renewable energy-based products and services, and reductions in energy requirements as a result of these initiatives.</p> <p>a. Report the reductions in the energy requirements of sold products and services achieved during the reporting period, in joules or multiples.</p> <p>b. Report the basis for calculating reductions in energy consumption such as base year or baseline, and the rationale for choosing it.</p> <p>c. Report standards, methodologies, and assumptions used.</p>	<p>Reported in isolated cases, please view our detailed operational reviews.</p>	<p>Pages 24 to 59.</p>

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G4 indicator	Description	Chapters	Annual integrated report page numbers
G4-EN8	<p>Total water withdrawal by source.</p> <p>a. Report the total volume of water withdrawn from the following sources:</p> <ul style="list-style-type: none"> ▶ Surface water, including water from wetlands, rivers, lakes and oceans. ▶ Groundwater. ▶ Rainwater collected directly and stored by the organisation. ▶ Waste water from another organisation. ▶ Municipal water supplies or other water utilities. <p>b. Report standards, methodologies and assumptions used.</p>	<p>At this point we only report municipal water. Sustainability overview. Comparative sustainable development performance data. <i>Due to restructure. Base year going forward will be 2016.</i></p>	<p>Page 46. www.bidvest.com.</p>
G4-EN9	<p>Water sources significantly affected by withdrawal of water.</p> <p>a. Report the total number of water sources significantly affected by withdrawal by type:</p> <ul style="list-style-type: none"> ▶ Size of water source. ▶ Whether or not the source is designated as a protected area (nationally or internationally). ▶ Biodiversity value (such as species diversity and endemism, total number of protected species). ▶ Value or importance of water source to local communities and indigenous peoples. <p>b. Report standards, methodologies and assumptions used.</p>	<p>Not reported.</p>	
G4-EN10	<p>Percentage and total volume of water recycled and reused.</p> <p>a. Report the total volume of water recycled and reused by the organisation.</p> <p>b. Report the total volume of water recycled and reused as a percentage of the total water withdrawal reported under indicator G4-EN8.</p> <p>c. Report standards, methodologies and assumptions used.</p>	<p>Not reported.</p>	
G4-EN11	<p>Location and size of land owned, leased, managed in or adjacent to, protected areas and areas of high biodiversity value outside protected areas.</p> <p>a. Report the following information for each operational site owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas:</p> <ul style="list-style-type: none"> ▶ Geographic location. ▶ Subsurface and underground land that may be owned, leased, or managed by the organisation. ▶ Position in relation to the protected area (in the area, adjacent to, or containing portions of the protected area) or the high biodiversity value area outside protected areas. ▶ Type of operation (office, manufacturing or production or extractive). ▶ Size of operational site in km². ▶ Biodiversity value characterised by: <ul style="list-style-type: none"> – The attribute of the protected area or high biodiversity value area outside the protected area (terrestrial, freshwater, or maritime ecosystem). – Listing of protected status (such as IUCN Protected Area Management Categories 67, Ramsar Convention 78, national legislation). 	<p>Not material from Group perspective. Most of our operations are not in biodiversity protected areas. This is not material from a Group perspective as it only applies to a few entities that either work with hazardous chemicals – IVS or to our one Namibian Fishing business. However, they will have the necessary precautionary measures in place for their respective businesses. Operational reviews.</p>	

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G4 indicator	Description	Chapters	Annual integrated report page numbers
G4-EN12	<p>Description of significant impacts of activities, products, and services on biodiversity in protected areas and areas of high biodiversity value outside protected areas.</p> <p>a. Report the nature of significant direct and indirect impacts on biodiversity with reference to one or more of the following:</p> <ul style="list-style-type: none"> ▶ Construction or use of manufacturing plants, mines, and transport infrastructure. ▶ Pollution (introduction of substances that do not naturally occur in the habitat from point and non-point sources). ▶ Introduction of invasive species, pests, and pathogens. ▶ Reduction of species. ▶ Habitat conversion. ▶ Changes in ecological processes outside the natural range of variation (such as salinity or changes in groundwater level). <p>b. Report significant direct and indirect positive and negative impacts with reference to the following:</p> <ul style="list-style-type: none"> ▶ Species affected. ▶ Extent of areas impacted. ▶ Duration of impacts. ▶ Reversibility or irreversibility of the impacts. 	<p>This is not material from a Group perspective as our Namibia Fishing business is our only business that has a direct impact from its fishing.</p> <p>Bidvest Namibia's operational review. Bidvest Namibia's annual integrated report.</p>	Page 40.
