

STAKEHOLDER ENGAGEMENT AND INTERACTIONS 2015/16

Dube TradePort Corporation Annual Report 2015/16 Supporting Document



The table below summarises the types of interaction Dube TradePort Corporation has had with stakeholders during the year:

STAKEHOLDER	INTERACTION	SCOPE OF ENGAGEMENTS	WHY WE ENGAGE	SPECIFIC INTERACTIONS AND RESULTS
Shareholders	<ul style="list-style-type: none"> Quarterly MEC, CEO and Chairpersons meetings; Oversight at Board and Audit and Risk Committee meetings; Shareholder Compact; Annual Performance Plan; Five-year Strategic Plan; Funding Agreement; Monthly and quarterly reporting; and Participation at various Department of Economic Development, Tourism and Environmental Affairs (EDTEA) hosted events. 	<ul style="list-style-type: none"> Meetings; Strategic workshops; Memoranda of understanding; Formal agreements and formal reporting; Minutes of meetings; Board and Committee packs; and Reports. 	<ul style="list-style-type: none"> To ensure Dube TradePort Corporation meets shareholders' needs; To ensure alignment between the shareholder and the sister entities of EDTEA; To formalise the granting of funding and reporting on the achievement of agreed upon objectives; To ensure alignment with the performance of provincial and national strategic initiatives; and To maintain effective corporate governance. 	<ul style="list-style-type: none"> The Acting CEO and Chairperson attended all the quarterly MEC, CEO and Chairpersons meetings; The 2015/16 Funding Agreement was signed and funds were received throughout the year; All monthly and quarterly reporting was submitted timeously to EDTEA and Provincial Treasury; and The 2015/16 Annual Performance Plan was submitted timeously and is reported against quarterly and in annual report.

STAKEHOLDER ENGAGEMENT AND INTERACTIONS 2015/16 (continued)

Dube TradePort Corporation Annual Report 2015/16
Supporting Document



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<p>Regulators</p>	<ul style="list-style-type: none"> • Reports as requested by Provincial and National Treasury; • Representation at Legislature, Cabinet and SCOPA when required; • Reports as required by Department of Trade and Industry (DTI); • Responses to Parliamentary questions; • ICASA; • SAPS, State Security; • IATA, SACAA; and • Public Protector. 	<ul style="list-style-type: none"> • Presentations; • Reports; • Feedback sessions; • External assurance reports; • Annual reports; and • Compliance with audits. 	<ul style="list-style-type: none"> • To maintain effective corporate governance; • To respond to Parliamentary questions; • To formalise the reporting of agreed upon objectives; • To establish and effectively operate the Dube TradePort IDZ/SEZ; • To meet mandatory reporting requirements to facilitate integration of Dube TradePort's results into Provincial and National results; • To facilitate oversight; • To maintain certification; • To obtain environmental and other regulatory approvals; and • To sustain international and regional flights to and from King Shaka International Airport. 	<ul style="list-style-type: none"> • Quarterly and monthly reports were sent timeously to Treasury, EDTEA and DTI; • Responses to Parliamentary questions were sent in 2015/16; • A query sent by the Public Protector was responded to fully during the year; • Dube TradePort Corporation hosted the Parliamentary Committee on Trade and Industry during 2015/16; • At each launch event SAPS, and where necessary State Security, were consulted to ensure safe, smooth running events; and • The annual audit of Dube Cargo Terminal was carried out by SACAA and the Part 108 Certification was retained.

STAKEHOLDER ENGAGEMENT AND INTERACTIONS 2015/16 (continued)

