

The value we add

The value we add	Outputs and outcomes of our business model	
<h2>Shareholders and funders</h2> <ul style="list-style-type: none"> Conservative capital allocation Sustained margins Sustainable long-term shareholder value 	<h1>R145.3 billion turnover</h1>	<h1>R8.0 billion trading profit</h1>
<h2>Employees</h2> <ul style="list-style-type: none"> Training and career development Productive working environment Dignity and a way of earning a decent living 		<h1>75 000</h1> <p>jobs created in the last 10 years</p>
<h2>Customers</h2> <ul style="list-style-type: none"> Trusted brands Affordable food Best value A world-class trading environment 	<h1>31.7% RSA market share</h1>	
<h2>Environment</h2> <ul style="list-style-type: none"> Sustainable practices Minimum waste Reduced footprint 	<h1>100%</h1> <p>post consumer recycled material used for all plastic bags</p> 	 <p>Generated 2 393 MWh of renewable energy in 2018</p>
<h2>Society</h2> <ul style="list-style-type: none"> Responsible citizenship Social upliftment of communities Crisis support Hunger alleviation 	 <p>1 114 fresh produce suppliers of which 241 are small farmers</p>	<h1>R99m</h1> <p>surplus food donated</p>



2018 Zip Cola awarded PETCO's

- "Recycled product of the year"

2017/18 Icon Brands Survey

- winner of the Food Retail category
- overall winner

2017/18 Ask Africa Kasi Star Brands Survey

- winner of the Food Retail category
- overall winner

2017/18 The Times Sowetan Retail Awards

- most used and recognised retailer

R5.4 billion
headline
earnings

R2.9 billion
declared
dividends

5.5%
trading
margin



3 458 139
training hours in 2018



469 618
customer
service
training
interventions



Over
1 000
items
under R5

2 843 stores
124 net new
corporate stores



Private label
participation
increased
to 16.2%

103 tons of plastic
diverted from landfill
by Zip Cola bottles
using 25% post
consumer waste

Reduced carbon
emission intensity
per unit revenue
by 4.49%



Flagship new
distribution
centre aiming
for Green Star
accreditation

>12 850 unemployed
youth trained in retail
in the past 3 years



Value of community
investment now 2.7%
of net profit after tax

2018 Honeywell
– with
MakeMeMobile

- Global Project of the year for voice-enabled solution at Cilmor distribution centre

2017 The Times
& Sowetan
Shopper Survey

- Shopperbrand Prizewinner – South Africa's favourite retailer

2018 SAP
Gold Award

- for business transformation for IS Retail implementation

2018 Sunday
Times TopBrands

- winner of the Best Grocery Store category

2018 DSV's
Abacus award

- for unlocking significant value in the Supply Chain