

TFG TABLE OF GRI INDICATORS

THE GLOBAL REPORTING INITIATIVE (GRI) G3 GUIDELINES PROVIDE A RECOMMENDED FRAMEWORK FOR REPORTING SUSTAINABILITY INITIATIVES TO STAKEHOLDERS. THE FOLLOWING TABLE PROVIDES A DETAILED RESPONSE TO EACH OF THE G3 REPORTING CRITERIA, AND IDENTIFIES IN WHICH SECTION OF THE INTEGRATED ANNUAL REPORT (IAR) RELEVANT INFORMATION ON OUR SUSTAINABLE DEVELOPMENT PERFORMANCE IS DISCUSSED.

GRI No.	GRI G3 element	TFG 2011 response/ Reference to relevant section in IAR
1. Strategy and Analysis		
1.1	Statement from the CEO about the relevance of sustainability to TFG and its strategy.	■ Addressed in CEO's statement in TFG Integrated Annual Report (IAR).
1.2	The reporting organisation should provide two concise narrative sections on key impacts, risks and opportunities.	■ TFG's material issues, risks and opportunities, business strategy and "stakeholder value" are addressed in the following sections of our IAR: TFG's strategic agenda ; Chairman's report; CEO's report ;CFO's report; and Risk Report.
2. Organisational Profile		
2.1	Name of reporting organisation.	■ The Foschini Group Limited, which is listed on the JSE Limited under the symbol "TFG".
2.2	The reporting organisation should indicate the nature of its role in providing these products and services, and the degree to which it utilises outsourcing.	■ Addressed in IAR section: Introducing TFG.
2.3	TFG divisions, operating companies, subsidiaries and joint ventures.	■ Addressed in IAR section: Introducing TFG, Corporate Structure.
2.4	Location of TFG's headquarters.	■ Stanley Lewis Centre, 340 Voortrekker Road, Parow East 7500, Cape Town.
2.5	Names of countries with either major operations or that are specifically relevant to the sustainability issues covered in the report.	■ The group currently operates in South Africa, Namibia, Swaziland, Botswana and Zambia.
2.6	Nature of ownership and legal form.	■ The Foschini Group Limited is a public company listed on the JSE Limited.

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2. Organisational Profile (continued)		
2.7	Markets served, including geographic breakdown, sectors served, and types of customers/beneficiaries	<ul style="list-style-type: none"> TFG consists of 14 trading brands, dealing in lifestyle products that range from fashion, jewellery, accessories, cosmetics, sporting and outdoor apparel and equipment to homewares, as well as financial services. TFG trades in over 1 700 stores, predominantly in South Africa. The group also operates in Namibia, Swaziland, Botswana and Zambia. Our customers are spread primarily across LSM bands 5 to 10. Further detail on our brands is provided in our IAR Corporate Profile. <p>A strategic objective going forward is to roll out those brands that are currently under-represented, as well as seek new markets, both in South Africa and in other parts of Africa where we believe opportunities exist.</p>
2.8	Scale - including: number of employees, net sales, total capitalisation broken down in terms of debt and equity, and quantity of products or services provided.	<ul style="list-style-type: none"> The company commenced trading in 1924 and has been listed on the JSE Limited since 1941. Turnover for the year under review totalled R9,9 billion (compared to R8,6 billion in FY2010), 38,5% of which was to cash customers and 61,5% to account customers. Our account-based customers total 3 823 million at 31 March 2011, spread primarily across LSM bands 5 to 10. We have 1 727 stores, which are predominantly based in South Africa.
2.9	Changes in the reporting period including: the location of, or changes in operations, facility openings, closings, and expansions; and changes in the share capital structure and other capital formation, maintenance, and alteration operations.	<ul style="list-style-type: none"> There were no significant changes during the reporting period. <p>Commenced trading in Zambia.</p>
2.10	Awards received.	<ul style="list-style-type: none"> TFG has for the third year been included on the JSE SRI Index. Logistics received the Gold Award at the 2010 Logistics Achiever Awards for excellence in logistics, inventory and distribution management. Logistics further received the Best Greening Project award by Supply Chain Today in their category.
3. Report Parameters		
Report profile		
3.1	Reporting period (e.g., fiscal/ calendar year) for information provided.	<ul style="list-style-type: none"> The reporting period is 1 April 2010 to 31 March 2011.
3.2	Date of most recent previous report.	<ul style="list-style-type: none"> Foschini Limited 2010 Annual Report covering 1 April 2009 to 31 March 2010.
3.3	Reporting cycle.	<ul style="list-style-type: none"> 1 April to 31 March.