Dube TradePort Corporation Annual Report 2015/16
Supporting Document



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<p>Business Partners</p>	<ul style="list-style-type: none"> • Airports Company South Africa (ACSA); • Route Development Committee; • Dube Institute and Dube Foundation; • Design and Review Panel; • Interactions with officials from various Provincial Public Entities; • Strategic Integrated Project 2; • eThekweni Municipality; • Department of Trade and Industry (DTI); • Anti-fraud hotline; • JV Commercial Forum; • Durban Chamber of Commerce; • Internal Auditors; and • External auditors. 	<ul style="list-style-type: none"> • Meetings and formal interactions; • Minutes of meetings; • Presentations; • Workshops; • Submissions and planning applications; and • Reports. 	<ul style="list-style-type: none"> • To act as a catalyst for targeted private sector investment; • To plan and enable the development of a sustainable aerotropolis, cargo and air services; • To establish and effectively operate the Dube TradePort IDZ/SEZ; • To develop the Dube TradePort Precinct and immediate surrounds in a sustainable manner; • To provide infrastructure and service the development and operational needs of Dube TradePort; • To formulate strategic initiatives of mutual benefit to the region; and • To facilitate sustainable projects with associated entities, departments, organisations and municipalities. 	<ul style="list-style-type: none"> • As joint Shareholders and Directors with ACSA in the La Mercy JV Property Investments Proprietary Limited, representatives of Dube TradePort Corporation attended annual shareholders' and quarterly board meetings; • As joint landowners in the Dube TradePort precinct with ACSA, representatives of Dube TradePort Corporation attended JV Commercial Forum meetings three times in the period under review; • Attended the Design Review Panel meetings; • All hotline reports were reported quarterly to the Audit and Risk Committee; • Attended Strategic Integrated Project 2 (SIPS2) Meetings; • Attended and presented at Durban Chamber of Commerce as requested; • Monthly and quarterly reports concerning progress on IDZ/SEZ were submitted timeously to the DTI; • External and internal auditors attended the quarterly meetings of the Audit and Risk Committee and reported on the results of their reviews. They also met with the committee members without the presence of management to ensure open and uninhibited communications; and • The CSI division worked with eThekweni Municipality in assisting small farmers.

STAKEHOLDER ENGAGEMENT AND INTERACTIONS 2015/16 (continued)

Dube TradePort Corporation Annual Report 2015/16
Supporting Document



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<p>Local Community</p>	<ul style="list-style-type: none"> • Mt Moreland; • Local schools participating in CSI schools programmes; • 7 local wards; • EDTEA hosted community events; • Representations; • Media (radio, print, community newspapers, other press avenues); • Career Day events; • Internship programme; and • Anti-fraud Hotline. 	<ul style="list-style-type: none"> • Meetings; • Minutes of meetings; • Presentations; • Newsletters; Advertisements and PR; and • Community, councillor and school tours. 	<ul style="list-style-type: none"> • To contribute to the social economic development of the surrounding communities; • To create job opportunities; • To facilitate Dube TradePort Corporation's B-BBEE Strategy; and • To increase awareness of what Dube TradePort is, and the impact of Dube TradePort Corporation. 	<ul style="list-style-type: none"> • Dube TradePort Corporation supported local schools through provision of school uniforms to 1 100 learners, solar power energy units and science laboratory kits; • Support was provided to emerging local farmers; • Dube TradePort Corporation supported 20 local crèches; • Community stakeholders (councillors) meetings were facilitated and attended; • Dube TradePort Corporation hosted local farmers enabling them to market their vegetables to staff members; • Dube TradePort Corporation attended career expos taking place in various Institutions of higher learning and local communities to showcase the variety of careers that are available at Dube TradePort Corporation, and 19 bursaries were given to students; • Unemployed graduates, mainly from KwaZulu-Natal, found 28 internship opportunities at Dube TradePort Corporation; • Dube TradePort Corporation hosted tours for schools, TVET colleges, local businesses and community groups; and • Five mini-newspapers were distributed to local schools, businesses and airport visitors, and via local community newspapers.

STAKEHOLDER ENGAGEMENT AND INTERACTIONS 2015/16 (continued)

Dube TradePort Corporation Annual Report 2015/16
Supporting Document



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Media	<ul style="list-style-type: none"> • Press releases; • Launch events; • Interviews; • Anti-fraud hotline; and • Above the line communication (advertising). 	<ul style="list-style-type: none"> • Interviews and opinion pieces; • Press releases; • Publications; • Radio interviews; and • Manned conference stands. 	<ul style="list-style-type: none"> • To facilitate private sector investment on land controlled by Dube TradePort Corporation; • Counter any negative media articles; • To facilitate Dube TradePort's B-BBEE strategy; • To create awareness of and to enhance Dube TradePort's product offerings and to support the brand; and • To sustain international and regional flights to and from King Shaka International Airport. 	<ul style="list-style-type: none"> • Five mini-newspapers were distributed to local schools, businesses and airport visitors, and via local community newspapers; • Communication was distributed via above the line media advertising; • 12 press releases were issued by Dube TradePort Corporation; • Dube TradePort Corporation hosted the following events which were attended by media: <ul style="list-style-type: none"> - International Trade Avenue launch; - Visit of the East 3 Routes delegation; - Turkish Airlines launch; - Ethiopian Airlines launch; - Qatar Airways launch; and - Ambassador A. Young's visit. • Events attended and exhibited at included: <ul style="list-style-type: none"> - World Routes; - SASTA; - Royal Show; and - SAPOA.

