

VOLUME 5 | 2018/9



OUR PATH TO PURPOSE

SMOLLAN 



2018/9

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OUR **PATH** TO **PURPOSE**





— ” —

this is a **journey to re-form** our business to be more **driven by purpose** in all respects.

FOREWORD BY DAVID SMOLLAN

Dear colleagues, clients, partners and friends,

This is my tenth year in the business. It is also my third real job.

My first job was as an articled clerk at an accounting firm. I was young, green and focused on getting ahead. I felt responsible for one person in the world: me. In 1998, I left that firm to start a financial services business with some partners.

We had a team, clients and shareholders and within what felt like the blink of an eye, I then felt accountable to a much broader group of people.

Still though, they were all people that were a direct part of my world and my responsibility towards them was, to a large extent, a commercial one.

In 2008, I joined Smollan for Job #3. It has been different for me since then. Whilst our commercial goals have always been important for growing a sustainable business, what struck me most about our business, particularly as we have grown globally, is the sheer scale of it and with that, the enormous opportunity we have. Tens of thousands of employees. Tens of thousands of families. Tens of thousands of opportunities to change lives – every year.

What a privilege it is to be able to work in a business building leading solutions for great brands and in doing so creating jobs and improving lives. As leaders, I hope you can be inspired to join us on a new path, where we think as much about serving the people that work for us as we do the clients we serve.

This is our **“Path to Purpose”** and our people are at its core.

Under this plan, we have a clear focus on improving lives and reducing our environmental impact through four primary goals:

01

CREATE better quality employment, develop our people, create opportunity and enhance their lives.

02

DELIVER services that have a positive impact on communities.

03

SUPPORT organisations that support those in need.

04

REDUCE our environmental impact by enhancing efficiency across our properties, our fleet, and travel and reducing our waste.

A huge thanks and heartfelt gratitude go out to all of our people, clients and partners around the world, that give us the opportunity to do the work we do and in doing so, to touch so many lives. I look forward to our continued journey together.

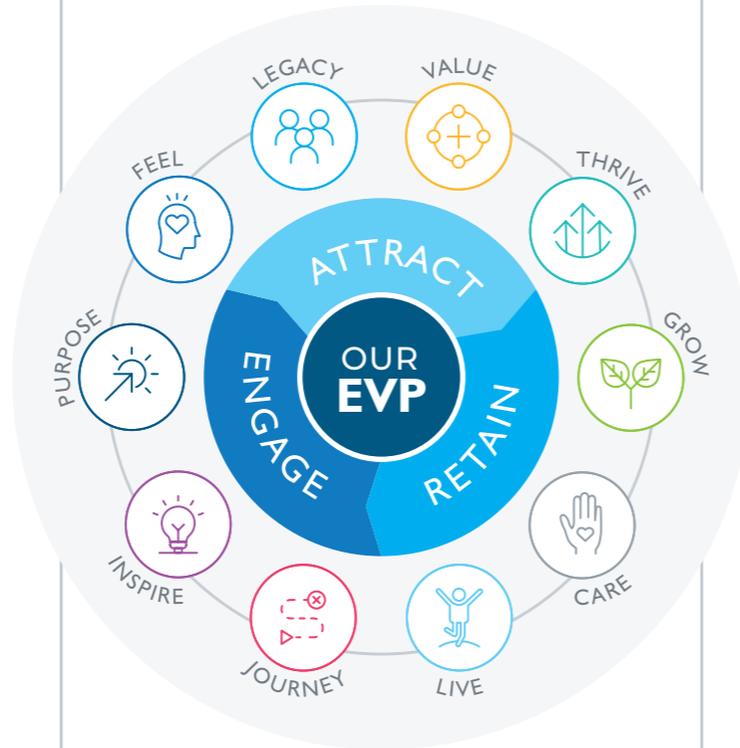
David Smollan

OUR PEOPLE

Our inspired talent
is at the heart of
who we are.



EVP
OUR PROMISE
TO OUR PEOPLE



You're part of our family. We honour people and partnerships. **We are committed to creating meaningful employment and growth.** Committed to having a social impact. Together we're building a business that changes lives. Proud of where we've come from. Excited about where we're going.

Smollan's people-focused goal is central to our Path to Purpose as our employees are the pivot point to everything we do.

WE MEASURE OUR PEOPLE IMPACT ON TWO FACTORS:



1 EMPLOYMENT:

Increasing the number of people we are able to employ globally.



2 MEANINGFUL WORK:

Understanding the needs of our employees, delivering valuable experiences and engaging with our people according to our Employee Value Proposition (EVP).

Employment

People power our business and are core to the success and sustainability of Smollan. We recognise and reward high performance, commitment and results, and by nurturing the aspirations of our employees, we facilitate a stimulating environment and fulfilling career paths for our people.

We see diversity as a source of strength. Employing over 79 000 employees in 60 countries, we operate in a dynamic, fast-paced environment where we lean on more than 85 years of experience and a pioneering-spirit to make great things happen.

In the past year, our global permanent employment numbers, aligned with Smollan's employment standards, increased by 13%.

13%

global growth of permanent employees

79 000+

employed worldwide

60

countries

I think the more we grow the more we have the opportunity to employ people and that is a very, very powerful thing. So the more we innovate the more we grow, the more our clients grow, the more the economy grows, the more the industry grows and hopefully the more people we can provide jobs for.



