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

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Absentee rate 1.14% 1.28% 1.63% Not reported Not reported Average hours of training for employees Average hours of training per year per Female employee by employee category. Image and the period of training per year per Female employee by employee Image and the period of training per year per Female employee by employee Image and the period of training per year per Male employee by employee Image and the period of training per year per Male employee by employee Image and the period of training per year per Male employee by employee Image and the period of training per year per Male employee by employee Image and the period of training per year per Male employee by employee Image and the period of training per year per Male employee by employee Image and the period of training per year per Male employee by employee Image and the period of training per year per Male employee by employee Image and the period of training per year per met Male employee by employee Image and the period of training per year per met Male employee by employee Image and the period of training per year per met Male employee by employee Image and the period of training per year per employee by employee Image and the period of training per year per employee by employee Image and the period of training per year per employee by employee Image and the period of training per year per employee by employee Image and the period of training per year per employee by employee Image and the period of training per year per employee trained (the period of training period of tra	Description and hyperlink	Definition or response	2019/2020	2018/2019	2017/2018	2016/2017	2015/2016
Average hours of training for employees Average hours of training per year per Female employee by employee category. 77.83 24.88 28.38 Junior management 43.07 18.75 18.15 Senior management 143.03 13.64 16.00 Staff 115.65 49.01 54.81 Total female 102.02 36.32 27.87 42.02 46.90 Average hours of training per year per Male employee by employee category. 115.65 21.71 23.48 Junior management 62.31 21.71 23.48 Middle management 42.34 21.71 23.49 Middle management 42.34 21.71 23.49 Middle management 42.34 21.71 23.40 Senior management 75.39 9.04 10.74 Senior management 71.03 21.71 23.40 25.025 62.66 Middle management 42.34 10.73 21.32 20.65 52.66 52.66 52.66 52.66 52.66 52.66 52.66 52.66 </td <td>Absenteeism</td> <td>• Absentee rate (AR)</td> <td></td> <td></td> <td></td> <td></td> <td></td>	Absenteeism	• Absentee rate (AR)					
employees clagov.		Absentee rate	1.41%	1.28%	1.63%	Not reported	Not reported
Middle management 43.07 18.75 18.15 Senior management 143.03 13.64 16.00 Staff 115.65 27.87 42.02 46.99 Average hours of training per year per Male employee by employee ategory. 002.02 36.32 27.87 42.02 46.99 Junior management 62.31	Average hours of training for employees						
Senior management 143.03		Junior management	77.83			24.88	28.38
Staff 115.65 49.01 54.81 Total female 102.02 36.32 27.87 42.02 46.96 Average hours of training per year per Male employee by employee category. 0 21.71 23.48 Junior management 62.31 0 21.71 23.48 Middle management 442.34 0 17.38 21.30 Senior management 75.39 0 9.04 10.74 Staff 103.28 0 50.25 62.65 Total male 86.91 32.17 26.22 40.26 50.48 Average hours of training per year per employee by employee category. 101.328 0 23.40 50.25 62.65 Total male 71.17 24.94 10.74 <		Middle management	43.07			18.75	18.15
Total female 102.02 36.32 27.87 42.02 46.99 Average hours of training per year per Male employee by employee category.		Senior management	143.03			13.64	16.00
Average hours of training per year per Male employee by employee ategory. Internal of training per year per Male employee by employee Internal of training per year per Male employee by employee Internal of training per year per Male employee by employee Internal of training per year per Male employee by employee Internal of training per year per Male employee by employee Internal of training per year per year per employee by employee ategory. Internal of training per year per employee by employee category. Internal of training per year per employee by employee category. Internal of training per year per employee by employee category. Internal of training per year per employee by employee category. Internal of training per year per employee by employee category. Internal of training per year per employee by employee category. Internal of training per year per employee by employee category. Internal of training per year per employee by employee category. Internal of training per year per employee by employee category. Internal of training per year per employee by employee category. Internal of training per year per employee by employee category. Internal of training per year per employee category. Internal of training per year per employee by employee category. Internal of training per year per employee category. <thinternal <="" category.<="" employee="" of="" per="" td="" training="" year=""><td></td><td>Staff</td><td>115.65</td><td></td><td></td><td>49.01</td><td>54.81</td></thinternal>		Staff	115.65			49.01	54.81
category. category. <thcit< th=""> category. categ</thcit<>		Total female	102.02	36.32	27.87	42.02	46.96
Middle management 42.34 17.38 21.35 Senior management 75.39 9.04 10.74 Staff 103.28 26.20 40.26 50.25 62.65 Total male 86.91 32.17 26.22 40.26 50.45 Average hours of training per year per employee by employee category. 100.20 22.40.26 50.45 Junior management 71.17 26.22 40.26 50.45 Senior management 42.71 26.22 40.26 50.45 Middle management 42.71 26.22 40.26 50.45 Senior management 101.73 21.12.0 17.07 Staff 110.20 11.20 17.07 Staff 110.25 34.56 26.86 42.96 48.35 Average number of days of training for employees 95.52 34.56 26.86 42.96 48.35 Total training hours for all employees trained (hours) 1121452.31 21.21 21.21 21.21							
