

BP Contractor HSSE Confirmation: Kaap Agri



21 October 2013

Good morning Alex

Giving feedback is a pleasure.

Stowe did warn me about you contacting me. This warning is part of the communication that I appreciate from them. I will elaborate below.

I have a supplier evaluation model where I and my team evaluate our IT strategic and important suppliers on a monthly basis. We use this to appoint an IT supplier of the year. Many of the feedback below is from this exercise. We started to do this on a monthly basis since July instead of a yearly basis.

Stowe is a strategic partnership from an IT perspective.

- **Safety** – Having been with Sasol for 20 years (3 years now with Kaap Agri) and especially working in Secunda within Sasol Plants, safety is also a big concern for me. Therefore it is good for me to use Stowe with their quality approach and standards. They understand the industry and know what the standards are that should be complied to. According to my knowledge no short cuts was taken in any of the projects.
- **Administration** - This is easy and the financial system and to solve issues are easy. They are very proactive and communicate and get buy in before any new branches are added to the monthly billing for SLA purposes. They normally score 100 % in this category. I use them as an example for the rest of my suppliers.
- **Contact** – It is easy to contact the right role players directly. Every level of contact for our environment works with certain people. The engagement model is not difficult.
- **Documentation** – I am busy signing a new master agreement contract with them. In this contract it is once again evident that Stowe want to manage contracts on a relationship and delivery through quality process, rather than through a legal and contract process. For me this brings a lot of comfort.
- **Value** – Being a mid-size company, we cannot afford to partner with people WHO does not bring value to the table. Stowe is also involved in integration into our POS environment to ensure straight through processing back into our ERP system.
- **Feedback and Communication** – Once again this is easy and aligned to our expectations.

Being a mid-size company and a relative small player, I appreciate the effort Stowe puts into this relationship and the drive to deliver value. Extract of our monthly Supplier Analysis on the relevant topics:

2012/2013	Sep	STOWE HOLDINGS (PTY)LTD	Mededingendheid (Prys en Kwaliteit) - Gemeet teenoor res van mark in hulle produkte	75%	16%	12%	Jaarliks
2012/2013	Sep	STOWE HOLDINGS (PTY)LTD	Impak op ons besigheid - Wat is die effek strategies indien hulle diens/produk swak is	75%	16%	12%	Jaarliks
2012/2013	Sep	STOWE HOLDINGS (PTY)LTD	Administrasie - Hoe maklik is dit om besigheid en finansies met hulle te doen	100%	8%	8%	Maandeliks
2012/2013	Sep	STOWE HOLDINGS (PTY)LTD	Projekte en nuwe Besigheid	100%	8%	8%	Maandeliks

I hope this helps.

Greetings

Charl Graham

Groepbestuurder: IT | Group Manager: IT