



Corporate Citizenship

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The New Clicks Foundation

New Clicks Holdings subscribes strongly to the concept of corporate social responsibility. We continually strive to enhance our reputation as a well-managed, ethical, and socially aware company. The New Clicks Foundation, established in 2000, forms the basis of our corporate social responsibility activity in South Africa. The foundation has identified key criteria to help identify and co-ordinate the group's support of the many social needs facing our communities.

The projects supported need to be in alignment with the group's strategies and there is accordingly a prime focus on health and education, with an emphasis on women. The funding criteria require that the projects should be empowering and uplifting, encouraging a high level of self-help. Furthermore, the projects need to be supported by professional management to ensure that the funds are used appropriately and as planned.

Communities

We aim to create a strong awareness of social needs amongst all our people. Our stores are part of the diverse communities across our country and store managers are being given increased authority to respond to the needs of the community, for example, fundraising for schools.

Stores provide an ideal platform from which to distribute and provide information. During National Savings Week, Clicks stores carried savings leaflets in-store and also sent savings information to ClubCard members. Breast cancer initiatives and child welfare campaigns have also been supported through leaflet distribution. The Discom rebranding provided an opportunity to donate all the old uniforms to The Red Cross.

Each of The Body Shop stores has embraced a community project and the store staff are involved on a time-giving basis in each project. The Body Shop SA is further involved in Iteke, a sustainable eco-village in Tembisa. We assist in training and

development of basic skills that will enable the people of the village to support their environment.

There has also been heightened awareness of the needs of the community within which the National Store Support Centre is located, on the border of the Cape Town suburb of Woodstock. Although this community is rich in history and culture, it does have significant social needs. Together with other businesses in the area, we are helping to uplift the community by addressing the crime problem, as well as being involved in the schools on a project basis. The needs of the old-age homes and shelters in the area are also being assessed.



12 local artists painted a mural about renewable energy for the World Summit 2002 in Johannesburg

Project Support

Through the New Clicks Foundation, we have continued our support as a major sponsor of The Big Issue magazine, an upliftment project, which aims to integrate homeless people back into the mainstream of society.

The Friends of Alexandra (Includid) group home project offers the mentally disabled the opportunity to live in a family environment that is safe and stimulating. In addition to the financial support given to this project, we are creating a video, which will be used as a fund-raising vehicle.



Iteke recycled paper-makers display their handiwork

Epilepsy South Africa and the Bel Porto Foundation have also received support from the Foundation.

Musica runs an annual Deaf Awareness campaign whereby the brand plays a strong part in heightening awareness and assisting in fund-raising. The Compact Disc Wherehouse, in partnership with Paul Bothner's Music, has launched a series of workshops aimed at developing aspiring musicians in underprivileged areas.

In the second half of the year, The Body Shop took part in the Choose Positive Energy campaign, which was run in 27 countries across the world. Through our South African stores we managed to collect over 37 000 signatures, polling the highest average petition number per



Big Issue sellers show off their newly-earned certificates for computer literacy

store globally. This campaign aimed to secure a commitment at the World Summit on Sustainable Development held in Johannesburg in September 2002 to bring renewable energy to two billion of the world's poorest people – many of whom are without access to any form of electricity – within ten years.

People Development

As a group we are committed to the ongoing development of our own people. A study loan programme is in place and emphasis is placed on assisting those from previously disadvantaged



A therapist working with one of the children at Bel Porto

backgrounds. Over and above the internal training that is in place, we encourage our people to further their education. In the time that this programme has been in place, more than 170 people have successfully gained qualifications. The group also runs a graduate placement programme through which graduates from different disciplines spend a period of two years in the various parts of the business.

Following the introduction of new legislation governing training and development in South Africa, the group was the first retailer to receive provisional accreditation by the Wholesale and Retail Sectorial Education Training Authority.

In Australia, the Equal Employment Office for Women (EEOW) requires companies to report annually on their affirmative action programmes

for women. This year the EEOW wrote to New Clicks Australia congratulating the company on its report and, more importantly, on the measures we were taking to ensure that women are able to access opportunities in the company. These measures included flexible working arrangements and the targeting of candidates for more senior roles. As a result of this programme, the EEOW has exempted New Clicks Australia from mandatory annual reporting of its initiatives.

People Welfare

As a group we are committed to the welfare of our people. In South Africa, the group provides affordable access to healthcare for our people through an in-house medical aid scheme. The group also offers a choice of retirement plans to employees. In South Africa there are three defined contribution plans; in Australia superannuation benefits are provided for various categories of employees also through three funds. Regular reviews of these funds take place to ensure that the funds are kept abreast of market developments and changes in legislation.

A housing assistance programme is in place in South Africa and this has enabled many employees to become first-time home owners, and others to improve their living conditions. At the end of August 2002, more than R13.5 million had been made available for housing requirements through this programme.

In South Africa an HIV/AIDS programme has been developed and is being rolled out to all group employees. The programme encourages people to confirm their status through testing on a confidential basis. The programme provides ongoing education and offers counselling to those affected directly and indirectly. Support structures are being developed to this end.

The Friends of Alexandra (Includid) lavender project is a chance for residents to earn an income making products people want, as well as being a very therapeutic form of activity.



A resident of Friends of Alexandra (Includid) cuts lavender in the 'garden of beginnings'



The lavender is hung up to dry



The residents then sort it to make special lavender products which are sold through nursery outlets