Senior management 75.39 9.04 10.74 Staff 103.28 50.25 62.65 Total male 86.91 32.17 26.22 40.26 50.45 Average hours of training per year per employee by employee category. 0 0 23.40 26.03 Junior management 71.17 26.22 40.26 26.03 Middle management 42.71 0 23.40 25.82 Senior management 101.73 0 11.20 17.07 Staff 110.58 26.86 42.96 48.35 Average number of days of training per employee (days) 95.52 34.56 26.86 42.96 48.35 Fotal time spent on training and development as a company Total training hours for all employees trained (hours) 1121 452.31 0 <td< td=""><td>Junior management</td><td>62.31</td><td></td><td></td><td>21.71</td><td>23.49</td></td<>		Junior management	62.31			21.71	23.49
Staff 103.28 50.25 62.65 Total male 86.91 32.17 26.22 40.26 50.48 Average hours of training per year per employee by employee category. 71.17 26.22 40.26 50.48 Junior management 71.17 101.73 26.22 40.26 26.03 Middle management 42.71 101.73 21.12.0 11.00 21.55 Senior management 101.73 101.73 11.20 11.00 11.00 11.00 Staff 110.58 26.86 42.96 48.35 Average number of days of training per employee (days) 39.8 26.86 42.96 48.35 Total time spent on training and development as a company Total training hours for all employees trained (hours) 1121 452.31 1121 452.31 1121 452.31		Middle management	42.34			17.38	21.30
Total male 86.91 32.17 26.22 40.26 50.48 Average hours of training per year per employee dategor. Image of training of training per year per employee dategor. Image of training of training of training per year per employee dategor. Image of training of training of training of training per employee (days) Image of training of training of training hours for all employees trained (hours) Image of training of training of training hours for all employees trained (hours) Image of training of training of training hours for all employees trained (hours) Image of training of training of training hours for all employees trained (hours) Image of training of training of training hours for all employees trained (hours) Image of training of training of training hours for all employees trained (hours) Image of training of training of training hours for all employees trained (hours) Image of training of training of training hours for all employees trained (hours) Image of training of training of training hours for all employees trained (hours) Image of training of training of training hours for all employees trained (hours) Image of training of training of training of training hours for all employees trained (hours) Image of training of training of training of training hours of training h		Senior management	75.39			9.04	10.74
Average hours of training per year per employee by employee category. Average hours of training per year per employee by employee category. Average hours of training per year per employee by employee category. The second per second		Staff	103.28			50.25	62.65
Junior management 71.17 23.40 26.05 Middle management 42.71 18.10 21.59 Senior management 101.73 11.20 17.07 Staff 110.58 49.52 58.28 Total Employees 95.52 34.56 26.86 42.96 48.39 Average number of days of training for employee (days) 3.98		Total male	86.91	32.17	26.22	40.26	50.48
Middle management 42.71 18.10 21.59 Senior management 101.73 11.20 17.07 Staff 110.58 49.52 58.28 Total Employees 95.52 34.56 26.86 42.96 48.39 Average number of days of training for employee (days) 3.98 3.98 5.52		Average hours of training per year per employee by employee category.					
Senior management 101.73 11.20 17.07 Staff 110.58 49.52 58.28 Total Employees 95.52 34.56 26.86 42.96 48.39 Average number of days of training for employee (days) 95.52 34.56 26.86 42.96 48.39 Total Employees Or employees 1121 452.31 1121 452.3		Junior management	71.17			23.40	26.03
Staff 110.58 49.52 58.28 Total Employees 95.52 34.56 26.86 42.96 48.39 Average number of days of training for employee (days) 3.98		Middle management	42.71			18.10	21.59
Total Employees 95.52 34.56 26.86 42.96 48.39 Average number of days of training for employees Average days training per employee (days) 3.98 Image: Contraining and training hours for all employees trained (hours) 1121 452.31 Image: Contraining and training hours for all employees trained (hours) Image: Contraining and training hours for all employees trained (hours) Image: Contraining and training hours for all employees trained (hours) Image: Contraining and training hours for all employees trained (hours) Image: Contraining and training hours for all employees trained (hours) Image: Contraining and training hours for all employees trained (hours) Image: Contraining and training hours for all employees trained (hours) Image: Contraining and training hours for all employees trained (hours) Image: Contraining and training hours for all employees trained (hours) Image: Contraining and training hours for all employees trained (hours) Image: Contraining and training hours for all employees trained (hours) Image: Contraining and training hours for all employees trained (hours) Image: Contraining and training hours for all employees trained (hours) Image: Contraining and training hours for all employees trained (hours) Image: Contraining and training hours for all employees trained (hours) Image: Contraining and training hours for all employees trained (hours) Image: Contraining and training hours for all employees training hours for all em		Senior management	101.73			11.20	17.07
Average number of days of training for employees Average days training per employee (days) 3.98 For employees Total training hours for all employees trained (hours) 1 121 452.31 Indevelopment as a company Indevelopment as a company Indevelopment as a company		Staff	110.58			49.52	58.28
For employees Total training hours for all employees trained (hours) 1 121 452.31 Indevelopment as a company Indevelopment as a company Indevelopment as a company		Total Employees	95.52	34.56	26.86	42.96	48.39
development as a company	Average number of days of training for employees	Average days training per employee (days)	3.98				
Number of disabled employees Average number of employees with disabilities 183 130	Total time spent on training and development as a company	Total training hours for all employees trained (hours)	1 121 452.31				
	Number of disabled employees	Average number of employees with disabilities	183	130			