MICHAEL SMOLLAN
Chief Growth & Innovation Officer

GLOBAL CLASSROOM TRAINING:

36 657

people trained

2 225

training sessions

281 607

hours of training

288 LEARNERSHIPS GIVEN

37 LEARNERS were already employed by Smollan when they started the learnerships

231 LEARNERS were unemployed before starting the learnership of which 55 were funded via the Smollan CSI initiative

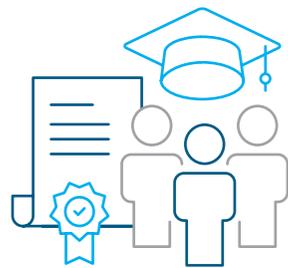
THIS EQUATES TO:

124 WORKSHOPS **285 696** HOURS OF TRAINING



6 361

E-LEARNING programmes have been completed



GRADUATES

27

Graduates funded via the W&R Seta

12

Graduates funded via the Business Units – Graduate Field Manager Development Programme

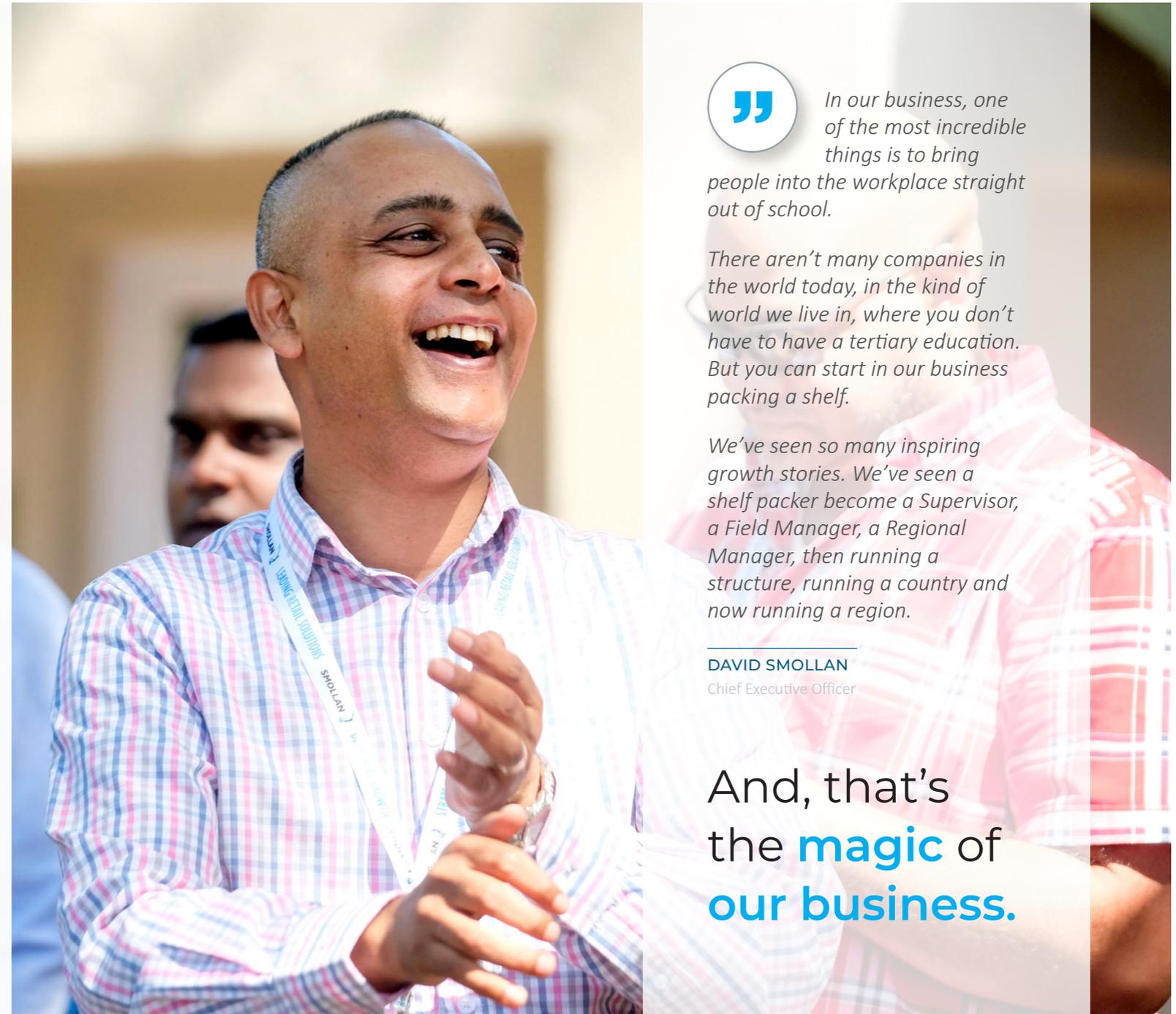
49

Bursaries

were granted in 2018

with a total value of **over**

R1 100 000



In our business, one of the most incredible things is to bring people into the workplace straight out of school.

There aren't many companies in the world today, in the kind of world we live in, where you don't have to have a tertiary education. But you can start in our business packing a shelf.

We've seen so many inspiring growth stories. We've seen a shelf packer become a Supervisor, a Field Manager, a Regional Manager, then running a structure, running a country and now running a region.

DAVID SMOLLAN
Chief Executive Officer

And, that's the **magic** of our business.

Women in Leadership – South Africa

At Smollan, we understand the value of investing in our people and we do this through the implementation of progressive programmes tailored to inspire the growth and development of our employees.

The Women in Leadership initiative aims to support female leaders and encourage them to embrace their true leadership styles. In the last two years, we have had the privilege of hosting sixty women.

HERE'S WHAT OUR UP AND COMING FEMALE LEADERS HAD TO SAY ABOUT THE PROGRAMME:

SOMAYA MOOSA | DIVISIONAL MANAGER

The Women in leadership programme exceeded my expectations. The programme has equipped me to deal with the challenge's women face on a daily basis in the workplace. It has given me the confidence to step out of my comfort zone, challenging me more and be more.

CAROL HOLLAND | NATIONAL KITTING-GIFTING-BANDING MANAGER

Woman in Leadership gave for a fresh approach to building and motivating the woman in the Corporate workspace, I personally have grown with confidence and maturity in the management sphere. The programme allowed for innovation and open mindedness to not only break the glass ceiling but getting off the sticky floor.