G4-EN13	Habitats protected or restored.	<p>Not material as most of our businesses' services do not have a significant impact on their environments to warrant this action but the businesses will always monitor their impacts.</p>	
G4-EN14	<p>Total number of IUCN Red List species and national conservation list species with habitats in areas affected by operations, by level of extinction risk.</p> <p>a. Report the total number of IUCN Red List species and national conservation list species with habitats in areas affected by the operations of the organisation, by level of extinction risk:</p> <ul style="list-style-type: none"> ▶ Critically endangered. ▶ Endangered. ▶ Vulnerable. ▶ Near threatened. ▶ Least concern. 	<p>Not material from a Group perspective and would apply only in isolated case of Namibian fishing if there was a negative impact on fishing stock. Bidvest Namibia's operational review. Bidvest Namibia's annual integrated report.</p>	Page 40.
G4-EN15	<p>Total direct and indirect greenhouse gas.</p> <p>a. Report gross direct (scope 1) GHG emissions in tonnes of CO₂ equivalent, independent of any GHG trades, such as purchases, sales, or transfers of offsets or allowances.</p> <p>b. Report gases included in the calculation (whether CO₂, CH₄, N₂O, HFCs, PFCs, SF₆, NF₃ or all).</p> <p>c. Report biogenic CO₂ emissions in tonnes of CO₂ equivalent separately from the gross direct (Scope 1) GHG emissions.</p> <p>d. Report the chosen base year, the rationale for choosing the base year, emissions in the base year, and the context for any significant changes in emissions that triggered recalculations of base year emissions.</p> <p>e. Report standards, methodologies, and assumptions used.</p> <p>f. Report the source of the emission factors used and the global warming potential (GWP) rates used or a reference to the GWP source.</p> <p>g. Report the chosen consolidation approach for emissions (equity share, financial control, operational control).</p>	<p>View the Group GHG report.</p> <p><i>Due to restructure base year going forward will be 2016.</i></p> <p>Sustainability overview.</p> <p>Sustainable development performance data.</p>	<p>www.bidvest.com.</p> <p>Page 46.</p>

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G4 indicator	Description	Chapters	Annual integrated report page numbers
G4-EN16	(GHG) emissions by weight: a. Report gross energy indirect (scope 2) GHG emissions in tonnes of CO ₂ equivalent independent of any GHG trades, such as purchases, sales, or transfers of offsets or allowances. b. Report gases included in the calculation, if available. c. Report the chosen base year, the rationale for choosing the base year, emissions in the base year, and the context for any significant changes in emissions that triggered recalculations of base year emissions. d. Report standards, methodologies, and assumptions used. e. Report the source of the emission factors used and the global warming potential (GWP) rates used or a reference to the GWP source, if available. f. Report the chosen consolidation approach for emissions (equity share, financial control, operational control).	<i>Only scope 1 reported.</i> <i>Due to restructure base year going forward will be 2016.</i>	View GHG report and sustainable data www.bidvest.com
G4-EN17	Other relevant indirect greenhouse gas emissions by weight. a. Report gross other indirect (scope 3) GHG emissions in tonnes of CO ₂ equivalent, excluding indirect emissions from the generation of purchased or acquired electricity, heating, cooling, and steam consumed by the organisation (these indirect emissions are reported in indicator G4-EN16). Exclude any GHG trades. b. Report gases included in the calculation, if available. c. Report biogenic CO ₂ emissions in tonnes of CO ₂ equivalent separately from the gross other indirect (scope 3) GHG emissions. d. Report other indirect (scope 3) emissions categories and activities included in the calculation. e. Report the chosen base year, the rationale for choosing the base year, emissions in the base year, and the context for any significant changes in emissions that triggered recalculations of base year emissions. f. Report standards, methodologies and assumptions used. g. Report the source of the emission factors used and the global warming potential (GWP) rates used or a reference to the GWP source, if available.	Not reported in 2016.	
G4-EN18	Greenhouse gas emissions intensity. a. Report the GHG emissions intensity ratio. b. Report the organisation-specific metric (the ratio denominator) chosen to calculate the ratio. c. Report the types of GHG emissions included in the intensity ratio: direct (scope 1), energy indirect (scope 2), or other indirect (scope 3). d. Report gases included in the calculation.	Sustainability overview. GHG report, only scope 1 reported in 2016. Sustainable development performance data. Sustainable overview.	Page 46. www.bidvest.com .