SOCIAL

Description and hyperlink	Definition or response	2019/2020	2018/2019	2017/2018	2016/2017	2015/2016
mployee composition	 Percentage of individuals within the organization's governance bodies in each of the following diversity categories: 					
	 Gender 					
	 Age group: under 30 years old, 30 – 50 years old, over 50 years old 					
	 Minority groups 					
	 Other indicators of diversity, where relevant 					
	 Percentage of females per employee category in each of the following diversity categories: 					
	 Minority groups 					
	 Other indicators of diversity, where relevant 					
	African	27%	25%	23%	2 045	1 869
	White	12%	13%	14%	1 424	1 431
	Coloured	8%	8%	9%	901	845
	Indian	9%	10%	10%	1 032	1 024
	Foreign Nationals	1%	1%	1%	72	70
	Total	57%	57%	57%	5 474	5 239
	 b. Percentage of males per employee category in each of the following diversity categories: Minority groups Other indicators of diversity, where relevant 					
	African	18%	17%	16%	1 432	1 287
	White	11%	12%	13%	1 285	1 251
	Coloured	5%	5%	5%	535	501
	Indian	8%	8%	8%	847	844
	Foreign Nationals	1%	1%	1%	79	67
	Total	43%	43%	43%	4 178	3 950

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Description and hyperlink	Definition or response	2019/2020	2018/2019	2017/2018	2016/2017	2015/2016
Employee composition	 Percentage of females per employee category in each of the following diversity categories: 					
	 Minority groups 					
	 Other indicators of diversity, where relevant 					
	Top management:					
	African	0%	0%	0%	1	1
	White	9%	0%	5%	1	1
	Coloured	0%	0%	0%	0	0
	Indian	0%	0%	0%	0	0
	Foreign Nationals	0%	0%	0%	1	1
	Total	9%	0%	5%	3	3
	Senior management:					
	African	7%	7%	6%	34	25
	White	22%	25%	27%	152	136
	Coloured	2%	3%	3%	12	10
	Indian	9%	12%	11%	49	38
	Foreign Nationals	2%	1%	1%	7	5
	Total	41%	49%	49%	254	214
	Professionally Qualified					
	African	11%	11%	10%	106	100
	White	23%	24%	26%	301	306
	Coloured	4%	4%	4%	50	50
	Indian	11%	11%	11%	162	159
	Foreign Nationals	1%	1%	1%	16	13
	Total	51%	51%	52%	635	628