KATIA GRACA | HR CLUSTER HEAD

This programme took us on a journey into the heart of our beliefs about leadership and our purpose as a woman in the working world. It was a wonderful opportunity to gain a wealth of knowledge from the presenters, but more importantly, I gathered strength and courage from everyone involved. The programme gave women a place to feel empowered, boost confidence and comfort in their roles, and to utilise other women as resources to grow.

Here's to strong women.
May we know them.
May we be them.
May we raise them.
And, may we always support and uplift those who need a helping hand.



Top Employer Accreditation

- South Africa and India

We celebrate a momentous milestone as a certified 2019 Top Employer in South Africa for three consecutive years and for the first time, in India. This achievement served as a testament to the continued dedication and hard work of our Teams across the business to create meaningful employment and the best working environment possible.

The achievement is based on global research recognising the very best employers worldwide; leading the way in outstanding people-first HR practices.

As a proud 2019 Top employer, our practices have been assessed through the analysis of 100 questions which covered 600 people practices across 10 key dimensions:

- TALENT STRATEGY · WORKFORCE PLANNING · TALENT ACQUISITION · ON-BOARDING · LEARNING & DEVELOPMENT · PERFORMANCE MANAGEMENT · LEADERSHIP DEVELOPMENT · CAREER & SUCCESSION MANAGEMENT · COMPENSATION AND BENEFITS · CULTURE

The Top Employer accreditation for me is an affirmation of our clear people strategy. It's aligned to the over-arching business strategy and it's underpinned by robust people processes and practices. But what truly makes this achievement shine, is the inspired commitment of our teams to creating meaningful employment.

GEORGE HENDERSON

Chief HR Officer





Employing Differently Abled in Pakistan

More than 10 percent of the population of Pakistan have some form of disability. Not unlike most countries, Pakistan faces severe social acceptance challenges. Differently abled people are often treated in a way which impacts their self-belief and confidence. Although there is still much work to be done, there is a growing movement to change the perception about the capabilities of differently abled people.

In 2018, Smollan Pakistan made their first step towards providing opportunities to differently abled people. Our recruitment process now includes a mandate to widen our scope of potential candidates to include differently abled individuals.

Muhammad Umar, is one such example. Muhammad who experiences hearing and speech difficulties, joined the team as a Merchandiser. When Muhammad initially joined, he depended on writing notes to communicate with his team members whenever he faced challenges. But, with the support of his Line Manager, Muhammad and his co-workers developed a way to communicate effectively.

Sign language has become a strength for their team.



The foundation we have built hopefully shows prospective employees that we welcome employees by the calibre of who they are, their talent and desire to exceed and not by the social norms that may or may not have previously defined them. Our employees are our driving force. We all have a responsibility to help each other flourish.

MEHROZ HAYAT SHAH
Zonal Manager

OUR CLIENTS

We collectively have a profound impact on the societies we serve.



It is becoming widely accepted that business has a huge role to play as a societal change maker. This isn't CSR – It is core to business practice. Purpose driven businesses are generally better, more sustainable, responsible businesses than those that have a pure profit motive.

With our expansive reach we have the ability to engage with people at scale. To interact with the supply chain and a client base with brands that have the ability to improve peoples' lives. Together, we can create a profound impact through the services we offer.

Through collaboration and engagement, Smollan and our clients can inspire and influence teams towards positive and effective transformation.

Although this has been a by-product of work that we've done in the past, the concept of providing services with a social impact, and specifically targeting this type of work is relatively new to Smollan. What follows are some examples of where we've worked with our clients to deliver hugely impactful Social Activations. With increased focus, we will look to expand our reach of Social Activations and work with clients that can use our capability to amplify their impact.



WHAT ARE SOCIAL ACTIVATIONS?

Social activations are brand promotions that drive consumer action as well as endorse positive community work.

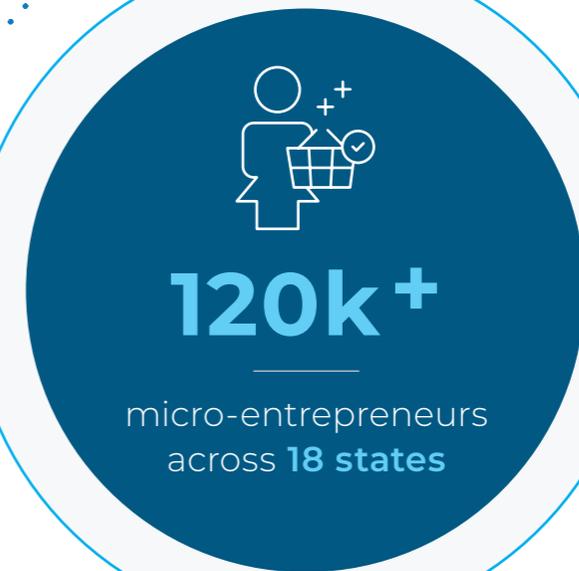
In effect, Social Activations aim to service our respective client and the community concurrently.



The SHAKTI Programme in India

An exceptional example of partnering with clients to impact communities is the Shakti Programme – Unilever's hugely successful rural distribution model in India. In addition to unlocking the rural channel for Unilever, Shakti financially empowers rural women to create better livelihoods providing a regular income stream for the Shakti entrepreneurs and their families.

Unilever and Smollan have trained thousands of women in villages across India to develop an entrepreneurial mindset and make them financially independent. These female entrepreneurs (called Shakti Ammas or Shakti Mother) have been trained on basic skills of distribution management and familiarisation with the Company's products.



A team of Rural Sales Promoters (RSP's) are responsible for coaching and supporting Shakti Ammas in managing their businesses.