G4-EN19	Initiatives to reduce greenhouse gas emissions and reductions achieved. a. Report the amount of GHG emissions reductions achieved as a direct result of initiatives to reduce emissions, in metric tonnes of CO ₂ equivalent. b. Report gases included in the calculation (whether CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ or all). c. Report the chosen base year or baseline and the rationale for choosing it. d. Report standards, methodologies, and assumptions used. e. Report whether the reductions in GHG emissions occurred in direct (scope 1), energy indirect (scope 2), or other indirect (scope 3) emissions.	GHG report only scope 1 reported in 2016. Sustainable development performance data.	Page 46. GHG online www.bidvest.com .
G4-EN20	Emissions of ozone-depleting substances by weight. a. Report production, imports, and exports of ODS in tonnes of CFC-11 equivalent. b. Report substances included in the calculation. c. Report standards, methodologies, and assumptions used. d. Report the source of the emission factors used.	Not reported.	

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G4 indicator	Description	Chapters	Annual integrated report page numbers
G4-EN21	<p>NO, SO, and other significant air emissions by type and weight.</p> <p>a. Report the amount of significant air emissions, in kilograms or multiples for each of the following:</p> <ul style="list-style-type: none"> ▶ NO_x. ▶ SO_x. ▶ Persistent organic pollutants (POP). ▶ Volatile organic compounds (VOC). ▶ Hazardous air pollutants (HAP). ▶ Particulate matter (PM). ▶ Other standard categories of air emissions identified in relevant regulations. <p>b. Report standards, methodologies, and assumptions used.</p> <p>c. Report the source of the emission factors used.</p>	Not reported.	
G4-EN22	<p>Total water discharge by quality and destination.</p> <p>a. Report the total volume of planned and unplanned water discharges by:</p> <ul style="list-style-type: none"> ▶ Destination. ▶ Quality of the water including treatment method. ▶ Whether it was reused by another organisation. <p>b. Report standards, methodologies, and assumptions used.</p>	<p>Not material as the Group does not use water in the manufacturing/producing/ services of the various businesses.</p> <p>The only water intensive business the Group has is Bidvest laundries.</p>	
G4-EN23	<p>Total weight of waste by type and disposal method.</p> <p>a. Report the total weight of hazardous and non-hazardous waste, by the following disposal methods:</p> <ul style="list-style-type: none"> ▶ Reuse. ▶ Recycling. ▶ Composting. ▶ Recovery, including energy recovery. ▶ Incineration (mass burn). ▶ Deep well injection. ▶ Landfill. ▶ On-site storage. ▶ Other (to be specified by the organisation). <p>b. Report how the waste disposal method has been determined:</p> <ul style="list-style-type: none"> ▶ Disposed of directly by the organisation or otherwise directly confirmed. ▶ Information provided by the waste disposal contractor. ▶ Organisational defaults of the waste disposal contractor. 	Not material as Bidvest Group has very few businesses that manufacture goods as the Group primarily distributes or provides services.	
G4-EN24	<p>Total number and volume of significant spills.</p> <p>a. Report the total number and total volume of recorded significant spills.</p> <p>b. For spills that were reported in the organisation's financial statements, report the additional following information for each such spill:</p> <ul style="list-style-type: none"> ▶ Location of spill. ▶ Volume of spill. ▶ Material of spill, categorised by: <ul style="list-style-type: none"> – Oil spills (soil or water surfaces) – Fuel spills (soil or water surfaces) – Spills of wastes (soil or water surfaces) – Spills of chemicals (mostly soil or water surfaces) – Other (to be specified by the organisation). <p>c. Report the impacts of significant spills.</p>	No significant spills reported.	

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G4 indicator	Description	Chapters	Annual integrated report page numbers
G4-EN25	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. a. Report the total weight for each of the following: <ul style="list-style-type: none"> ▶ Hazardous waste transported. ▶ Hazardous waste imported. ▶ Hazardous waste exported. ▶ Hazardous waste treated. b. Report the percentage of hazardous waste shipped internationally.	Not reported.	