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3. Report Parameters (continued)		
3.4	Contact point for questions regarding the report or its contents.	<ul style="list-style-type: none"> TFG Company Secretary, D Sheard, dees@tfg.co.za; tel: 021 938 1911; Stanley Lewis Centre, 340 Voortrekker Road, Parow East 7500, South Africa.
3.5	Process for defining report content including: determining materiality, prioritising topics within the report and identifying stakeholders the organisation expects to use in the report.	<ul style="list-style-type: none"> A review of the process applied for identifying our most material sustainability issues, as well as a description of our stakeholder engagement practices, is provided in the strategic agenda section of our IAR.
3.6	Boundaries of report (countries/ regions, products/services, divisions/ facilities/joint ventures/subsidiaries) and any specific limitations on the scope.	<ul style="list-style-type: none"> The report covers all TFG's wholly-owned companies and, in all significant aspects, its subsidiary, RCS, in which it has a 55% shareholding.
3.7	State any specific limitations on the scope or boundary of the report.	<ul style="list-style-type: none"> Issues that are currently not being measured or reported on, or for which only partial or derived performance measures are available, are identified in relevant sections of this GRI table.
3.8	Basis for reporting on joint ventures, subsidiaries, leased facilities, outsourced operations, and other entities.	<ul style="list-style-type: none"> Processes are reviewed in Notes to Financial Statements, (note 1) Accounting policies – “Basis of consolidation”.
3.9	Data measurement techniques and the bases of calculations, including assumptions and techniques underlying estimations applied to the compilation of the indicators and other information in the report.	<ul style="list-style-type: none"> All financial data has been reported according to the International Financial Reporting Standards unless otherwise stated. Our emissions have been calculated using the Greenhouse Gas Protocol – Corporate Accounting and Reporting Standard, based upon internally collated data.
3.10	Explanation of the nature and effect of any restatements of information provided in earlier reports, and the reasons for such restatement.	<ul style="list-style-type: none"> No restatements to report.
3.11	Significant changes from previous reporting periods in the scope, boundary or measurement methods applied in the report.	<ul style="list-style-type: none"> There were no significant changes.
GRI content index		
3.12	Locations of GRI standard disclosures.	<ul style="list-style-type: none"> GRI content index provided here, available through TFG's website, http://www.tfg.co.za
Assurance		
3.13	Policy and current practice with regard to providing independent assurance for the full Report.	<ul style="list-style-type: none"> External assurance is provided for financial performance only. TFG is in the process of improving its monitoring of quantitative data relating to its other areas of sustainability performance. Seeking independent assurance of the group's sustainability reports is not currently deemed to be appropriate.

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4. Governance, Commitments and Engagement		
Governance		
4.1	TFG's governance structure - including major committees under the board of directors who are responsible for setting strategy and for oversight of the organisation.	<ul style="list-style-type: none"> ■ Addressed in Corporate Governance section. There are five board sub-committees: audit, remuneration, risk, nominations and transformation. <p>Consideration regarding social and ethics will be given in due course.</p>
4.2	Indicate whether the chair of the highest governance body is also an executive officer.	<ul style="list-style-type: none"> ■ Chairman of TFG board is a non-executive director.
4.3	TFG board structure: state the number of members that are independent and/or non-executive members.	<ul style="list-style-type: none"> ■ Addressed in Corporate Governance section. The board comprises 12 directors, seven of whom are independent non-executive, two are non-executive and three are executive.
4.4	Mechanisms for stakeholders and employees to provide recommendations to TFG board. For example, the use of shareholder's resolutions and employees' communications.	<ul style="list-style-type: none"> ■ A summary of the group's engagement with its various stakeholder groups is provided in... <p>Regular dialogue and communication sessions are undertaken with our employees, and relevant issues for discussion are conveyed to the board.</p> <p>Regular local and international investor relations meetings are held with executive directors and senior management, who provide feedback to the board.</p> <p>Engagement with all our key stakeholder groups is conducted through channels that ensure that material concerns raised are transmitted to board level.</p>
4.5	Linkage between compensation for members of the highest governance body, senior managers, and executives (including departure arrangements) and the organisation's performance (including social and environmental performance).	<ul style="list-style-type: none"> ■ The group's policy is to align the remuneration structure of the executive directors and staff with the interests of shareholders, and consequently a portion of their packages is performance-related. <p>Share options and incentives are based on the performance of the individual as well as the performance of the group as a whole, aligned to specific business objectives and bottom-line absolute profits.</p> <p>Non-executive directors do not receive any payments linked to organisational performance, nor are they entitled to take part in any long-term incentive/share schemes.</p> <p>Further details relating to our remuneration policies and practices are included in the Remuneration report in our IAR.</p>

GRI No.	GRI G3 element	TFG 2011 response/ Reference to relevant section in IAR
4. Governance, Commitments and Engagement (continued)		
4.6	Processes in place for the highest governance body to ensure conflicts of interest are avoided.	<ul style="list-style-type: none"> Annually, all directors of the listed company and operating company have a duty to make disclosures of potential conflicts of interest. In addition, potential conflicts of interest must be promptly disclosed by directors should they arise. These, together with any annual disclosures of potential conflicts of interest, are tabled at the following board meeting. <p>Furthermore, annually all employees are required to make disclosures of potential conflicts of interest. Where potential conflicts are identified, these are considered by a committee which consists of the CEO, CFO, retail director and an operating board member.</p>
4.7	Process for determining the qualifications and expertise of the members of the highest governance body for guiding the organisation's strategy on economic, environmental and social topics.	<ul style="list-style-type: none"> Addressed in Governance report, section on nominations committee.
4.8	Internally developed statements of mission or values, codes of conduct, and principles relevant to economic, environmental and social performance, and the status of their implementation.	<ul style="list-style-type: none"> Addressed in our Corporate Profile, outlining our mission, values, and conduct. The group has longstanding policies and principles in place aimed at ensuring the highest levels of ethical and socially responsible conduct are maintained within the company. A review of our internal audit processes and code of ethics is provided in our Risk report. <p>We have also advanced our initiatives aimed at better assessing and monitoring the social and environmental practices of our suppliers, as well as promoting product safety and integrity.</p>
4.9	Board oversight of CSR policies; including relevant risks and opportunities, and adherence or compliance with internationally-agreed standards, codes of conduct, and principles.	<ul style="list-style-type: none"> The group maintains a systematic and documented risk management process that ensures that all material risks are identified, evaluated, effectively managed and, where practical, quantified. This process is undertaken within each division, as well as by the operating board. The group has a risk committee responsible for ensuring that appropriate risk and control policies are in place and are communicated throughout the group. <p>See Transformation report and Risk report .</p>
4.10	Processes for evaluating the board's performance, particularly with respect to economic, environmental, and social performance.	<ul style="list-style-type: none"> Main board and all sub-committees are evaluated as a formal process and any issues identified are addressed.

