

STAKEHOLDER ENGAGEMENT

Stakeholder engagement, which is encouraged by King III and the Companies Act, also requires a company to embrace engagement with its shareholders, employees, unions, suppliers, communities and consumers. Through a comprehensive stakeholder identification process undertaken by management and guided by the Group's external advisors, Deloitte & Touche, Mpack's primary stakeholders have been identified. Mpack regards the transparent and open communication with its stakeholders as important. The Group recently implemented a Stakeholder Engagement Policy to formalise its interaction with its stakeholders.

The main stakeholders identified by Mpack are:



STAKEHOLDER ENGAGEMENT (continued)

Stakeholder	Type of engagement	Reasons for engaging
Shareholders and the investment community	<ul style="list-style-type: none"> • Annual and interim results • Annual General Meeting • Media releases (including SENS) • Website • Integrated Report • Road shows • One-on-one meetings • Site visits 	Communication of Group and segmental financial performance, growth prospects and other pertinent information
Customers	<ul style="list-style-type: none"> • Customer calls • Marketing materials • Website • Integrated Report • One-on-one meetings • Trade shows • Access to the R&D/Innovation Centres • Customer satisfaction surveys 	<ul style="list-style-type: none"> • Price negotiations • Quality and service reviews • Product development • Market trends • General updates
Suppliers	<ul style="list-style-type: none"> • Supplier review meetings • Supplier audits • Conferences • Site visits • Award functions • Trade shows 	<ul style="list-style-type: none"> • Pricing, product quality, service and product specifications • Product development • Stockholding and security of supply • Safe working practices • General updates
Employees	<ul style="list-style-type: none"> • Newsletters and notices • Intranet • Staff conference • Website • Results presentations • Mpact Tip-offs* • Engagement with relevant trade unions • Imbizos • Meetings • Appraisals 	<ul style="list-style-type: none"> • Skills development, • Safe working practices • Transformation • Succession • Business developments and performance • General updates • The reporting of fraud and other related issues • Remuneration and performance appraisals
Trade unions	<ul style="list-style-type: none"> • Bargaining Council meetings • Other regular meetings as agreed in recognition and operational agreements • Consultations when required 	<ul style="list-style-type: none"> • Transformation, • Wage negotiations • Health and safety practices • Skills development
Government institutions and regulatory authorities	<ul style="list-style-type: none"> • Meetings • Site inspections • Direct responses to information requests • Integrated tax audits (SARS) • Operating licence applications 	<ul style="list-style-type: none"> • Water licence applications • Environmental matters such as air emissions, waste management, electricity usage, etc • Additional tax information and reconciliation requests • Ensure understanding of industry issues

* Mpact Tip-offs is a confidential reporting line available to employees. It is managed by Deloitte & Touche and is therefore independent of the company
For more information, please see the 2012 Sustainability Review available on the company's website

Stakeholder	Type of engagement	Reasons for engaging
Community organisations	<ul style="list-style-type: none"> • Public forums • Meetings with specific community groups and associations 	<ul style="list-style-type: none"> • Local community developmental projects • Education, training • Other matters of concern to communities
Industry associations	<ul style="list-style-type: none"> • Committee meetings of various industry associations 	<ul style="list-style-type: none"> • To promote industry-wide issues on a regional and national basis
Financial institutions and banks	<ul style="list-style-type: none"> • Meetings and conferences on economic outlook and forecasts • Annual and interim results • Integrated Report 	<ul style="list-style-type: none"> • Economic forecasts and funding of improvements • To increase confidence and trust between Mpact and its key financial institutions • To reduce the cost of funding