G4-EN26	Identity, size, protected status, and biodiversity value of water bodies and related habitats significantly affected by the reporting organisation's discharges of water and run off. a. Report water bodies and related habitats that are significantly affected by water discharges based on the criteria described in the compilation section below, adding information on: <ul style="list-style-type: none"> ▶ Size of water body and related habitat. ▶ Whether the water body and related habitat is designated as a protected area (nationally or internationally). ▶ Biodiversity value (such as total number of protected species). 	Not material, as no businesses have a significant impact due to the discharge of water from their business services.	
G4-EN27	Initiatives to mitigate environmental impacts of products and services, and extent of impact mitigation.	Individual businesses have their own initiatives in place. Due to the diverse nature of our operations, it is difficult to aggregate this information in a meaningful way at Group level. Operational review.	Pages 26 to 41.
G4-EN28	Percentage of products sold and their packaging materials that are reclaimed by category.	Not reported.	
G4-EN29	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations.	Not reported.	
G4-EN30	Significant environmental impacts of transporting products and other goods and materials used for the organisation's operations, and transporting members of the workforce.	Limited to reporting of fuel usage. Operational reviews. Carbon report. Sustainability overview. Sustainable development performance data.	Pages 26 to 41. Online GHG report. www.bidvest.com .
G4-EN34	Number of grievances about environmental impacts filed, addressed and resolved through formal grievance mechanisms.	Not reported.	
Social labour practices and decent work			
G4-LA1	Total number and rate of employee turnover by age group, gender and region. a. Report the total number and rate of new employee hires during the reporting period, by age group, gender and region. b. Report the total number and rate of employee turnover during the reporting period, by age group, gender and region.	Gender, number of employees reported (including prior regions and number of employees reported). Consolidated segmental analysis. Operational reviews. Sustainability overview. Sustainable development performance data.	Pages 4, 7, 26 to 41, 46. www.bidvest.com .

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G4 indicator	Description	Chapters	Annual integrated report page numbers
G4-LA2	<p>Benefits provided to full-time employees that are not provided to temporary or part-time employees, by major operations.</p> <p>a. Report the benefits which are standard for full-time employees of the organisation but are not provided to temporary or part-time employees, by significant locations of operation. These include, as a minimum:</p> <ul style="list-style-type: none"> ▶ Life insurance. ▶ Healthcare. ▶ Disability and invalidity coverage. ▶ Parental leave. ▶ Retirement provision. ▶ Stock ownership. ▶ Others. <p>b. Report the definition used for “significant locations of operation”.</p>	<p>Benefits for the Group reported. Consolidated segmental analysis. Notes to the Company financial statements.</p>	Pages 7, 89.
G4-LA3	<p>Return to work and retention rates after parental leave, by gender.</p> <p>a. Report the total number of employees that were entitled to parental leave, by gender.</p> <p>b. Report the total number of employees that took parental leave, by gender.</p> <p>c. Report the total number of employees who returned to work after parental leave ended, by gender.</p> <p>d. Report the total number of employees who returned to work after parental leave ended who were still employed 12 months after their return to work, by gender.</p> <p>e. Report the return to work and retention rates of employees who took parental leave, by gender.</p>	<p>Not reported as in the decentralised nature of the Group, each company would have their own agreements relative to their industries and regions.</p>	
G4-LA4	<p>Minimum notice period(s) regarding operational changes, including whether it is specified in collective agreements.</p> <p>a. Report 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.</p> <p>b. For organisations with collective bargaining agreements, report whether the notice period and provisions for consultation and negotiation are specified in collective agreements.</p>	<p>Not reported as in the decentralised nature of the Group, each company would have their own agreements relative to their industries and regions.</p>	
G4-LA5	<p>Percentage of total workforce represented in formal joint management-worker health and safety committees that help monitor and advise on occupational health and safety.</p> <p>a. Report the level at which each formal joint management-worker health and safety committee typically operates within the organisation.</p> <p>b. Report the percentage of the total workforce represented in formal joint management-worker health and safety committees.</p>	<p>Not reported as in the decentralised nature of the Group, each company would have their own.</p>	
G4-LA6	<p>Rates of injury, occupational diseases, lost days, and absenteeism, number of work-related fatalities by region.</p> <p>a. Report 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 (that is, total employees plus supervised workers), by:</p> <ul style="list-style-type: none"> ▶ Region. ▶ Gender. <p>b. Report types of injury, IR, ODR, LDR, AR and work-related fatalities for independent contractors working on-site to whom the organisation is liable for the general safety of the working environment, by:</p> <ul style="list-style-type: none"> ▶ Region. ▶ Gender. <p>c. Report the system of rules applied in recording and reporting accident statistics.</p>	<p>Partially reported. In the decentralised nature various regions may calculate items (injuries and what is considered a workplace injury) differently according to the various labour regulations). Sustainability overview. Comparative sustainability data.</p>	<p>Page 46. Online www.bidvest.com.</p>

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G4 indicator	Description	Chapters	Annual integrated report page numbers
G4-LA7 (moved to guidance)	Education, training, counselling, prevention, and risk control programmes in place to assist workforce members, their families, or community members regarding serious diseases	Not reported.	