STAKEHOLDER ENGAGEMENT AND INTERACTIONS 2015/16 (continued)

Dube TradePort Corporation Annual Report 2015/16
Supporting Document



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<p>Clients (Dube AgriLab, Dube iConnect and advertisers on Electronic Billboards)</p>	<ul style="list-style-type: none"> • Reseller events; • Industry events; • Sales meetings; • Marketing material; and • Anti-fraud hotline. 	<ul style="list-style-type: none"> • Product expansion; • Awareness of product offering; and • Presentations. 	<ul style="list-style-type: none"> • To establish, enhance and operate a platform for each of the divisions of Dube TradePort Corporation that delivers value added products and services; • To provide resellers with further opportunities to reach the end users and educate them on possible uses for our facility within their business environments; and • To sustain growth in Dube iConnect business. 	<ul style="list-style-type: none"> • Reseller events provided delegates with the opportunity to tour the precinct and thus broaden their understanding of Dube TradePort Corporation's growth; and • The annual client survey was sent to onsite clients and offsite resellers to ascertain satisfaction with service levels, and Dube iConnect attained satisfaction ratings of 85.4% and 90.9% respectively.
	<ul style="list-style-type: none"> • Dube AgriLab events and workshops. 	<ul style="list-style-type: none"> • Industry events; • Editorials; • Publications; • Speaker Opportunities; • Manned conference stands; and • Marketing Material. 	<ul style="list-style-type: none"> • To create awareness of, make available, and to enhance the Dube AgriLab product and service offerings and to support the brand; and • To sustain growth in Dube AgriLab (Tissue Culture) business. 	<ul style="list-style-type: none"> • The staff members of Dube AgriLab manned a stand at the South African Sugar Technologists Association (SASTA) event; and • Dube AgriLab exhibited as part of Dube TradePort Corporation's Royal Show stand.

STAKEHOLDER ENGAGEMENT AND INTERACTIONS 2015/16 (continued)

Dube TradePort Corporation Annual Report 2015/16
Supporting Document



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<p>Clients (Dube AgriLab, Dube iConnect and advertisers on Electronic Billboards) <i>(continued)</i></p>	<ul style="list-style-type: none"> • Dube iConnect events; • Reseller events; and • Marketing material. 	<ul style="list-style-type: none"> • Industry events; • Editorials; • Publications; • Speaker Opportunities; • Manned conference stands; and • Marketing Material. 	<ul style="list-style-type: none"> • To create awareness of, make available, and enhance the Dube iConnect product and service offerings and to support the brand; and • To sustain growth in Dube iConnect business. 	<ul style="list-style-type: none"> • Dube iConnect was given an opportunity to present at the Govtech Technical clinic (Techniclick). The presentation was a success with a number of entity representatives later scheduling one-on-one meetings. Our presence was further extended through a number of our resellers hosting applications for the event; • The response through our resellers running live applications through the event was that the event was a success and positive reception towards the hosted environment; and • Dube TradePort Corporation launched its Veeam and Windows Azure Pack products at a client feedback event. The products were well received with an increased uptake in Veeam Cloud Connect sales.
	<ul style="list-style-type: none"> • Electronic Billboard Clients/ Resellers; • Marketing material; and • Billboard Adverts. 	<ul style="list-style-type: none"> • Marketing Material; • Dube TradePort Corporation flighted adverts; and • Contracts. 	<ul style="list-style-type: none"> • To create awareness of, make available, and to enhance Dube TradePort Corporation's Electronic Billboard product offerings (Advert slots). 	<ul style="list-style-type: none"> • Interactions held with potential and existing resellers and clients.

STAKEHOLDER ENGAGEMENT AND INTERACTIONS 2015/16 (continued)

Dube TradePort Corporation Annual Report 2015/16
Supporting Document



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<p>Agricultural Community</p>	<ul style="list-style-type: none"> • Industry Trade Shows; • South African Sugar Technologists Association (SASTA); • Marketing material and newsletters; • Call for Proposals; • Events aimed at farming community; • Anti-fraud hotline; • Sales meetings; and • Dube TradePort's hosted Farmers Forum. 	<ul style="list-style-type: none"> • Presentations; • Tours; • Green initiatives; • Water and energy projects; and • Meetings. 	<ul style="list-style-type: none"> • To generate sustainable volumes of perishables in supporting the air logistics platform; • To avert decreased water availability to business operations; • To generate interest in Dube AgriZone's product offerings; and • To engage in potential crops to be cultivated in Dube AgriLab. 	<ul style="list-style-type: none"> • Emerging farmers were hosted by Dube TradePort Corporation to market their produce to staff members; • The staff of Dube AgriLab manned a stand at the South African Sugar Technologists Association (SASTA) event; and • Dube AgriLab exhibited as part of Dube TradePort Corporation's Royal Show stand.