SOCIAL

Labour Practices and Decent Work

Description and hyperlink	Definition or response	2019/2020	2018/2019	2017/2018	2016/2017	2015/2016
Employee composition	Skilled Technical					
	African	19%	17%	15%	146	128
	White	16%	17%	18%	234	226
	coloured	9%	8%	8%	85	82
	Indian	12%	12%	12%	136	131
	Foreign Nationals	1%	1%	1%	15	18
	Total	57%	55%	54%	616	585
	Semi-skilled					
	African	32%	31%	28%	1 758	1 615
	White	8%	10%	11%	736	762
	coloured	9%	10%	10%	754	703
	Indian	8%	9%	10%	685	696
	Foreign Nationals	0%	0%	0%	33	33
	Total	59%	59%	59%	3 966	3 809
	Unskilled					
	African	0%	0%	0	0	0
	White	0%	0%	0	0	0
	coloured	0%	0%	0	0	0
	Indian	0%	0%	0	0	0
	Foreign Nationals	0%	0%	0	0	0
	Total	0%	0%	0	0	0

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Description and hyperlink	Definition or response	2019/2020	2018/2019	2017/2018	2016/2017	2015/2016
Employee composition	 Percentage of males per employee category in each of the following diversity categories: 					
	 Minority groups 					
	 Other indicators of diversity, where relevant 					
	Top management:					
	African	9%	9%	9%	1	1
	White	61%	74%	73%	17	18
	Coloured	4%	0%	0%	0	0
	Indian	13%	13%	9%	3	3
	Foreign Nationals	4%	4%	5%	1	1
	Total	91%	100%	96%	22	23
	Senior management:					
	African	7%	6%	5%	26	22
	White	43%	33%	34%	176	159
	Coloured	2%	2%	3%	15	13
	Indian	7%	9%	8%	43	34
	Foreign Nationals	0%	1%	1%	7	8
	Total	59%	51%	51%	267	236
	Professionally Qualified					
	African	10%	10%	9%	71	49
	White	23%	23%	24%	249	232
	Coloured	4%	4%	3%	32	27
	Indian	11%	11%	10%	102	87
	Foreign Nationals	2%	2%	2%	16	11
	Total	49%	49%	48%	470	406

SOCIAL

Labour Practices and Decent Work

Description and hyperlink	Definition or response	2019/2020	2018/2019	2017/2018	2016/2017	2015/2016
Employee composition	Skilled Technical					
	African	15%	15%	14%	156	123
	White	11%	12%	13%	165	164
	Coloured	5%	5%	6%	73	69
	Indian	12%	12%	12%	158	154
	Foreign Nationals	1%	1%	1%	13	14
	Total	43%	45%	46%	565	524
	Semi-skilled					
	African	21%	19%	18%	1 178	1 092
	White	8%	9%	10%	678	678
	Coloured	5%	5%	6%	415	392
	Indian	7%	7%	8%	541	566
	Foreign Nationals	1%	1%	0%	42	33
	Total	41%	41%	41%	2 854	2 761
	Unskilled					
	African	0	0	0	0	0
	White	0	0	0	0	0
	Coloured	0	0	0	0	0
	Indian	0	0	0	0	0
	Foreign Nationals	0	0	0	0	0
	Total	0	0	0	0	0

Social

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

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Product responsibility

Description and hyperlink	Definition or response	2019/2020	2018/2019	2017/2018	2016/2017	2015/2016
Surveys measuring customer satisfaction	Results or key conclusions of customer satisfaction surveys (based on statistically relevant sample sizes) conducted in the reporting period relating to information about:	8.76	8.81	9.00	9.18	8.79
	The organization as a whole					
	 A major product or service category 					
	 Significant locations of operation 					