G4-LA8	Health and safety topics covered in formal agreements with trade unions. a. Report whether formal agreements (either local or global) with trade unions cover health and safety. b. If yes, report the extent, as a percentage, to which various health and safety topics are covered by these agreements.	Not yet collated at a Group level due to the decentralised nature of the Group. Each of the companies would have their own agreements in place within their various industries.	
G4-LA9	Average hours of training per year per employee by employee category. a. Report the average hours of training that the organisation's employees have undertaken during the reporting period, by: ▶ Gender. ▶ Employee category.	Not reported.	
G4-LA10	Programmes for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings. a. Report on the type and scope of programmes implemented and assistance provided to update employee skills. b. Report on the transition assistance programmes provided to facilitate continued employability and the management of career endings resulting from retirement or termination of employment.	Partially reported, we collect data on training and learnerships, but this information cannot be reported from Group level other than spend as the industries and definitions within vary so vastly that it ends up as skewed data. Training and ongoing upskilling and employee retention are Group material issues. Operational reviews. Comparative data.	Pages 26 to 41.
G4-LA11	Percentage of employees receiving regular performance and career development reviews. a. Report 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.	
G4-LA12	Composition of governance bodies and breakdown of employees per employee category according to gender, age group, minority group membership, and other indicators of diversity. a. Report the percentage of individuals within the organisation's governance bodies in each of the following diversity categories: ▶ Gender. ▶ Age group: under 30 years old, 30 to 50 years old, over 50 years old. ▶ Minority groups. ▶ Other indicators of diversity where relevant. b. Report the percentage of employees per employee category in each of the following diversity categories: ▶ Gender. ▶ Age group: under 30 years old, 30 to 50 years old, over 50 years old. ▶ Minority groups. ▶ Other indicators of diversity where relevant.	Board of directors. Governance for a sustainable business.	Pages 12, 48.
G4-LA13	Ratio of basic salary of men to women by employee category. Social performance indicators – human rights.	Not reported.	
G4-LA14	Percentage of new suppliers that were screened using labour practices criteria. a. Report the percentage of new suppliers that were screened using labour practices criteria.	Not reported.	

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G4 indicator	Description	Chapters	Annual integrated report page numbers
<p>G4-LA15</p>	<p>Significant actual and potential negative impacts for labour practices in the supply chain and actions taken.</p> <ul style="list-style-type: none"> a. Report the number of suppliers subject to impact assessments for labour practices. b. Report the number of suppliers identified as having significant actual and potential negative impacts for labour practices. c. Report the significant actual and potential negative impacts for labour practices identified in the supply chain. d. Report the percentage of suppliers identified as having significant actual and potential negative impacts for labour practices with which improvements were agreed upon as a result of assessment. e. Report the percentage of suppliers identified as having significant actual and potential negative impacts for labour practices with which relationships were terminated as a result of assessment, and why. 	<p>Our companies will be doing this at company level but we have not collated the data to a Group level yet.</p>	
<p>G4-LA16</p>	<p>Number of grievances about labour practices filed, addressed, and resolved through formal grievance mechanisms.</p> <ul style="list-style-type: none"> a. Report the total number of grievances about labour practices filed through formal grievance mechanisms during the reporting period. b. Of the identified grievances, report how many were: <ul style="list-style-type: none"> ▶ Addressed during the reporting period ▶ Resolved during the reporting period. c. Report the total number of grievances about labour practices filed prior to the reporting period that were resolved during the reporting period. 	<p>Ethics line tracks this.</p>	
<p>Social: Human rights</p>			
<p>G4-HR1</p>	<p>Percentage and total number of significant investment agreements that include human rights clauses or that have undergone human rights screening.</p> <ul style="list-style-type: none"> a. Report the total number and percentage of significant investment agreements and contracts that include human rights clauses or that underwent human rights screening. b. Report the definition of “significant investment agreements” used by the organisation. 	<p>Not reported at Group level yet.</p>	
