



**Aspen Pharmacare Holdings Limited**  
Stakeholder Engagement Report 2013





The Group’s stakeholder engagement policy is available online at [www.aspenpharma.com](http://www.aspenpharma.com). Set out below are the key stakeholders with whom the Group engages on a regular basis and the means of engagement.

**STAKEHOLDER ENGAGEMENTS AND COMMUNICATION**

Stakeholder	Means of engagement
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**PEOPLE**

Employees	<ul style="list-style-type: none"> <li>• Routine and specifically scheduled functional and cross-functional meetings as required;</li> <li>• Notice boards to display relevant announcements are accessible to staff across the departments;</li> <li>• Company intranet is available for online access to key notices and pertinent information;</li> <li>• The Aspen News, a newsletter published twice per year with a message from the Group Chief Executive and information on business unit activities affecting the Group, is disseminated to employees;</li> <li>• Sales conferences are held and attended by the sales teams, executives and representatives from relevant support functions;</li> <li>• An annual strategic conference is held for executives to discuss Group strategy;</li> <li>• Letters/emails are sent to employees regarding policies, procedures and/or employment-related information;</li> <li>• Workshops and training sessions are held to create an awareness of and provide training on new processes, new technology, and for continuous learning;</li> <li>• Employment equity committees exist in South Africa to promote the development and advancement of previously disadvantaged individuals;</li> <li>• Annual results presentations and selected strategic announcements are delivered to Group executives and management who then disseminate the information to operational staff;</li> <li>• An open-door policy/culture exists for ongoing communication and interaction among colleagues;</li> <li>• The tip-offs hotline is managed independently by Deloitte for the reporting of fraud, theft and unethical behaviour; and</li> <li>• Regional Ethics Officers have been appointed in all businesses to assist in the implementation of the Group’s ethics management programme, to promote employee awareness on the Group’s ethical standards and to facilitate the application of the Group’s policies in this respect.</li> </ul>
Trade Unions	<ul style="list-style-type: none"> <li>• Union representatives are elected to liaise with management on matters affecting union members; and</li> <li>• Human Resources managers are responsible for managing the relationship with the employee unions and relevant industrial labour organisations and to represent the Company at the Commission for Conciliation, Mediation and Arbitration in South Africa.</li> </ul>
Bargaining Councils	<ul style="list-style-type: none"> <li>• Meetings are held with the Bargaining Councils as required; and</li> <li>• The Human Resources Manager – Operations represents the Company at the Bargaining Council meetings in South Africa.</li> </ul>
Academia/ educational institutions	<ul style="list-style-type: none"> <li>• Interaction is managed with educational institutions and academia as required by a dedicated executive; and</li> <li>• Aspen is represented at seminars, conferences, student days hosted by educational institutions and also participates in career development programmes.</li> </ul>

Stakeholder	Means of engagement
<b>OPERATIONS</b>	
Pharmaceutical regulatory authorities	<ul style="list-style-type: none"> <li>• Audits and site inspections are conducted by authorities against notification;</li> <li>• Correspondence, as required, is entered into with regulatory authorities for purposes of managing regulatory matters regarding the regulatory status of facilities and the registration status of intellectual property; and</li> <li>• Meetings are held with regulatory authorities when necessary.</li> </ul>
Healthcare industry	<ul style="list-style-type: none"> <li>• Representation on pharmaceutical industry bodies and relevant commercial and trade associations.</li> </ul>
Suppliers	<ul style="list-style-type: none"> <li>• A centralised Procurement Department exists in South Africa to identify new suppliers and manage supplier relationships;</li> <li>• A vendor rating process is in place for supplier performance assessments, the results of which are communicated with suppliers and corrective action plans are negotiated;</li> <li>• Meetings are held with vendors as necessary;</li> <li>• Vendor audits are conducted where required;</li> <li>• Relevant vendors are involved in assisting with the supply of materials for new product launch processes where necessary; and</li> <li>• Representatives attend international supply symposiums to identify new suppliers and meet with existing suppliers.</li> </ul>
Government and local authorities	<ul style="list-style-type: none"> <li>• Interaction with government departments and officials as required;</li> <li>• Cooperation in and contributions to community upliftment projects initiated by government departments and local authorities; and</li> <li>• Commenting on policy proposals.</li> </ul>
Customers including national and provincial departments of health, healthcare practitioners, healthcare providers, healthcare funders and patients and/or consumers	<ul style="list-style-type: none"> <li>• Direct calling by qualified sales representatives for the various customer groups;</li> <li>• Representatives participation at relevant conferences to interact with customers;</li> <li>• Product/brand advertising is undertaken to create brand awareness and market products as permissible by marketing codes;</li> <li>• Implementation of product/brand awareness campaigns and product awareness sessions as relevant;</li> <li>• Correspondence, as required, is sent to customers;</li> <li>• Interaction via Aspen’s website <a href="http://www.aspenpharma.com">www.aspenpharma.com</a>;</li> <li>• Aspen newsletters are sent to customers containing product information, general, relevant information and information about events;</li> <li>• Dedicated sales teams interact with specific customer groups;</li> <li>• Customer hotlines and Medical Information hotline;</li> <li>• Site visits to manufacturing facilities as arranged; and</li> <li>• Participation in State tenders.</li> </ul>