GRI No.	GRI G3 element	TFG 2011 response/ Reference to relevant section in IAR
4. Governance, Commitments and Engagement (continued)		
Commitments to external initiatives		
4.11	Explanation of whether and how the precautionary approach or principle is addressed by the organisation.	<ul style="list-style-type: none"> ■ The precautionary approach relates to threats of serious or irreversible damage to the environment or human health, and requires that lack of full scientific certainty should not be used as a reason for postponing cost-effective measures to prevent environmental degradation or damage to human health. Due to the nature of our activities this has relevance primarily in the context of climate change. (Refer to TFG's Carbon footprint published on our website.)
4.12	Externally developed, voluntary economic, environmental and social charters, sets of principles, or other initiatives to which TFG subscribes or endorses.	<ul style="list-style-type: none"> ■ The TFG IAR has drawn on the Global Reporting Initiative (GRI) G3 Guidelines (as these were the existing indicators at the beginning of the financial year, prior to the launch of 3.1), which provide a recommended framework for reporting sustainability initiatives to stakeholders. <p>Our @home division, as part of ongoing efforts to ensure responsible supply chain management for all its wooden outdoor furniture, endeavours to acquire timber only from factories that are certified by the Forest Stewardship Council (FSC) especially if the timber is teak or balau.</p> <p>TFG Jewellery division subscribes to the Kimberley Process, aimed at ensuring that all diamonds have been purchased from legitimate sources not involved in the funding of conflict, in compliance with United Nations resolutions.</p>
4.13	Principal memberships in industry and business associations, and/or national/international advocacy organisations.	<ul style="list-style-type: none"> ■ Member of Business Unity South Africa (BUSA) through the Retailers, Association (RA), the Wholesale and Retail SETA (WRSETA), the National Clothing Retailers, Federation (NCRF), the Cape Clothing and Textile Cluster (CCTC), the National Business Institute (NBI), the Black Management Forum (BMF), the Namibian Employers, Association (NEA), the Direct Marketing Association (DMA), the Unilever UCT institute, the Credit Provider's Association (CPA), the National Debt Mediation Association (NDMA), the Jewellery Council of South Africa (JCSA), EQUIP, Retailers Uniting Against AIDS, the GreaterGood CSI Manager's Forum, Retail Tax Forum, the Payment Card Industry Security Forum, the SA Retail Payments Industry Forum, the Association of Corporate Treasurers of Southern Africa, the Association for Operations Management of Southern Africa and the Supply Chain Council.

GRI No.	GRI G3 element	TFG 2011 response/ Reference to relevant section in IAR
4. Governance, Commitments and Engagement (continued)		
Stakeholder engagement		
4.14	List of stakeholder groups.	<ul style="list-style-type: none"> ■ The section on stakeholder engagement, in the Strategic Agenda section of our IAR, outlines the key stakeholder groups, the main forms of engagement, the key issues and concerns addressed by each group and TFG's response to these.
4.15	Basis for identification and selection of stakeholders with whom to engage.	
4.16	Approaches to stakeholder engagement, including frequency of engagement by type and by stakeholder group.	
4.17	How the organisation has responded to key topics and concerns, including through its reporting.	
5. Economic		
Disclosure on management approach		
	Provide a concise disclosure on the management approach items outlined below with reference to the following economic aspects: economic performance, market presence and indirect economic aspects.	<ul style="list-style-type: none"> ■ TFG, through its core business, contributes to the local economy of the countries in which it operates: this includes providing direct and indirect employment, generating business for local suppliers and service providers, paying corporate and local taxes and promoting the upliftment of communities through corporate social investment activities. <p>The financial position of the group is overseen by a specialised group finance and administration division that provides centralised support to other divisions and reports to the financial director. Further information is provided in the TFG Finance and Administration divisional report.</p>

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Economic Performance Indicators		
Economic performance		
EC1	Direct economic value: revenues, operating costs, employee compensation, donations and other community investments, retained earnings, and payments to capital providers and governments.	<ul style="list-style-type: none"> ■ Addressed in the Value Added Statement and Transformation report ■ Sales revenues for the year totalled R9,9 billion, an increase of 15,5% over the previous year. ■ Through our economic performance we created financial benefit for our stakeholders: <ul style="list-style-type: none"> • Suppliers received payment for their goods and services amounting to R12 600 million • Employees received salaries and benefits totalling R1 656.1 million • Shareholders received dividends of R665,9 million - this includes R28,4 million paid to RCS Group OSH; TFG shareholders received R637,5 million • Tax of R769,0m (income tax/STC only) was paid to the State • Society at large benefits from our corporate social investment initiatives amounting to R5,3 million.
EC2	Financial implications and other risks and opportunities for the organisation's activities due to climate change.	<ul style="list-style-type: none"> ■ The group does not consider itself to be significantly exposed to risks associated with climate change; nonetheless, the group recognises the need to ensure its agility in responding to longer-term potential risks.
EC3	Coverage of TFG's defined benefit plan obligations.	<ul style="list-style-type: none"> ■ Details relating to the employee defined benefit plans are included in the employee benefits note in the annual financial statements.
EC4	Significant financial assistance received from government.	<ul style="list-style-type: none"> ■ The group does not receive any significant financial assistance from government.
Market presence		
EC5	Range of ratios of standard entry-level wage compared to local minimum wage at significant locations of operation.	<ul style="list-style-type: none"> ■ TFG does not provide a comprehensive range of ratios of entry-level wage compared to local minimum wages, as the retail industry is covered by a progressive Sectoral Determination that sets realistic minimum salaries with annual increases in excess of inflation. In addition to this, we are committed to providing competitive and fair wages in line with our industry sector.
EC6	Policy, practices and proportion of spending on locally-based suppliers at significant locations of operation.	<ul style="list-style-type: none"> ■ Extensive engagement via seminars and meetings with all key suppliers is ongoing across all product categories. The aim is to ensure that suppliers are fully evaluated for compliance with relevant legislation, relationships are fostered, and that our group standards and contract terms and conditions are fully understood.