<p>G4-HR10</p>	<p>Percentage of significant suppliers and contractors that have undergone screening on human rights and actions taken.</p>	<p>Not reported.</p>	
<p>G4-HR2</p>	<p>Total hours of employee training on policies and procedures concerning aspects of human rights that are relevant to operations, including the percentage of employees trained.</p> <ul style="list-style-type: none"> a. Report the total number of hours in the reporting period devoted to training on human rights policies or procedures concerning aspects of human rights that are relevant to operations. b. Report the percentage of employees in the reporting period trained in human rights policies or procedures concerning aspects of human rights that are relevant to operations. 	<p>The companies each do this on their own as they will each have their own policies/procedures in place as needed for their respective industries.</p>	
<p>G4-HR3</p>	<p>Total number of incidents of discrimination and actions taken.</p> <ul style="list-style-type: none"> a. Report the total number of incidents of discrimination during the reporting period. b. Report the status of the incidents and the actions taken with reference to the following: <ul style="list-style-type: none"> ▶ Incident reviewed by the organisation. ▶ Remediation plans being implemented. ▶ Remediation plans have been implemented and results reviewed through routine internal management review processes. ▶ Incident no longer subject to action. 	<p>Ongoing monitoring and will be reported if found material. Governance for a sustainable business. Board committees (social and ethics committee).</p>	<p>Page 48.</p>

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G4 indicator	Description	Chapters	Annual integrated report page numbers
G4-HR4	<p>Operations identified in which the right to exercise freedom of association and collective bargaining may be at significant risk, and actions taken to support these rights.</p> <p>a. Report operations and suppliers in which employee rights to exercise freedom of association or collective bargaining may be violated or at significant risk either in terms of:</p> <ul style="list-style-type: none"> ▶ Type of operation (such as manufacturing plant) and supplier. ▶ Countries or geographical areas with operations and suppliers considered at risk. <p>b. Report measures taken by the organisation in the reporting period intended to support rights to exercise freedom of association and collective bargaining.</p>	Not reported.	
G4-HR5	<p>Operations identified as having significant risk for incidents of child labour, and measures taken to contribute to the elimination of child labour.</p> <p>a. Report operations and suppliers considered to have significant risk for incidents of:</p> <ul style="list-style-type: none"> ▶ Child labour. ▶ Young workers exposed to hazardous work. <p>b. Report operations and suppliers considered to have significant risk for incidents of child labour either in terms of:</p> <ul style="list-style-type: none"> ▶ Type of operation (such as manufacturing plant) and supplier. ▶ Countries or geographical areas with operations and suppliers considered at risk. <p>c. Report measures taken by the organisation in the reporting period intended to contribute to the effective abolition of child labour.</p>	Not reported – no operations deemed to have significant risk.	
G4-HR6	<p>Operations identified as having significant risk for incidents of forced or compulsory labour, and measures to contribute to the elimination of forced or compulsory labour.</p> <p>a. Report operations and suppliers considered to have significant risk for incidents of forced or compulsory labour either in terms of:</p> <ul style="list-style-type: none"> ▶ Type of operation (such as manufacturing plant) and supplier. ▶ Countries or geographical areas with operations and suppliers considered at risk. <p>b. Report measures taken by the organisation in the reporting period intended to contribute to the elimination of all forms of forced or compulsory labour.</p>	Not reported – no operations deemed to have significant risk.	
G4-HR7	<p>Percentage of security personnel trained in the organisation's policies or procedures concerning aspects of human rights that are relevant to operations.</p> <p>a. Report the percentage of security personnel who have received formal training in the organisation's human rights policies or specific procedures and their application to security.</p> <p>b. Report whether training requirements also apply to third-party organisations providing security personnel.</p>	The companies each do this on their own as they will each have their own policies/procedures in place as needed for their respective industries and is something we look to include in the future.	