STAKEHOLDER ENGAGEMENT AND INTERACTIONS 2015/16 (continued)

Dube TradePort Corporation Annual Report 2015/16
Supporting Document



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<p>Investors, Tenants and Developers</p>	<ul style="list-style-type: none"> • Dube TradePort hosted Tenants' Networking events; • Industry Trade Shows; • Marketing material; • Anti-fraud hotline; • Calls for Proposals; • External news (website/print or email); • Sales presentations and meetings; • Investor events; • Tenant welcome packs and email communication; and • Dube TradePort Tenants' and Clients' Surveys. 	<ul style="list-style-type: none"> • Presentations; • Investor workshops; • Informative printed matter; • Feedback; • Helpdesk; • Survey; • Videos; and • Reports. 	<ul style="list-style-type: none"> • To facilitate private sector investment on land controlled by Dube TradePort Corporation; • To facilitate Dube TradePort Corporation's B-BBEE strategy; • To create awareness of and to enhance Dube TradePort's product offerings and to support the brand; and • To avoid non-payment of rental or deposits by developers and tenants contrary to lease terms. 	<ul style="list-style-type: none"> • On 9 December 2015, Dube TradePort Corporation held its annual end of the year Stakeholder and Networking function; • On 11 February 2016, Dr Gasa, Chairperson of the Board, was the guest speaker at the Women's Property Network Breakfast (WPN) hosted by Dube TradePort Corporation; • At the South African Property Owners Association (SAPOA) annual convention held in May 2015, Dube TradePort Corporation showcased its offerings and engaged with property professionals on development and tenancy opportunities; • The annual Call for Proposals was reissued to the public in August 2015, calling for interested parties including developers, tenants and operators to engage with Dube TradePort Corporation over development opportunities within Dube City and Dube TradeZone; • Dube TradePort Corporation commercial staff continued to meet interested members of the public, property developers, companies and international guests. A personal presentation showcasing Dube TradePort Corporation, along with personal tours and discussions, was held; • The annual Property Tenant survey was sent to both tenants and onsite property developers and 87.5% and 81.1% satisfaction ratings were achieved respectively; and • The annual Dube AgriZone Tenant Survey showed 86.6% satisfaction ratings with the services provided.

STAKEHOLDER ENGAGEMENT AND INTERACTIONS 2015/16 (continued)

Dube TradePort Corporation Annual Report 2015/16
Supporting Document



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<p>Cargo and Logistics Community Airlines</p>	<ul style="list-style-type: none"> Marketing material; Route Development events; Industry Trade Shows; Anti-fraud Hotline; World Routes events and regional Routes events; and Airline booklets. 	<ul style="list-style-type: none"> Informative printed matter; Meetings; Manned stands at conferences and trade shows; Preparation and submission of business cases; Presentations; and Launches. 	<ul style="list-style-type: none"> To create awareness of and to enhance Dube TradePort's product offerings and to support the brand; and To enable new air services to international and regional markets and facilitate the growth of air cargo to/ from Durban. 	<ul style="list-style-type: none"> Dube TradePort Corporation met with ten airlines at the Routes Africa event in June 2016; Dube TradePort Corporation met with more than 20 international Airlines at the World Routes event held in Durban during September 2016; and Dube TradePort Corporation was able to secure four new international airlines for King Shaka International Airport: Ethiopian Airlines, Pro Flight Zambia, Qatar Airways and Turkish Airlines.
<p>Suppliers</p>	<ul style="list-style-type: none"> Tender briefings; Suppliers' training events; Supplier forums; Published tender adverts; and Tender documents. 	<ul style="list-style-type: none"> Presentations; Training events; Well drafted requests for proposals and quotations; and Advertising. 	<ul style="list-style-type: none"> To procure goods and services in a fair, equitable, transparent, competitive and cost effective process; To provide infrastructure and service the development and operational needs of Dube TradePort; To facilitate Dube TradePort Corporation's B-BBEE strategy; and To maintain effective corporate governance. 	<ul style="list-style-type: none"> During the 2015/16 financial year, 35 Requests for Proposals for Procurements (over R500 000) were advertised and 729 tender documents were issued; 38 tender briefing sessions were held for the procurements issued; Four training sessions were held for potential suppliers from previously disadvantaged communities; and There were approximately 120 attendees at these supplier training events, which included training on: <ul style="list-style-type: none"> Maintenance of financial records; Maintaining and enforcing discipline in business; Project management; and Organisational Health and Safety.