GRI No.	GRI G3 element	TFG 2011 response/ Reference to relevant section in IAR
Economic Performance Indicators (continued)		
EC7	Procedures for local hiring and proportion of senior management hired from the local community at significant locations of operation.	<ul style="list-style-type: none"> ■ The majority of our operations are located in South Africa, where our BBBEE policies and procedures ensure that we employ locally; this includes hiring for senior management positions. ■ The vast majority of employees appointed are South African. Only in rare occasions will non-South Africans be appointed into highly skilled jobs due to scarce skills available (e.g. in IT roles). ■ In the event of employing any non-South Africans, we follow a structured process of advertising both internally and externally, as well as in at least one South African newspaper to ensure that we give preference to South African candidates as our first choice. ■ In the SA operation, 13 employees are foreign nationals. A further 386 employees are employed outside the borders of SA.
Indirect economic impacts		
EC8	Development and impact of infrastructure investments and services provided primarily for public benefit through commercial, in-kind, or pro bono engagement.	<ul style="list-style-type: none"> ■ This parameter is not regarded as material to TFG due to the nature of the company's activities.
EC9	Understanding and describing significant indirect economic impacts, including the extent of impacts.	<ul style="list-style-type: none"> ■ Addressed in the Value Added Statement and Transformation report.
Environmental Performance		
Disclosure on management approach		
	Provide a concise disclosure on the management approach items outlined below with reference to the following environmental aspects: materials, energy, water, biodiversity, emissions, effluents and waste.	<ul style="list-style-type: none"> ■ The group's environmental committee promotes responsible environmental performance in the group and among its stakeholders. The committee reports quarterly to the chief executive officer and three operating board members. External consultants have been contracted to assist with the group's longer-term environmental vision. ■ The operational impacts on the environment associated with TFG's retail and financial service activities are relatively low. We continue to focus our efforts to mitigate our environmental impact in the areas of activity where we have the greatest opportunity to make a significant difference to our performance: energy efficiency, packaging waste and merchandise transport. ■ In excess of 80% of our carbon emissions relate to purchased electricity and is therefore our key focus area. However, approximately 65% thereof relates to shopping centre air-conditioning over which we have no control. Our key initiatives relate to the conversion of our lighting systems to lower consumption units.

GRI No.	GRI G3 element	TFG 2011 response/ Reference to relevant section in IAR
Environmental Performance (continued)		
Material use		
EN1	Materials used by weight or volume.	■ Due to the nature of our business, it is not seen to be sufficiently material to record and report at a quantitative level on this issue.
EN2	Percentage of materials used that are recycled input materials.	■ Due to the nature of our business, it is not seen to be sufficiently material to record and report at a quantitative level on this issue.
Energy		
EN3	Direct energy use segmented by primary source.	■ The group's direct energy consumption, comprising liquid fuel for our vehicle fleet and equipment, was 1,55 million litres.
EN4	Indirect energy consumption by primary source.	■ The group estimates that its annual electricity consumption was approximately 164 553 MW/hrs (assessed by converting monetary spend using a factor of R0,7059 cent per kW/h). A project is in progress for the accurate reporting of electricity and other utilities; however, at store level this is proving challenging.
EN5	Energy saved due to conservation and efficiency improvements.	■ The group estimates that its lighting initiatives have resulted in an estimated saving of 309 000 kW/hrs during the financial year and that a further annualised saving of 911 617 kW/hrs is anticipated in the new financial year.
EN6	Initiatives to provide energy-efficient or renewable energy-based products and services, and reductions in energy requirements as a result.	■ TFG does not currently undertake initiatives that provide energy-efficient or renewable energy-based products and services
EN7	Initiatives to reduce indirect energy consumption and reductions achieved.	■ General commentary on some of the group's energy-efficiency initiatives is provided in the environmental performance review, available through our website. The group does not currently have full quantitative data on all reductions achieved.
Water		
EN8	Total water withdrawal by source.	■ While the group recognises that water availability and quality is an increasing challenge in the region, it is not a significant user of water. At our head office facilities 40 825 kilolitres was used this year. At store level water consumption is minimal. The rand value by store is monitored by the field staff and financial managers of each of the trading divisions.
EN9	Water sources significantly affected by withdrawal of water.	■ Due to the nature of our core business, the group does not see this issue as being sufficiently material for reporting purposes.
EN10	Percentage and total water volume of water recycled and reused.	■ TFG does not currently have initiatives in place for recycling and reusing water. We are committed to reviewing possible initiatives in this area.