G4-HR8	<p>Total number of incidents of violations involving rights of indigenous people and actions taken.</p> <p>a. Report the total number of identified incidents of violations involving the rights of indigenous peoples during the reporting period.</p> <p>b. Report the status of the incidents and actions taken with reference to:</p> <ul style="list-style-type: none"> ▶ Incident reviewed by the organisation. ▶ Remediation plans being implemented. ▶ Remediation plans have been implemented and results reviewed through routine internal management review processes. ▶ Incident no longer subject to action. 	Not reported but is monitored by companies. Board committees (social and ethics committee).	Page 84.

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G4 indicator	Description	Chapters	Annual integrated report page numbers
G4-HR9	Total number and percentage of operations that have been subject to human rights reviews or impact assessments. Report the total number and percentage of operations that have been subject to human rights reviews or human rights impact assessments, by country.	Not reported.	
G4-HR11	<p>Percentage of new suppliers that were screened using human rights criteria.</p> <ol style="list-style-type: none"> a. Report the number of suppliers subject to human rights impact assessments. b. Report the number of suppliers identified as having significant actual and potential negative human rights impacts. c. Report the significant actual and potential negative human rights impacts identified in the supply chain. d. Report the percentage of suppliers identified as having significant actual and potential negative human rights impacts with which improvements were agreed upon as a result of assessment. e. Report the percentage of suppliers identified as having significant actual and potential negative human rights impacts with which relationships were terminated as a result of assessment, and why. 	Not reported.	
G4-HR12	<p>Number of grievances about human rights impacts filed, addressed and resolved through formal grievance mechanisms.</p> <ol style="list-style-type: none"> a. Report the total number of grievances about human rights impacts filed through formal grievance mechanisms during the reporting period. b. Of the identified grievances, report how many were: <ul style="list-style-type: none"> ▶ Addressed during the reporting period. ▶ Resolved during the reporting period. c. Report the total number of grievances about human rights impacts filed prior to the reporting period that were resolved during the reporting period. 	<p>Not reported but monitored at Group level and at company levels (social and ethics committee) board committees.</p> <p>Ethics line monitoring.</p>	Page 48.
Social performance indicators – society			
G4-S01	<p>Nature, scope and effectiveness of any programmes and practices that assess and manage the impacts of operations on communities, including entering, operating and exiting.</p> <ol style="list-style-type: none"> a. Report the percentage of operations with implemented local community engagement, impact assessments, and development programmes, including the use of: <ul style="list-style-type: none"> ▶ Social impact assessments, including gender impact assessments, based on participatory processes. ▶ Environmental impact assessments and ongoing monitoring. ▶ Public disclosure of results of environmental and social impact assessments. ▶ Local community development programmes based on local communities' needs. ▶ Stakeholder engagement plans based on stakeholder mapping. ▶ Broad-based local community consultation committees and processes that include vulnerable groups. ▶ Works councils, occupational health and safety committees and other employee representation bodies to deal with impacts. ▶ Formal local community grievance processes. 	<p>Not reported from Group level, as not deemed material but businesses that do have an impact will speak to this in their operational reviews.</p> <p>Divisional reviews.</p> <p>Operational reviews.</p>	Pages 26 to 41.
G4-S02	<p>Operations with significant actual and potential negative impacts on local communities.</p> <ol style="list-style-type: none"> a. Report operations with significant actual and potential negative impacts on local communities, including: <ul style="list-style-type: none"> ▶ The location of the operations. ▶ The significant actual and potential negative impacts of operations. 	Not material from Group perspective as few businesses have a negative impact.	

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G4 indicator	Description	Chapters	Annual integrated report page numbers
G4-S03	<p>Percentage and total number of business units analysed for risks related to corruption.</p> <p>a. Report the total number and percentage of operations assessed for risks related to corruption.</p> <p>b. Report the significant risks related to corruption identified through the risk assessment.</p>	<p>Not reported but monitored.</p> <p>Governance for a sustainable business.</p> <p>Board committees (social and ethics committee).</p>	Pages 48, 84.
G4-S04	<p>Percentage of employees trained in organisation's anti-corruption policies and procedures.</p> <p>a. Report the total number and percentage of operations assessed for risks related to corruption.</p> <p>b. Report the significant risks related to corruption identified through the risk assessment.</p>	<p>Not reported at Group level.</p> <p>Our companies perform their own training on matters of this nature.</p> <p>Group distribute Ethics line information to every company in the Group.</p> <p>The ethics line also appears regularly on the website.</p> <p>Governance for a sustainable business.</p> <p>Administration.</p>	Page 48, inside back cover.
