



"THE CASHBUILD WAY" - HOW WE DO THINGS

Cashbuild's business model strives to realise the Group's vision of being a leading business with the highest ethical standards and delivering exceptional value for all its stakeholders by incorporating the Six Capitals as defined by the International Integrated Reporting Framework.

"The Cashbuild Way" is our comprehensive set of procedures which underpins every process in the Group and which is aligned to ISO 9001.

"The Cashbuild Way" policies and processes, accessible through our intranet, have proven highly successful in promoting adherence to the procedures and ensuring consistent operational practices in our stores.

OUR INPUTS



OUR SUPPLIERS

We focus on our suppliers by:

- applying a proven strategic sourcing strategy;
- using local suppliers, as far as possible;
- building long-term relationships over many years, based on common value sets; and
- positively influencing the upstream value chain.

"THE CASHBUILD WAY"

Key product suppliers



Cement manufacturers



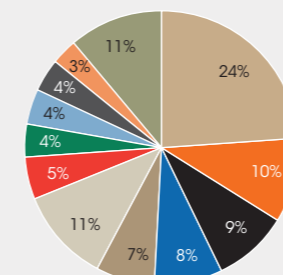
Timber manufacturers



Various building material and product suppliers

Primary products

- Cement
- Roofing
- Openings
- Timber
- Bricks
- Decorative
- Plumbing
- Hardware
- Ceilings
- Electrical
- Tools
- Other



OUR OUTPUTS



OUR SUPPLIERS

When we focus on our suppliers, we are able to:

- source building materials and product at good prices – cost focus;
- support local supplier growth and development;
- through the positive influence on the upstream value chain, enhance profit, people and planet;
- achieve economies of scale; and
- create opportunities to partner for mutual growth.



OUR FINANCIAL AND INTELLECTUAL CAPITAL

We focus on sound business principles by:

- ensuring that Cashbuild applies prudent debt management;
- spending capital in a responsible manner to grow the business;
- managing the various risks within the business;
- identifying business opportunities;
- investing in IT systems and procedures for monitoring, controlling and reporting the day-to-day activities;
- having a zero tolerance approach, which is supported by an anonymous tip-off system, controlled by a third party; and
- employing a triple catch system via an Internal Audit team, the Audit and Risk Committee and the External Auditors.

Support services



Stores



OUR FINANCIAL AND INTELLECTUAL CAPITAL

When we focus on sound business principles, we:

- ensure financial growth of the Group;
- ensure effective management of the Group through established controls;
- unlock stakeholder value; and
- manage and mitigate potential risks associated with the business.



OUR PEOPLE

We focus on our people:

- to ensure we take pride in the Cashbuild brand, live the brand and apply our core values – every day;
- to ensure the success of the Group;
- by having a decentralised management style, supported by a centralised support office;
- to ensure a strong culture of working hard and being accountable;
- by having a best-in-class HR system, HR policies and processes; and
- by applying a consistent management approach in all things we do.

Employees



4 953 Employees

318 Contractors

Learnerships



65 Learnerships granted



OUR PEOPLE

When we focus on our people, we:

- ensure that Cashbuild is the employer of choice;
- ensure our employees have a vested interest in the success of the company – when we profit, you profit;
- empower store managers and employee forums; and
- stimulate growth and development opportunities for each employee through learnership programmes and in-house training courses.



OUR CUSTOMERS

We focus on our customers by ensuring that our stores are:

- ready for business;
- always in stock;
- carry quality branded products at lowest prices;
- offer everyday lowest prices in each community in which we trade;
- provide free local customer delivery services;
- honourable in all our dealings; and
- ready to go the extra mile.



Mass home owners/ renovators



Contractors and builders



Retail customers



OUR CUSTOMERS

When we focus on our customers, we ensure:

- customer long-term loyalty through the Very Important Customer (VIC) programme;
- customer needs are met/exceeded;
- expert advice is available to customers;
- customer satisfaction is achieved; and
- that Cashbuild becomes the preferred building materials and product retailer of choice.



OUR COMMUNITIES

We focus on our communities by:

- ensuring that Cashbuild is part of the community;
- ensuring brand loyalty;
- approaching each new region with cultural sensitivity and awareness; and
- uplifting the communities in which we operate to make it a better place to live in.

School contributions



Total contributions R4,2 million to 316 Schools over 16 years

Delivery Driver initiative



318 Delivery Drivers



OUR COMMUNITIES

When we focus on our communities, we:

- ensure that our communities grow and prosper;
- ensure, brand loyalty, vested interest and pride in the Cashbuild brand;
- meet the requirements of the communities; and
- develop and empower the communities in which we trade through sustainable initiatives, like direct and indirect employment.



OUR ENVIRONMENT

We focus on the environment by:

- managing CO₂ emissions;
- ensuring responsible waste management; and
- resource consumption.



Waste



CO₂ emissions



Recycling



OUR ENVIRONMENT

When we focus on the environment, we:

- ensure that Cashbuild manages its impact on the environment responsibly;
- keep CO₂ emissions at acceptable levels;
- ensure waste management is done responsibly; and
- ensure responsible resource consumption.