GRI No.	GRI G3 element	TFG 2011 response/ Reference to relevant section in IAR
Environmental Performance (continued)		
Biodiversity		
EN11	Location and size of land owned, leased or managed in biodiversity-rich habitats.	<ul style="list-style-type: none"> The group does not occupy any property that could have any significant impact in areas of high biodiversity. A review of the group's approach to managing the risks associated with its properties (most of which are leased) is provided in the Group Property review.
EN12	Description of significant impacts of activities, products and services on biodiversity in protected areas and areas of high biodiversity value outside protected areas.	
EN13	Habitats protected or restored.	
EN14	Strategies, current actions and future plans for managing impacts on biodiversity.	
EN15	Number of IUCN Red List species and national conservation list species with habitats in areas affected by operations, be level of extinction risk.	
Emissions, effluents and waste		
EN16	Total direct and indirect greenhouse gas emissions by weight.	<ul style="list-style-type: none"> Total emissions were 209 368 tonnes CO₂e. Details on the group's carbon footprint are provided in an analysis available through our website.
EN17	Other relevant indirect greenhouse emissions by weight.	<ul style="list-style-type: none"> Details on the group's carbon footprint are provided in an analysis available through our website.
EN18	Initiatives to reduce greenhouse gas emissions and reductions achieved.	<ul style="list-style-type: none"> In excess of 80% of our carbon emissions relate to purchased electricity and is therefore our key focus area. However, approximately 65% thereof relates to shopping centre air-conditioning over which we have no control. Our key initiatives relate to the conversion of our lighting systems to lower consumption units.
EN19	Emissions of ozone-depleting substances by weight.	<ul style="list-style-type: none"> As detailed in the group's carbon footprint (available through our website), in 2010 the group consumed a total of 579 kg of HCFC₂₂ (Freon gas); stores consumed 429 kg and our head office consumed 150 kg.
EN20	NOx, SOx, and other significant air emissions by weight and type.	<ul style="list-style-type: none"> TFG's operations do not involve atmospheric process emissions of this nature.
EN21	Total water discharge by quality and destination.	<ul style="list-style-type: none"> TFG's operations do not involve material discharge of water. The group does not see this issue as being sufficiently material to warrant separate quantitative reporting.

GRI No.	GRI G3 element	TFG 2011 response/ Reference to relevant section in IAR
Environmental Performance (continued)		
EN22	Total amount of waste by type and disposal method	<ul style="list-style-type: none"> Our Cape Town head offices and distributions centres produced a total of 248,53 tonnes of waste to landfill, and a total of 232,1 tonnes of recyclable waste. <p>A focus of our efforts is to reduce waste production through carton reuse. TFG Logistics, through its successful carton reuse initiative has enabled a reduction in the consumption of cardboard packaging and a further 17% reduction in cardboard waste. This is a combined improvement of 71% over a two-year period.</p>
EN23	Total number and volume of significant spills.	<ul style="list-style-type: none"> Due to the nature of the group's activities, this is not applicable.
EN24	Weight of transported, imported, exported or treated waste deemed hazardous under the terms of the Basel Convention Annex I, II, III and VIII, and percentage of transported waste shipped internationally.	<ul style="list-style-type: none"> This is not material to the group's business. TFG's operations do not involve the transportation of waste deemed hazardous.
EN25	Identity, size, protected status and biodiversity value of water bodies and related habitats significantly affected by the reporting organisation's discharges of water and run-off.	<ul style="list-style-type: none"> This is not material to the group's business. TFG's operations do not involve material discharge of water and run-off to surrounding habitats.
Products and services		
EN26	Initiatives to mitigate environmental impacts of products and services, and extent of impact mitigation.	<ul style="list-style-type: none"> Efforts in this regard are currently limited (for example, watch batteries are environmentally disposed of in the workshop). The group plans to focus more on developing appropriate initiatives as part of its longer-term sustainability strategy that is currently being implemented and in line with new legislative requirements.
EN27	Percentage of products sold and their packaging materials that are reclaimed by category.	<ul style="list-style-type: none"> The group does not see this issue as being sufficiently material to its core business.
Compliance		
EN28	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations.	<ul style="list-style-type: none"> No fines were incurred this year for non-compliance with environmental laws.
Transport		
EN29	Significant environmental impacts of transporting products and other goods and materials used for TFG's operations, and transporting members of the workforce.	<ul style="list-style-type: none"> Merchandise transport is managed by outsourced professionals who ensure that their vehicles perform at optimal efficiency.