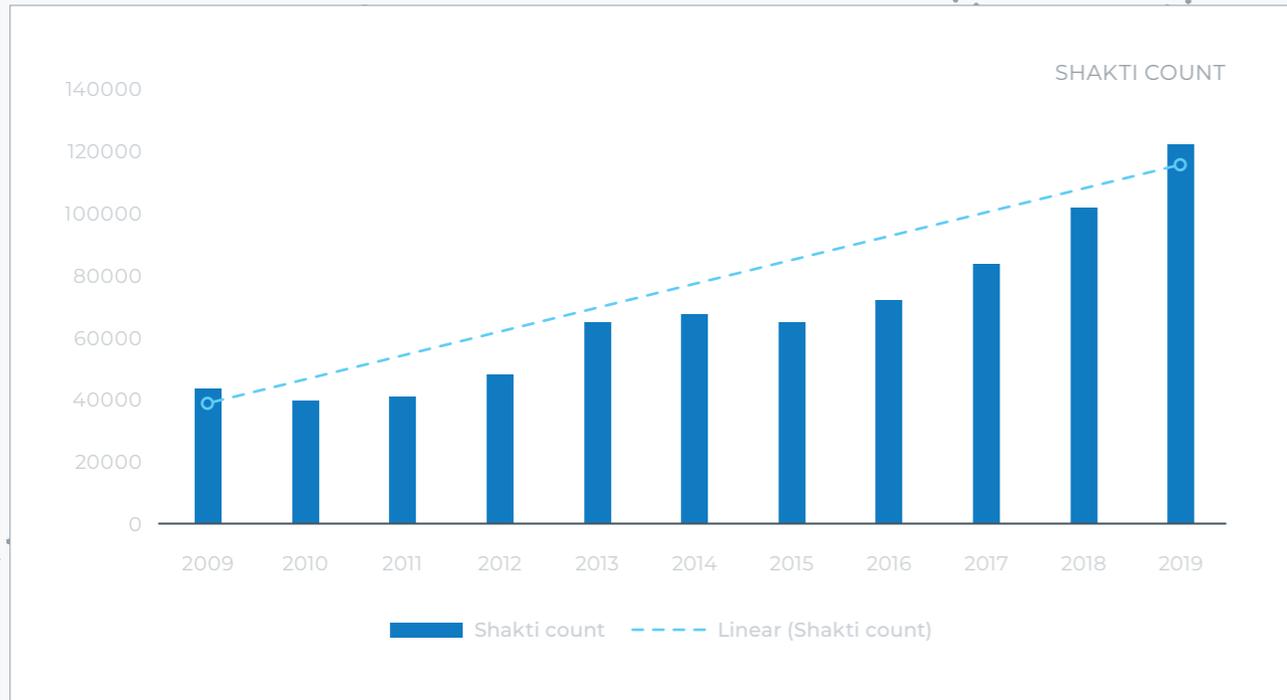
This includes providing help in business basics and troubleshooting as well as coaching in softer skills of negotiation and communication which enable them to run their business effectively. To date the project has over 120 000 micro-entrepreneurs across 18 states in India.

R.ROSAMMA

The First Shakti Amma in the State of Andhra Pradesh



Shakti's growth story over the years



Global Handwashing Day in Ethiopia

For the fourth consecutive year, Smollan hosted the Global Handwashing Campaign in Ethiopia in partnership with Lifebuoy. In Addis Ababa, we initiated the activation work in 103 schools.

Additionally, this campaign was extended to schools in 10 other towns including Adama, Bahir, Dessie, Gondar and Mekele. By promoting Lifebuoy, a leading hygiene brand, we were able to promote good hygiene and sanitation to 133 schools – reaching 257 000 students.

World Oral Health Day in Ethiopia

Partnering with Unilever, we initiated the World Oral Health day, a behavioural change programme, where the business created awareness about good oral hygiene. The successful campaign connected Unilever with 135 schools in 13 towns in Ethiopia.

103

school activations in Addis Ababa

133

schools in extended towns

257k

students reached





OUR COMMUNITIES

Tens of thousands
of opportunities to
improve lives.

We passionately believe that for a business to deserve a place in society in the future, it cannot operate like it did in the past.

In our vision, our future will not measure the quality of a business for its economic returns, but in the resources that it consumes and the impact that it has on the communities in which it operates.

We are proud to reflect on the CSR initiatives and the dedicated teams that made an impact on the lives of so many.



We must connect the dots between what we do and how we act. We can make a difference through choosing carefully the people we work with, refining our business processes to be more environmentally friendly, creating long term sustainable employment, uplifting the communities around us. These are all solutions to one problem, our impact on the planet and society.

MICHAEL POWER
Chief Executive | Africa

ORGANISATIONS AND COMMUNITIES SUPPORTED

- **Partner's for Possibility** • **Food and Trees for Africa** • TSIBA EDUCATION
- **Eyethu** • COMMUNITY KEEPERS • St John's Literacy Centre • **Ubomi Obutsha Centre** • **Food Foward** • UITKOMS HOME FOR GIRLS • Mdantsane Community • **Malabar Informal Settlement** • **Bloemfontein City** • STRATHYRE GIRLS HOME • Juno Aurura Haven Children's Home • **Maneberg**
- **Gugulethu** • SANTA SHOE BOX PROJECT • Sizanani Creche • **Thokamala**
- **Cravenby Care Creche** • STEENBERG RETREAT • FG Lowe Village for Senior Citizens • **Princess Alice Adoption Home** • **Lakehaven Child Youth Facility** • FEED A CHILD • Coach • **Nokuphila Orphanage** • **Riet River**
- ECOBRICK EXCHANGE • Heatherdale Children's Home • **Villa of Hope** • **Ubuntu House** • DUNOON SPORTING ACADEMY • Milnerton Rugby • **All Saints RFC** • **South African National Blood Service** • ADHERE INSTITUTION
- Projecto Transformo • **Beyond Social Services** • **Phayathi Babies Home**
- HEROES BEHIND THE SCENES • Friends of the Earth • **Wai Lu Kyaw Foundation** • **Shwe Kyin Monastery** • ROYAL CHILDREN'S HOSPITAL • The Citizens Foundation • **The Shakti Programme** • **Stephen High School** • DONATE A SMILE • Kerala Community • **Thulasizwe School for Autism** • **Ebenzeer Home Based Care Centre** • SOWETO KLIPTOWN YOUTH CENTRE
- Phologo Drop in Centre Seshego • **Community Led Animal Welfare** • **Issy Geshen. Peggy's Childcare** • ST GEORGE'S HOME • Royal Children Hospital



Partners for Possibility

Partners for Possibility is a creative solution to South Africa's education crisis. It is a co-action, co-learning partnership between School Principals and Business Leaders, enabling social cohesion through partnerships; empowering Principals to become change leaders in their schools and communities. The Partners for Possibility Programme facilitates cross-sectoral reciprocal partnerships between Business, Government and the Social Sector.