STAKEHOLDER ENGAGEMENT AND INTERACTIONS 2015/16 (continued)

Dube TradePort Corporation Annual Report 2015/16
Supporting Document



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<p>Dube TradePort Corporation Employees</p>	<ul style="list-style-type: none"> • All staff emails (MyContribution and Wellness); • Dube World News Feed; • Intranet: Dube World; • Various Training initiatives; • Staff meetings; • Employee Induction; • Exco meetings; • Employment Equity Committee; • Anti-Fraud Hotline; • Manco meetings; and • Employment Equity Committee. 	<ul style="list-style-type: none"> • Timely agendas/meeting packs; • Minutes of meetings; • Employee wellness initiatives; • Workshops; • Training; • Policies; • Presentations; • Finance guides; • Codes of Conduct; • Declarations of interest; • Suggestion boxes; and • Rewards and Recognition. 	<ul style="list-style-type: none"> • To effectively manage recruitment, learning and development and corporate support services; • To share relevant information and obtain information and solicit feedback; • To become an employer of choice; and • To increase employee awareness. 	<ul style="list-style-type: none"> • Four induction workshops for new employees were held during 2015/16; • During the year various policy workshops were held to familiarise employees with new and revised policies; • Staff meetings, one on one meetings and ad hoc engagements were held as appropriate; • Staff completed Performance Management Agreements, and quarterly assessments were held with line managers to discuss progress against the targets; • The Code of Conduct was signed on appointment and renewed annually in accordance with best practise; • Annual declarations of interest were signed; • A Wellness Day was held where staff members were encouraged to obtain their HIV status, blood pressure and cholesterol level, and had the opportunity to obtain information on nutrition, fitness and financial wellbeing; • Diversity workshops were attended by all employees; • The Employment Equity Committee met five times during the year; • Exco meetings were held at least fortnightly; and • Manco met several times during 2015/16.

STAKEHOLDER ENGAGEMENT AND INTERACTIONS 2015/16 (continued)

Dube TradePort Corporation Annual Report 2015/16
Supporting Document



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<p>General Stakeholders</p>	<ul style="list-style-type: none"> • External news (website/print or email); • Annual Reports; • Annual Performance Plans; • Strategic Plan; • PAIA manual; • Exhibitions and Conferences; • Marketing Material; <ul style="list-style-type: none"> - Flyers; - Brochures; - Videos; - Online activity; and - Presentations; • Anti-fraud hotline; • Tours: General and specialised; • Brand awareness survey; • Protocol officials; • SAPS, State Security Agencies; • Dube Foundation and Dube Institute; and • Website: Dube TradePort Corporation. 	<ul style="list-style-type: none"> • Informative printed matter; • Meetings; • Manned stands at conferences and trade shows; • Events held at precinct including high profile guests; • Tours of precinct; • Training material and presentations; and • Reports. 	<ul style="list-style-type: none"> • To increase awareness of the product offering and achievements of Dube TradePort; • To raise the profile of Dube TradePort; • To facilitate Dube TradePort Corporation's B-BBEE strategy; • To maintain effective corporate governance; and • To explore green initiatives. 	<ul style="list-style-type: none"> • Dube TradePort Corporation published the 2014/15 Annual Report, Annual Performance Plan, Strategic Report and the State of the Environment report on the website; • Dube TradePort Corporation attended World Routes, Royal Show, SASTA, SAPOA and Careers Day Expos; • Five mini-newspapers were distributed to local schools, businesses and airport visitors, and via local community newspapers; • The following events were hosted by Dube TradePort Corporation: <ul style="list-style-type: none"> - International Trade Avenue launch; - Dube iConnect event with Global Z Data; - East 3 Routes delegation; - Turkish Airlines launch - Stakeholder awards; - Ethiopian Airlines launch; - Qatar Airways launch; - DTI Portfolio Oversight Committee workshop; - Women's Property Network commercial property; - Dube iConnect reseller event; and - Ambassador A. Young's visit. • Dube TradePort Corporation hosted 1 375 people on 63 guided tours around the precinct during 2015/16; and • An independent brand awareness survey was conducted on approximately 1 000 people in local communities before and after the newspaper marketing campaign.