GRI No.	GRI G3 element	TFG 2011 response/ Reference to relevant section in IAR
Environmental Performance (continued)		
Overall		
EN30	Total environmental protection expenditures and investments by type.	<ul style="list-style-type: none"> The group does not see this issue as being sufficiently material to its core business to warrant separate quantitative reporting.
Labour Practices and Decent Work		
Disclosure on management approach		
	Provide a concise disclosure on the management approach items outlined below the reference to the following labour aspects: employment, labour/management relations, occupational health and safety, training and education, and diversity and equal opportunity.	<ul style="list-style-type: none"> TFG is committed to treating its employees fairly and does not tolerate discrimination on any grounds. We strive to promote equal opportunities and diversity, provide opportunities for training and development, and promote employee well-being. Ensuring the safety of our employees is a priority and we offer a wide range of occupational health and wellness services. We respect the rights of employees to join trade unions or similar external representative organisations and consult with our employees through various channels. Additional information is provided in the TFG Human Resources Division review in our IAR.
Employment		
LA1	Breakdown of workforce, by region/country, status (employee/non-employee), employment type (full time/part time) and by employment contract (indefinite or permanent/fixed term or temporary).	<ul style="list-style-type: none"> As at 31 March we had a total of 15 661 employees: 11 289 permanent employees, 3 632 flexitime employees, 741 contract employees and 202 casual employees. Approximately 50% of our workforce is aged within the age bracket 21 - 29. Approximately 400 staff members work outside of SA. A detailed breakdown of the workforce by region, status and employment type is available upon request.
LA2	Total number and rate of employee turnover by age group, gender and region.	<ul style="list-style-type: none"> The total staff turnover for the group was 30%. This represents a decrease from 33% in the previous year. Excluding contractors, of an average total of 11 454 female staff (making up approximately 76% of the workforce), we had 3 131 terminations, and of an average total of 3 509 male staff, we had 1 409 terminations. Excluding contractors, turnover in the age bracket 20 - 25 was 44% and in the bracket 25 - 30 was 28% the highest rate of turnover. Turnover rates were lower in the elder age brackets.

GRI No.	GRI G3 element	TFG 2011 response/ Reference to relevant section in IAR
Labour Practices and Decent Work (continued)		
LA3	Benefits provided to full-time employees that are not provided to temporary or part-time employees, by major operation.	<ul style="list-style-type: none"> ■ Most of the employee benefit schemes provided to the group's full-time employees entail longer-term commitments and processes that are only suitable for full-time permanent employees. ■ All permanent staff of the group's wholly-owned subsidiaries are required to join the Foschini Group Retirement Fund. Employees of RCS receive comparable benefits from the Liberty Life Provident Fund. ■ Membership of The Foschini Group in-house, subsidised medical scheme is voluntary except for senior employees. All permanent staff of RCS and its subsidiaries are required to become members of a medical plan of their choice offered by Discovery Health. ■ Additional non-statutory benefits offered to all TFG permanent employees include additional service-related bonus leave and long leave, study leave, funeral cover, group life cover, disability insurance, low-interest loans for the assistance of the tertiary education costs of children, interest-bearing hardship loans for personal use, pension-supported housing loans, staff discount on purchases, recognition awards for long service and employee HIV/AIDS assistance.
Labour/management relations		
LA4	Percentage of employees covered by collective bargaining arrangements.	<ul style="list-style-type: none"> ■ There is no broad collective bargaining agreement within the retail sector. ■ Within TFG, 8% our employees are unionised, consistent with last year. ■ Union negotiations take place on a decentralised basis within the different countries and legal entities.
LA5	Minimum notice period(s) regarding significant operational changes, including whether it is specified in collective agreements.	<ul style="list-style-type: none"> ■ TFG ensures full compliance with the requirements of the Basic Conditions of Employment Act and the Labour Relations Act. As such, notice periods comply with Sectoral Determination minimums. ■ There is no collective agreement within the group.
Occupational health and safety		
LA6	Percentage of total workforce represented in formal joint management-worker health and safety committees that help monitor and advise on occupational health and safety programmes.	<ul style="list-style-type: none"> ■ The group's management of occupational health and safety is overseen throughout the organisation, at all levels. Members of staff work with management on various initiatives associated with the ongoing monitoring and enforcement of health and safety in the workplace. At every site there are employees trained in providing first aid to colleagues in need. Further details on our OHS activities are provided in the TFG Human Resources Division review.

GRI No.	GRI G3 element	TFG 2011 response/ Reference to relevant section in IAR
Labour Practices and Decent Work (continued)		
LA7	Rates of injury, occupational diseases, lost days, absenteeism and total number of work-related fatalities, by region.	<ul style="list-style-type: none"> ■ A total of 1 271 days were lost due in 408 incidents at a cost of R158 640. In 312 incidents, three days or less were lost; in 96 incidents, more than three days were lost. There were no fatalities.
LA8	Education, training, counselling, prevention and risk-control programmes in place to assist workforce members, their families, or community members regarding serious diseases.	<ul style="list-style-type: none"> ■ Analysis has indicated that the three serious diseases most likely to affect a significant number of our employees are: TB, cancer and HIV. ■ Incidents of TB are reported to our occupational health (OH) provider, who opens a case and then manages and monitors the employee until they are well enough to return to work. Where possible, DOTS is administered at work. ■ Employees diagnosed with cancer are likewise reported to our OH provider, a case file is opened and the case managed and monitored. ■ Managing the impact of HIV in the workplace starts with encouraging all employees to undergo regular HIV tests to establish HIV status. HIV testing is available free of charge to all employees as is a comprehensive HIV disease management programme for all employees who are HIV+. A comprehensive HIV policy is in place. Free and confidential HIV testing is outsourced as is the disease management programme. HIV testing is also available by appointment during working hours at our clinics as well as on site during the Health Days and World AIDS Day each year. In addition, TFG collaborates with five other large national retailers in a programme that brings HIV testing to employees working in stores in shopping centres.
LA9	Health and safety topics covered in formal agreements with trade unions.	<ul style="list-style-type: none"> ■ Health and safety topics are not specifically covered in formal agreements with trade unions.
LA10	Average hours of training per year per employee by category.	<ul style="list-style-type: none"> ■ TFG reports quantitative data on training interventions, but not specifically on average of hours of training per year per employee by employee category.
LA11	Programmes for skills management and lifelong learning that support the continued employability of employees and assist them in managing their careers.	<ul style="list-style-type: none"> ■ The group implements numerous talent development and staff training initiatives aimed at ensuring the personal growth and skills development of each of its employees, and consequently their ability to manage their longer-term personal and professional prospects. Retirement planning seminars are provided to those head office staff who are approaching retirement age.
LA12	Percentage of employees receiving regular performance and career development reviews.	<ul style="list-style-type: none"> ■ Performance review conversations occur biannually. In the year under review all group employees across all divisions had performance reviews and career development conversations.