As one of many proud examples Fambai Marara joined the programme and St John's RC Primary School as a business partner to mentor the school principal, Charlene Hans.

Charlene and Fambai ran a series of consultations and a fundraising campaign that made way for the creation of the school's first library.

On Tuesday 23 April 2019 came the long-awaited opening of the new School Literacy Centre at St John's RC Primary School.

A massive thanks should go to the Smollan Group that were the major sponsors in the project and with Fambai continuing the partnership with the school, we are sure there shall be more success stories coming from the school.

Smollan employees David Smollan, Jacques Zietsman, Alun Davies, Fambai Marara and Rowland Solomons have dedicated a huge amount of time and energy towards the schools in which they are involved.

It is the strong bond they have with their schools that shows the greatness and potential of partnerships in creating possibilities for growth.

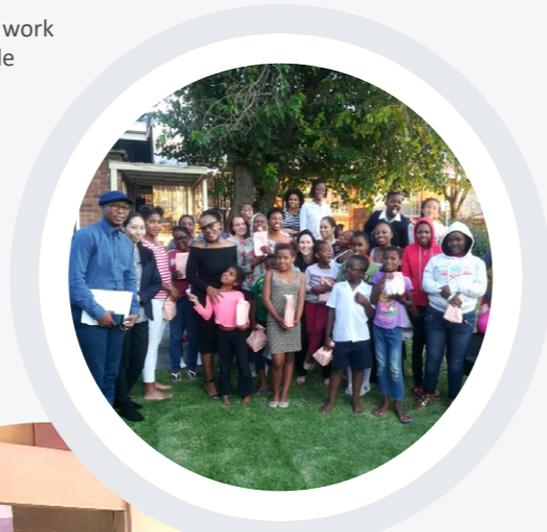


Mandela Day in South Africa

Each year, South Africa celebrates Nelson Mandela day where South Africans work to make an above-and-beyond difference to disadvantaged communities while commemorating Nelson Mandela and his legacy. In 2018, Smollan dedicated time towards various community initiatives ranging from blanket drives, food collection and school visits.

ON NELSON MANDELA DAY, WE:

- donated blankets and food hampers to the community of Riet River in Verulam.
- collected nappies, blankets, clothes and toys for Princess Alice Adoption Home in Johannesburg and school bags and stationery were donated to Lakehaven Child Youth Care Facility in Durban
- visited the Villa of Hope and donated lunch to all the children.
- visited Strathyre Girls Home and facilitated life skills lessons. Strathyre Girls Home takes care of young women between the ages 6 and 20 years old from poverty stricken and abusive homes. The Smollan team engaged with the girls about life skills including interview tips and techniques, where to apply for work and how to compile a CV.
- donated time and baby products to Ubuntu house – a halfway home that cares for babies who have been abandoned. To date, the home has cared for 608 newborn babies and worked to find them safe homes. The team continues to make a monthly drop-off donation and a few dedicated employees continue to visit the home in their personal capacity.



Disaster Relief for Smollan employees

- South Africa

In 2018, two Smollan employees lost their homes to fire while they were at work. Our teams rallied together to collect household items and monetary contributions.

The teams managed to rebuild homes for both employees.

Green Community Service

In July 2018, Smollan Johannesburg planted 40 trees at Phuthumani Primary School. This year marks the third year of our relationship with Food and Trees for Africa – an environmental organisation that sustainably plants trees for communities and promotes educational initiatives about the environment and its importance.



850

total trees planted





Floods in Kerala, India

In August 2018, severe floods affected the south India State of Kerala. Following the devastation, hundreds of lives were lost as well as thousands of homes. Several of our employees were affected in some way, shape or form.

Smollan India responded to the flood damage by donating 16 977 INR each to our 102 employees who were affected. Additionally, a total of 1 721 720 INR was contributed towards the relief fund that focused on rebuilding the many lives affected by the natural disaster.

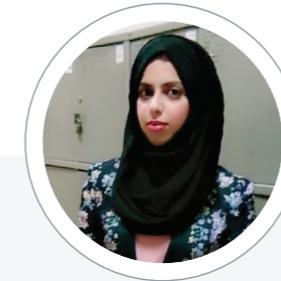


Smollan Pakistan partners with The Citizens' Foundation (TCF)

The Citizen Foundation (TCF) is a non-government organisation that supports over 1,450 schools across the country. It's vision is to improve social inequality through skills upliftment and mentorship that work to give citizens of Pakistan the ability to become agents of positive change. 9 years ago, the NGO began the Rahbar Programme in Karachi which aimed to support young adults through mentorship. Today the organisation exists in 18 cities nationally, supporting 22 000 students with the help of 6 000 volunteers. In its entirety, 23 000 students have been through the programme. The Rahbar Programme exists in rural areas and particularly targets under privileged citizens in Pakistan.

The organisation's vision is "from Thought to Fate" which focuses on the interaction between inspiring mentors and young mentees needing guidance. The programme covers over 7 interactions on a weekly basis whereby the Mentors meet with the Mentees in support groups with 8-9 students to discuss life skills and career direction.

