



LEADERS IN  
**MOBILITY**

SUSTAINABLE DEVELOPMENT REPORT 2015

> Suppliers

# > SUPPLIERS

- INCLUDING ORIGINAL EQUIPMENT MANUFACTURERS (OEMs)



**IN OUR DEALINGS WITH SUPPLIERS, WE FOCUS ON IMPROVING THE QUALITY AND COST OF PRODUCTS AND SERVICES THAT WE OFFER TO CLIENTS, ENSURING THAT OUR PRODUCTS ARE UP TO DATE AND MONITORING SUPPLIERS FOR COMPLIANCE WITH THE SAME ETHICAL STANDARDS THAT WE SET FOR OUR CORPORATE BEHAVIOUR.**

**We use a number of tools to achieve these goals, such as:**

- > The inclusion of value-added services in contracts with suppliers
- > Preventing suppliers from using harmful products in line with international regulations
- > Regular assessment of product quality and satisfaction with clients

In the Vehicle Retail, Rental and Aftermarket Parts division, OEM agreements include detailed direction on many aspects of the business, including the presentation of our product to consumers and the way in which we interact with clients, and we are meticulous in our approach to fulfilling these requirements. In the Vehicle Import business, we also rely on our relationships with vehicle manufacturers such as Hyundai, Kia and Renault, and these have been critical to the business.

In the Logistics divisions, our supply chain is more complex, as many drivers and sub-contractors undertake client services on our behalf. We rely on this supplier network to support the delivery of superior service to our clients.

At many of our operations, particularly in South Africa, we have successfully engaged with suppliers to support their business growth, particularly through the provision of training and in some cases capital funding. Individuals who display innovative and entrepreneurial flair are supported to realise their goals in a way which benefits them and the group as a whole. Supplier development is an important aspect of Imperial's commitment to broad-based black economic empowerment and job creation.

## ENTERPRISE DEVELOPMENT AT LOGISTICS AFRICA

### CASE STUDY

Since its inception, Imperial has continuously sought ways and means to discover, foster and nurture talent and initiative among its employees.

A recent stand-out case involving successful enterprise development in the Logistics Africa division is that of John Morajane, a former employee of Imperial Cargo Solutions. Morajane began work at Imperial Cargo in 2002 as a truck driver and quickly gained a reputation for efficiency and innovation, whilst harbouring an ambition to run his own 'clean-up company' within the transport industry. His dream became a reality in 2008 when he was supported in setting up a niche service company, NOTOS Cleaning Services.

The Logistics Africa division assisted Morajane in setting up an onsite yard and truck-cleaning wash bay, and supporting him with other ancillary facilities. The outcome is that Morajane's enterprise now oversees the washing and cleaning of over 400 Imperial trucks a month. His tasks also include the cleaning of the yard, the wash bays and the rest room services on site.

During the year, the group spent over **R43 MILLION** on enterprise and supplier development.

*"I witnessed many disadvantages in working conditions and productivity that had to do with basic dirt and untidiness.*

*"I saw that there was an opportunity to improve these standards and provide better performance in all spheres of the cargo and logistical industry. Imperial gave me the chance to start up NOTOS Cleaning Services and the company has just grown from strength to strength."*  
John Morajane

To ensure the ongoing success of the venture, the division provides Morajane with free office space, wash bay areas and a free supply of water and electricity.

Morajane has been able to create 15 full-time jobs since 2011, and the division has provided him with an interest-free loan to expand his business, most recently by setting up an onsite canteen and tuck shop for the truck drivers moving in and out of the Imperial facilities on a daily basis.

In the forthcoming financial year, NOTOS Cleaning Services will migrate to the division's Supplier Development programme and will receive monetary and non-monetary support to enable business growth and access to new markets as a proven and reliable supplier to the division.