GRI No.	GRI G3 element	TFG 2011 response/ Reference to relevant section in IAR
Labour Practices and Decent Work (continued)		
Diversity and equal opportunity		
LA13	Composition of governance bodies and breakdown of employees per category according to gender, age group, minority group membership, and other indicators of diversity.	<ul style="list-style-type: none"> Further detail pertaining to the workforce profile is included in the information provided per the TFG Human Resource review. All other governance bodies and their composition are included in the Corporate Governance review.
LA14	Ratio of basic salary of men to women by employee category.	<ul style="list-style-type: none"> There are no significant differences between male and female salary rates.
Human Rights		
Disclosure on management approach		
	Provide a concise disclosure on the management approach items outlined below with reference to the following human rights aspects listed below: investment and procurement practices, non-discrimination, freedom of association and collective bargaining, abolition of child labour, prevention of forced and compulsory labour, complaints and grievance practices, security practices and indigenous rights.	<ul style="list-style-type: none"> TFG respects and complies with all human rights legislation, regulations and standards in the countries where we operate. This commitment is supported by our code of conduct. We are committed to protecting and enhancing the human rights of everyone working in TFG. An important development in the past year was the introduction of a revised auditing process for suppliers, aimed at ensuring that all contractual obligations are being met, including compliance with all legal, ethical, environmental, labour and health. TFG does not tolerate child labour, forced or compulsory labour.
Investment and procurement activities		
HR1	Percentage and total number of significant investment agreements that include human rights clauses or that have undergone human rights screening.	<ul style="list-style-type: none"> The group does not see this issue as being sufficiently material to our core business.
HR2	Percentage of significant suppliers and contractors that have undergone screening on human rights and actions taken.	<ul style="list-style-type: none"> This is included as part of our audit criteria when we audit and review current and prospective suppliers.
HR3	Human Rights - Total hours of employee training on policies and procedures concerning aspects of human rights that are relevant to operations and percentage of employees that are trained.	<ul style="list-style-type: none"> Due to the nature of its business the group does not provide employee training specifically on human rights issues other than in terms of relevant training and awareness programmes relating to non-discrimination and labour issues.
Non-discrimination		
HR4	Total number of incidents of discrimination and actions taken.	<ul style="list-style-type: none"> All internal disputes arising in the workplace are referred to an external body called the Commission for Conciliation, Mediation and Arbitration (CCMA). For this reporting period, 182 referrals were received of which zero referrals related to discrimination.

GRI No.	GRI G3 element	TFG 2011 response/ Reference to relevant section in IAR
Labour Practices and Decent Work (continued)		
Freedom of association and collective bargaining		
HR5	Operations identified in which the right to exercise freedom of association or collective bargaining may be at significant risk and actions taken to support these rights.	<ul style="list-style-type: none"> ■ The group does not believe that the right to exercise freedom of association and collective bargaining is at risk at any of its operations. ■ The group's operations are based in South Africa, Namibia, Swaziland, Botswana and Zambia, all of which legally recognise the right to collective bargaining.
Child labour		
HR6	Operations identified as having significant risk for incidents of child labour and measures taken to contribute to the elimination of child labour.	<ul style="list-style-type: none"> ■ One incident of contravention was identified whereby an offshore supplier was advised to take corrective measures; subsequent follow-up confirmed remedial action had been taken and compliance met.
Forced and compulsive labour		
HR7	Operations identified as having significant risk for incidents of forced or compulsory labour and measures taken to contribute to the elimination of forced or compulsory labour.	<ul style="list-style-type: none"> ■ For all operations, we have a zero tolerance for contraventions of the use of child labour. Any inappropriate activity identified requires immediate remedial action to be taken. Otherwise the engagement with the supplier is terminated.
Security practices		
HR8	Percentage of security personnel trained in the organisation's policies or procedures concerning aspects of human rights that are relevant to operations.	<ul style="list-style-type: none"> ■ The group manages all its relations, both internal and external, through its values and code of ethics. This ensures that all the group's stakeholders operate within both the laws of the country and the policies of the organisation.
Indigenous rights		
HR9	Total number of incidents of violations involving rights of indigenous people and actions taken.	<ul style="list-style-type: none"> ■ The group does not see this issue as being sufficiently material to our core business.
Assessment		
HR10	Percentage and total number of operations that have been subject to human rights reviews and/or impact assessments.	<ul style="list-style-type: none"> ■ While observance of human rights is monitored across the group, specific reviews and/or impact assessments are not undertaken.
Remediation		
HR11	Number of grievances related to human rights filed, addressed and resolved through formal grievance mechanisms.	<ul style="list-style-type: none"> ■ No grievances of this nature reported.