Smollan employees participated in the Rahbar programme for the 2nd time whereby 3 employees from our Brand Ambassador programme were nominated from the business:



HAFSA SHAHID
Brand Ambassador

” I mentored a group of six students in 8 classes. These volunteer sessions are really meaningful for the students as well as for me. The purpose is to open their minds and hearts to the possibilities of life, to gain a great education and in turn gain happiness and fulfilment.



SHAHBAZ AHMAD
Brand Ambassador Specialist

” Being part of this programme was a great experience. Working with young people to showcase workplace opportunities and how to go about actively and effectively getting involved. I am happy that I was part of this cause.

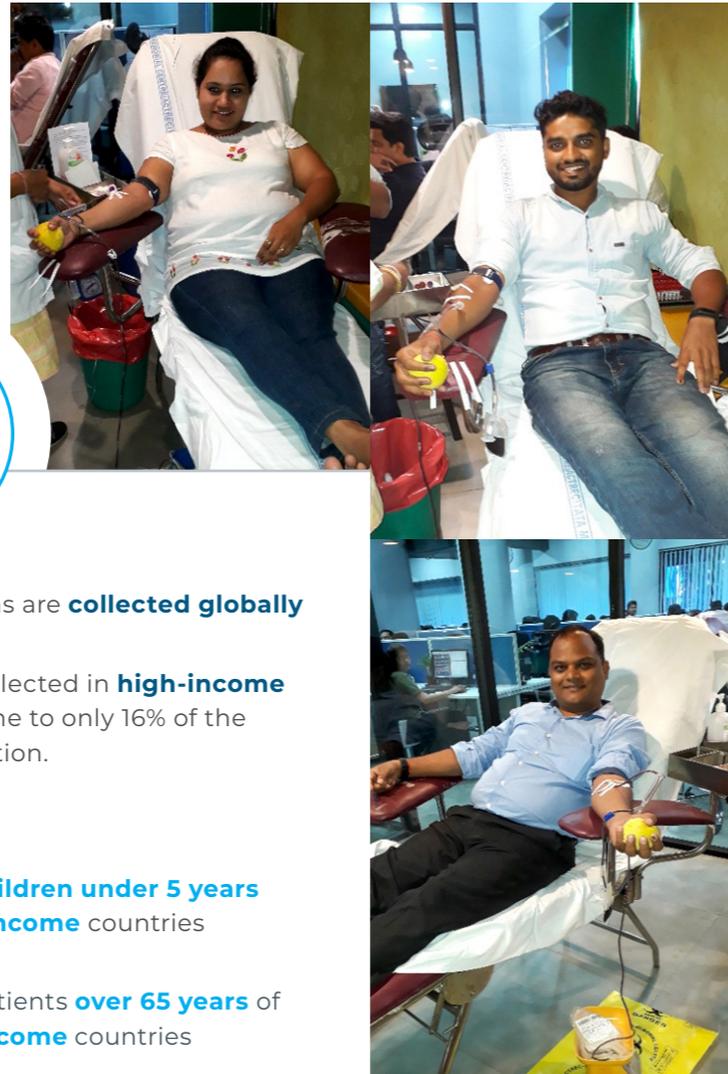


SYEDA KHIZRA BATOOL
Brand Ambassador

” I have spent 6 weeks as a mentor. It was a wonderful experience where I not only shared and taught, but also learnt so much.

India's Blood Drive

Our Smollan India employees realise the importance of blood drives in trying to up the total count of blood donations and therefore opportunities to save lives. This year, we hosted our first office blood drive. We were so proud to see our whole office get involved and support this initiative. Here's to the first of many more to come.



DID YOU KNOW?

117.4 million blood donations are **collected globally**

42% of these are collected in **high-income countries**, home to only 16% of the world's population.

52% OF BLOOD TRANSFUSIONS are given to **children under 5 years** of age in **low-income** countries

75% OF BLOOD TRANSFUSIONS are given to patients **over 65 years** of age, in **high-income** countries

Based on samples of 1000 people, the blood donation rate is 32.6 donations in high-income countries, 15.1 donations in upper-middle-income countries,

8.1 donations in lower-middle-income countries, and **4.4** donations in low-income countries.

Source:
WORLD HEALTH ORGANISATION

Sharing Happiness

Thailand, Singapore, Vietnam and Myanmar

In 2018, our APAC teams came together to spread joy among the less fortunate. Our teams in Thailand, Singapore, Vietnam and Myanmar visited orphanages, homeless shelters and underprivileged localities where they engaged with residents and distributed food and gifts. We were able to impact 729 lives across the 4 countries.

Phayathai Babies Home in Thailand

Phayathai Babies Home has been providing shelter to abandoned and HIV infected babies in Thailand for the past 65 years. It currently houses 329 children aged 6 years or below. 53 members of our team visited the shelter and spent the day giving their time. With the help of our clients, we were further able to donate baby products worth 49 415 THB (22 750 ZAR) to the shelter.



We want to stay true to our ethos and create a positive impact not only for our clients but also the communities in which we operate. Our commitment to uplifting the future generation is truly reflected in the teams we have built as well as our social engagement. We hope to continue driving and sharing wellness with the people around us.

SARIS KASEMSESTHA
General Manager, DKSH Smollan Thailand





Royal Children's Hospital

- Australia

The Royal Children's Hospital in Melbourne is one of the largest non-government funded hospitals in Australia. Each year the Royal Children's Hospital has a good Friday appeal which raises money for hospital services and post-operative care for children and their families. For the second year in a row Smollan has supported the Royal Children's Hospital through this initiative. This year, our Victorian Field Manager, Luke Smith initiated a fundraiser and all proceeds were donated to the hospital.



Children come from across Australia and throughout the Asian Pacific to be treated by doctors at this NGO hospital



Beyond Social Services

- Singapore



The long-term success of our company depends on the economic and social sustainability of our communities across the world. We have a fundamental responsibility towards our employees, shareholders and the society to contribute to its wellbeing. Our objective is to go beyond discrete initiatives and inculcate sustainable impact into our core values.