G4-S05	<p>Action taken in response to incidents of corruption:</p> <p>a. Report the total number and nature of confirmed incidents of corruption.</p> <p>b. Report the total number of confirmed incidents in which employees were dismissed or disciplined for corruption.</p> <p>c. Report the total number of confirmed incidents when contracts with business partners were terminated or not renewed due to violations related to corruption.</p> <p>d. Report public legal cases regarding corruption brought against the organisation or its employees during the reporting period and the outcomes of such cases.</p>	<p>Operational reports.</p> <p>Governance for a sustainable business.</p> <p>Administration (ethics line).</p>	Pages 26 to 41, 48, inside back cover.
G4-S06	<p>Total value of financial and in-kind contributions to political parties, politicians and related institutions by country:</p> <p>a. Report the total monetary value of financial and in-kind political contributions made directly and indirectly by the organisation by country and recipient/beneficiary.</p> <p>b. Report how the monetary value of in-kind contributions was estimated, if applicable.</p>	No such donations made.	
G4-S07	<p>Total number of legal actions for anti-competitive behaviour, anti-trust, and monopoly practices and their outcomes:</p> <p>a. Report the total monetary value of financial and in-kind political contributions made directly and indirectly by the organisation by country and recipient/beneficiary.</p> <p>b. Report how the monetary value of in-kind contributions was estimated, if applicable.</p>	No such actions reported.	
G4-S08	<p>Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with laws and regulations:</p> <p>a. Report significant fines and non-monetary sanctions in terms of:</p> <ul style="list-style-type: none"> ▶ Total monetary value of significant fines. ▶ Total number of non-monetary sanctions. ▶ Cases brought through dispute resolution mechanisms. <p>b. If the organisation has not identified any non-compliance with laws or regulations, a brief statement of this fact is sufficient.</p> <p>c. Report the context against which significant fines and non-monetary sanctions were incurred.</p>	No such material instances reported.	
G4-S09	<p>Percentage of new suppliers that were screened using criteria for impacts on society:</p> <p>a. Report the percentage of new suppliers that were screened using criteria for impacts on society.</p>	Not collated at Group.	

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G4 indicator	Description	Chapters	Annual integrated report page numbers
G4-SO10	Significant actual and potential negative impacts on society in the supply chain and actions taken: <ol style="list-style-type: none"> Report the number of suppliers subject to assessments for impacts on society. Report the number of suppliers identified as having significant actual and potential negative impacts on society. Report the significant actual and potential negative impacts on society identified in the supply chain. Report the percentage of suppliers identified as having significant actual and potential negative impacts on society with which improvements were agreed upon as a result of assessment. Report the percentage of suppliers identified as having significant actual and potential negative impacts on society with which relationships were terminated as a result of assessment, and why. 	Not collated at Group level.	
G4-SO11	Number of grievances about impacts on society filed, addressed, and resolved through formal grievance mechanisms: <ol style="list-style-type: none"> Report the total number of grievances about impacts on society filed through formal grievance mechanisms during the reporting period. Of the identified grievances, report how many were: <ul style="list-style-type: none"> ▶ Addressed during the reporting period. ▶ Resolved during the reporting period. Report the total number of grievances about impacts on society filed prior to the reporting period that were resolved during the reporting period. 	Not collated at Group level.	
Social performance indicators – product responsibility			
G4-PR1	Lifecycle stages in which health and safety impacts of products and services are assessed for improvement, and percentage of significant products and services categories subject to such procedures.	Isolated reporting. Operational reviews.	Pages 24 to 59.
G4-PR2	Total number of incidents of non-compliance with regulations and voluntary codes concerning health and safety impacts of products and services, by type of outcomes.	Not reported.	
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.	Not reported.	
G4-PR5 (Moved to guidance)	Practices related to customer satisfaction, including results of surveys measuring customer satisfaction.	Not reported	
G4-PR6	Programmes for adherence to laws, standards, and voluntary codes related to marketing communications, including advertising, promotion and sponsorship.	Not reported.	
G4-PR7	Total number of incidents of non-compliance with regulations and voluntary codes concerning marketing communications, including advertising and promotion.	Not reported.	
G4-PR8	Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data.	Not reported.	
G4-PR9	Monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products.	Not reported.	

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