GRI No.	GRI G3 element	TFG 2011 response/ Reference to relevant section in IAR
Society		
Disclosure on management approach		
	Provide a concise disclosure on the management approach items outlined below with reference to the following society aspects: community, corruption, public policy, anti-competitive behaviour and compliance.	<ul style="list-style-type: none"> ■ A broad overview of the group's management approach to addressing its societal impacts is provided in our Governance Profile in our IAR. ■ We expect our employees to uphold the high ethical standards set out in our code of conduct and we have a zero tolerance policy on bribery and corruption.
Community		
SO1	Nature, scope, and effectiveness of any programmes and practices that assess and manage the impacts of operations on communities, including entering, operating and exiting.	<ul style="list-style-type: none"> ■ The group does not have structured processes in place to assess and manage the impacts of its activities on communities. The group believes that this indicator is more appropriate to higher-impact sectors such as mining and resources. A broad review of the economic value added of the group's activities is provided in the Value Added Statement.
Corruption		
SO2	Percentage and total number of business units analysed for risks related to corruption.	<ul style="list-style-type: none"> ■ Risk management process is in place across all divisions and would address corruption where relevant.
SO3	Percentage of employees trained in organisation's anti-corruption policies and procedures.	<ul style="list-style-type: none"> ■ All employees are required to commit to TFG code of conduct.
SO4	Actions taken in response to incidents of corruption.	<ul style="list-style-type: none"> ■ This is addressed in the Risk report in the Governance section of our IAR. There have been no incidents of corruption.
Public policy		
SO5	Public policy positions and participation in public policy development and lobbying.	<ul style="list-style-type: none"> ■ The group has contributed to various relevant policy development processes. An outline of these is provided in the review of the engagement with its various stakeholder groups is provided in the Strategic Agenda section of our IAR.
SO6	Total value of financial and in-kind contributions to political parties, politicians and related institutions by country.	<ul style="list-style-type: none"> ■ No donations are made to political parties.
Anti-competitive behaviour		
SO7	Total number of legal actions for anti-competitive behaviour, anti-trust and monopoly practices, and their outcomes.	<ul style="list-style-type: none"> ■ There were no legal actions for anti-competitive behaviour, anti-trust and monopoly practices, and their outcomes.
Compliance		
SO8	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with laws and regulations.	<ul style="list-style-type: none"> ■ No fines or non-monetary sanctions were incurred for non-compliance with laws and regulations over the past year.

GRI No.	GRI G3 element	TFG 2011 response/ Reference to relevant section in IAR
Product Responsibility		
Disclosure on management approach		
	Provide a concise disclosure on the management approach items outlined below with reference to the following product responsibility aspects: customer health and safety, product and service labelling, marketing communications, customer privacy and compliance.	<ul style="list-style-type: none"> ■ The group ensures that the highest levels of safety are maintained at its offices and in all its stores, as part of efforts to ensure the health and safety of its staff and customers. ■ Stakeholders are encouraged to communicate any concerns and suggestions relating to product and service responsibility. Issues raised by customers are monitored through various channels including a customer services call centre and link to an external customer service website. ■ In terms of product labelling, the group ensures compliance with relevant labelling legislation. ■ TFG ensures the privacy of customer data.
Customer health and safety		
PR1	Life cycle stages in which health and safety impacts of products and services are assessed for improvement, and percentage of significant products and services categories subject to such procedures.	<ul style="list-style-type: none"> ■ The group does not currently undertake any formal assessments of the health and safety impacts of its products through their life cycle. The group has not had any requests from stakeholders for such assessments and does not believe this to be sufficiently material due to the nature of its core business. The group is not directly involved in the design and development of new products.
PR2	Total number of incidents of non-compliance with regulations and voluntary codes concerning health and safety impacts of products and service during their life cycle, by type of outcomes.	<ul style="list-style-type: none"> ■ There were no incidents of non-compliance with regulations and voluntary codes concerning health and safety impacts of products and services during their life cycle.
Product and service labelling		
PR3	Type of product and service information required by procedures, and percentage of significant products and service subject to such information requirements.	<ul style="list-style-type: none"> ■ In terms of product labelling, the group ensures compliance with relevant labelling legislation. Changes to labelling, only effective from 1 April 2011, have been implemented in accordance with the Consumer Protection Act. Prior to this, the group complied with the Merchandise Marks Act.
PR4	Total number of incidents of non-compliance with regulations and voluntary codes concerning product and service information and labelling, by type of outcomes.	<ul style="list-style-type: none"> ■ No such incidents have occurred during the review period.
PR5	Practices related to customer satisfaction, including results of surveys measuring customer satisfaction.	<ul style="list-style-type: none"> ■ The group monitors issues raised by customers via its customer services call centre, its websites and by being linked to external customer service websites.

GRI No.	GRI G3 element	TFG 2011 response/ Reference to relevant section in IAR
Product Responsibility (continued)		
Marketing communications		
PR6	Programmes for adherence to laws, standards and voluntary codes concerning marketing communications, including advertising, promotion and sponsorship.	<ul style="list-style-type: none"> ■ The group is a member of the Direct Marketing Association and is compliant with their code of conduct. The group complies with the Consumer Protection Act and the National Credit Act.
PR7	Total number of incidents of non-compliance with regulations and voluntary codes concerning marketing communications, including advertising, promotion and sponsorship by type of outcomes.	<ul style="list-style-type: none"> ■ No incidents of non-compliance with regulations and voluntary codes concerning marketing communications, including advertising, promotion and sponsorship by type of outcomes have been noted.
Customer privacy		
PR8	Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data.	<ul style="list-style-type: none"> ■ No substantiated complaints regarding breaches of customer privacy and losses of customer data have been noted.
Compliance		
PR9	Monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services.	<ul style="list-style-type: none"> ■ No fines were incurred for non-compliance with laws and regulations concerning the provision and use of products and services during the period under review.