VICKY MUKHI
General Manager, DKSH Smollan Singapore

Our team in Singapore joined forces with Beyond Social Services a local charity organisation focusing on youth development. Through donations and contributions, the team raised 2 560 SGD which was used to purchase 70 bags of food and household supplies. Our team of 15 volunteers then distributed them to 70 households in the Bukit Ho Swee locality in Singapore.

70

bags of food and household supplies

15

volunteers



Projeto Transformar in Brazil

This year we continued Projeto Transformar which focuses on community upliftment through education and skills development. Projeto Transformar creates a platform for communication between parents and day-care as well as sharing knowledge with communities including supporting parents and guardians involved with the day centres.

Mentors run support groups facilitating discussions around career, life purpose and conflict resolution at the Day Care Paraisópolis.

Adere institution in Brazil

Smollan Brazil has donated 1% of our income tax to support Adere's programme focused on the inclusion of young people and adults with intellectual disabilities in the labour market.



strengthen self-esteem and skills to create **greater autonomy and self-confidence** in youth and adults



OUR ENVIRONMENT

Actively seeking out alternate **practices** and **partnerships** that **protect our planet**

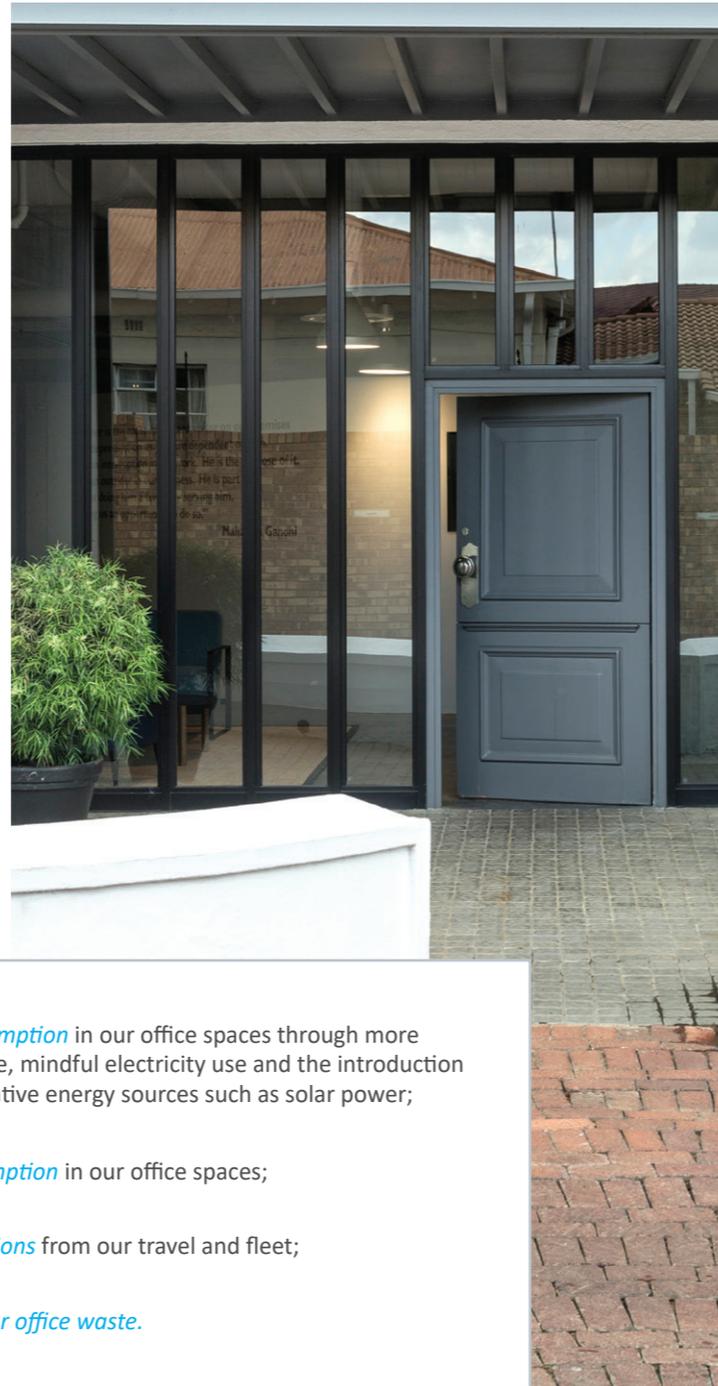
Although our environmental impact is relatively small given that we don't manufacture anything, we have a wide footprint of offices, a substantial fleet of vehicles and undertake material amounts of travel.

Over the past four years we have managed to make steady inroads in reducing our emissions, with those from our fleet coming down by some 43% and from travel by 11%. Efficiency programmes at our offices have resulted in a reduction of electricity and water consumption by roughly 10% respectively and our solar power plants have contributed 400,000 kWh of clean power to our energy mix.

OUR BUSINESS IS COMMITTED TO PROMOTING FOUR KEY PRACTICES:

REDUCING:

- 1 *our energy consumption* in our office spaces through more efficient hardware, mindful electricity use and the introduction of cleaner alternative energy sources such as solar power;
- 2 *our water consumption* in our office spaces;
- 3 *the carbon emissions* from our travel and fleet;
- 4 and *managing our office waste*.



South Africa

In 2014, we began measuring our environmental impact through recording data from our fleet team, corporate travel and car rental as well as office waste and recycling. As a result of several interventions and efforts, we have been able to make positive change towards our environmental impact.

Solar Power

During the year, our solar plants generated 220 628 kWh of electricity which represents 19% of the total power consumed across the three offices that have solar generation.