Stakeholder	Means of engagement
Non-governmental Organisations and Public Benefit Organisations/ Public Funders	<ul style="list-style-type: none"> <li>• Interaction by means of conferences and other collaborative engagements, including CSI initiatives with non-governmental organisations focused on social and community upliftment;</li> <li>• Commercial negotiations regarding the procurement of pharmaceutical products by various multilateral procurement agencies;</li> <li>• Interaction with activist organisations either through multilateral forums attended by the relevant senior executives or through personal one-on-one interaction by these executives; and</li> <li>• Engagement with international organisations via direct, indirect and multilateral engagements.</li> </ul>
Business partners	<ul style="list-style-type: none"> <li>• Ongoing communication and interaction;</li> <li>• Meetings as required;</li> <li>• Site visits to manufacturing facilities as arranged;</li> <li>• Personal interaction with third parties by relevant senior executives;</li> <li>• Information sharing projects are undertaken for mutual benefit; and</li> <li>• Dedicated technical transfer project teams are formed to manage manufacturing transfer plans and distribution transfer teams to manage supply arrangements.</li> </ul>
Investors, healthcare analysts and media	<ul style="list-style-type: none"> <li>• A dedicated Investor Relations Manager is responsible for the information needs of existing and potential investors and healthcare analysts;</li> <li>• Corporate presentations are delivered, by the Group Chief Executive and Deputy Group Chief Executive, to investors, analysts and media for the communication of financial results and for information regarding significant corporate activity;</li> <li>• A conference call follows corporate announcements to accommodate international investors and analysts to provide an opportunity for investor participation;</li> <li>• One-on-one meetings and interviews are held to cater for specific information needs of investors, analysts and media groups;</li> <li>• Within the confines of the rules of the JSE, continuous interaction with investors and media between closed periods;</li> <li>• Distribution of an Integrated Report (with the Annual Financial Statements, Sustainability Report and unabridged Corporate Governance Statement available online) and the interim results to all investors;</li> <li>• Periodic scheduled site visits conducted for investors and analysts;</li> <li>• Stock Exchange News Service announcements are made to communicate information pertaining to corporate activity and Group results; and</li> <li>• Investor-relevant information can be accessed on the Aspen website at <a href="http://www.aspenpharma.com">www.aspenpharma.com</a>.</li> </ul>

Stakeholder	Means of engagement
<b>CORPORATE</b>	
Shareholders	<ul style="list-style-type: none"> <li>• Annual general meetings are held as per statutory requirements;</li> <li>• The Aspen Integrated Report (with the Annual Financial Statements, Sustainability Report and unabridged Corporate Governance Statement available online) is distributed to shareholders;</li> <li>• Shareholders are able to access disclosable information through the Company Secretary and engage with him in respect of any queries they wish to raise in respect of their shareholding in Aspen;</li> <li>• Stock Exchange News Service announcements communicate information pertaining to statutory corporate activities which impact shareholders and directors’ share dealings;</li> <li>• Selected statutory information is available on the Aspen website at <a href="http://www.aspenpharma.com">www.aspenpharma.com</a>;</li> <li>• Selected announcements are published in the printed press after release on the Stock Exchange News Service;</li> <li>• Statutory correspondence is posted to shareholders as required by the Companies Act and other applicable legislation; and</li> <li>• Institutional shareholders can access information regarding corporate activity through the Investor Relations Manager.</li> </ul>
Communities	<ul style="list-style-type: none"> <li>• Aspen supports local community projects through its CSI programme;</li> <li>• Aspen participates in the Nelson Mandela International Day held on the 18th of July every year;</li> <li>• A dedicated CSI Manager liaises directly with community project leaders and visits project sites; and</li> <li>• Peer educators offer HIV/AIDS training to communities in the Port Elizabeth area.</li> </ul>
Consultants and service providers	<ul style="list-style-type: none"> <li>• Information sharing and interaction when services are procured for expert/specialist services including technical consultants and the media for public relations and corporate communications; and</li> <li>• A dedicated communications consultant to coordinate liaisons and interaction with members of the media.</li> </ul>
Funders and corporate bankers	<ul style="list-style-type: none"> <li>• Regular communication with funders regarding performance against covenants;</li> <li>• Frequent contact with providers of finance to keep abreast of conditions in the capital markets; and</li> <li>• Engagement with bankers in respect of the Group’s potential funding requirements.</li> </ul>