2018 OFFICE WASTE AND RECYCLING



Fleet

Each year, we aim to optimise our fleets through fuel efficient vehicles and smart driving. In 2018, we realised a 21% decrease in CO₂ emissions due a reduction in our total fleet as well as a reduction in the fuel used and kilometres driven. Our cumulative CO₂ reduction between 2014 and 2018 stands at -43%.

	2016	2017	2018	CHANGE % 2017 -2018	CUMULATIVE %
NUMBER OF VEHICLES	1,726	1,908	1,367	-28%	-35%
FUEL USED (L)	5,812,624	4,932,552	3,911,752	-21%	-43%
KMS TRAVELLED	83,731,509	77,279,320	61,286,235	-21%	-32%
FUEL EFFICIENCY (L/100KMS)	7	6	6	0%	-16%
CO ₂ EMISSIONS (KGS)	13,369,035	11,344,870	8,997,030	-21%	-43%

we will continue to focus on **smart driving and fuel-efficient cars** when renting vehicles



11%

decrease in carbon emissions

Corporate Travel

This year, we saw a 4% decrease in the kilometres the business travelled. Additionally, carbon emissions declined from 1 211 268kgs to 1 347 080kgs – a 14% decrease.

Unfortunately, our carbon emissions produced by the cars our employees rented, increased by 39% in kilometres driven and 32% in rental car CO₂.

Despite the increase in carbon emissions from our car rental use, overall the carbon emissions from corporate travel decreased by 11% over a four-year period between 2014 and 2018. This year, we will continue to focus on smart driving and fuel-efficient cars when renting vehicles, encouraging our employees to prioritise online meetings over flight travel.

	2016	2017	2018	CHANGE % 2017 -2018	CUMULATIVE %
AIR TRAVEL KMS	5,936,569	4,788,430	7,851,207	-4%	-4%
AIR TRAVEL CO ₂ (KGS)	1,246,660	1,211,268	1,347,080	-14%	-14%
RENTAL CAR KMS	226,212	225,578	353,865	39%	65%
RENTAL CAR CO ₂ (KGS)	33,606	35,522	47,662	32%	46%
TOTAL (KGS)	1,280,266	1,246,790	1,394,742	-12%	-11%



Malaysia

In August 2018, 71 members of our Malaysian team got together to clean 900m of a beach strip in Kuala Lumpur. A total of 61Kg waste was collected and disposed of responsibly resulting in a carbon footprint reduction of 122kg. While this represents a small impact, these are some of our first steps taken toward tackling environmental issues such as waste reduction. We believe that we have the opportunity to replicate this more widely together with our clients, for much greater impact.



Our unwavering dedication to creating a positive social impact is driven by our belief that it's the right thing to do. We are at a stage where the boundary between private organisations and the world's issues are interdependent. Our social mission is inspired by our experiences and we're genuinely motivated to make a difference in the lives of others.

CHONG THYE CHAN

General Manager, DKSH Smollan Malaysia

61kg

of waste collected



Brazil

Last year, Smollan Brazil initiated several environmentally responsible changes in our offices. As a team, they focused on reducing waste and vehicle emissions. The team tackled this through the implementation of colour coded trash cans in the office to separate waste that can be recycled as well as the introduction of a more efficient fleet of vehicles which will reduce their annual emissions by roughly 10 tonnes.



various environmental events are underway which **focus on cleaning communities and recycling waste**

Throughout our territories, we are taking steps towards improving our environmental impact; becoming as light on the planet as possible.

We are focused on reducing our landfill waste at our office sites through recycling as well as initiating campaigns to create awareness and action towards conserving water and energy both at work and at home. In South Africa, since the introduction of recycling stations at our offices, we have managed to recycle 38,584kg of waste. Singapore, Thailand and Myanmar have active office-based recycling programmes underway and we are excited to see this grow into a robust movement.

Additionally, various environmental events are underway with a focus on cleaning communities and recycling waste. We continue to focus on measuring these environmental initiatives and projects and in turn generate quantitative statistics that allow us to understand and track our impact on the communities around us.





All Star Awards

In 2018, we were proud to recognise the winners for our annual social impact awards at our global All Stars Event in Johannesburg. The Social Impact award recognised the custodians of our purpose-driven values – our teams and individuals at the forefront of positive social change in our company.

Our first trophy was awarded to an individual Moegamat Richards who in his spare time works to improve and support the Gugulethu and Manenberg communities in the Western Cape. In his personal capacity, this winner promotes skills development, through education and youth mentorship. It is not the size of his

organisation but his meaningful support given to those around him, that makes him a changemaker.

Our second trophy acknowledged a powerful partnership between Smollan and Partners for Possibilities. The Partners for Possibility Programme is a co-action, co-learning partnership between School Principals and Business Leaders, enabling social cohesion through partnerships, and empowering Principals to become change leaders in their schools and communities. Smollan employees Alun Davies and Fambai Marara have dedicated a huge amount of time and energy towards the schools in which they are involved. It

is the strong bond they have with their schools that shows the greatness and potential of partnerships in creating impact.

Our third award honoured the India team that has in many ways gone beyond expectations and truly embodied our values and purpose. In a snowball effect, the India team, continues to touch people's lives' in all shapes and forms. From the Shakti programme and the Village Welfare Project to the Go Green initiative, Smollan India remains dedicated to the communities in which they work and live.



9 tips for living with less plastic

Prioritise buying produce without unnecessary packaging but where unavoidable, choose recycled or recyclable packaging over plastics and those that cannot be recycled

- Bring your own shopping bag
- Carry a reusable bottle
- Bring your own cup
- Pack your lunch in reusable containers
- Say no to disposable straws and cutlery
- Skip the plastic produce bags
- Slow down and dine in
- Store leftovers in glass jars

SHARE THESE TIPS
WITH YOUR COLLEAGUES & FRIENDS

TRACKING

OUR PATH TO PURPOSE



ON TRACK:

- OUR PEOPLE
- OUR CLIENTS
- OUR COMMUNITY
- OUR ENVIRONMENT





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