



EMPLOYEE EXPERIENCE SURVEY 2023

OUR EMPLOYEES SPOKE, WE LISTENED

Over **23 000** Tsebo employees across Africa had their voices heard in the biennial **Employee Experience Survey**.

Why is the survey important to Tsebo?

A regular evaluation of how our employees experience the work environment allows us to assess whether we are living up to our commitment to enable, empower, and engage our people. We want our employees to deliver excellent service to our clients, be ambassadors for our brand and make a difference in the society and communities in which we operate.

Key statistics

1

Survey Shared

20

Questions Answered

23

Countries Participated

23 773

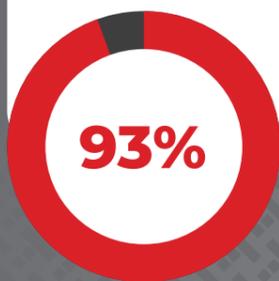
Employees Responded

Results to be proud of

74% of total workforce responded across Africa in 2023, compared to a 50% response rate in South Africa in 2021



93% of the responses came from frontline employees (junior / skilled, semi-skilled and unskilled)



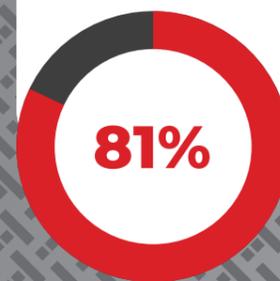
80% is the average positive sentiment for our employees for 2023



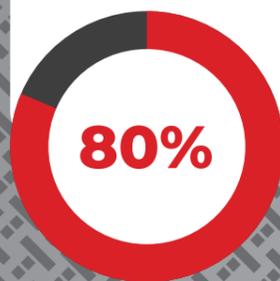
80% of our employees continue to trust in our leadership to make the right decisions



81% of our employees find their work meaningful and believe they have the tools to succeed



80% of our employees intend to stay with Tsebo in one year's time



Top scoring questions

86%

I take ownership of my work

85%

I take ownership of my own learning

84%

I live the Tsebo values



WE DEVELOP PEOPLE, TO SERVE PEOPLE, TO UPLIFT SOCIETY



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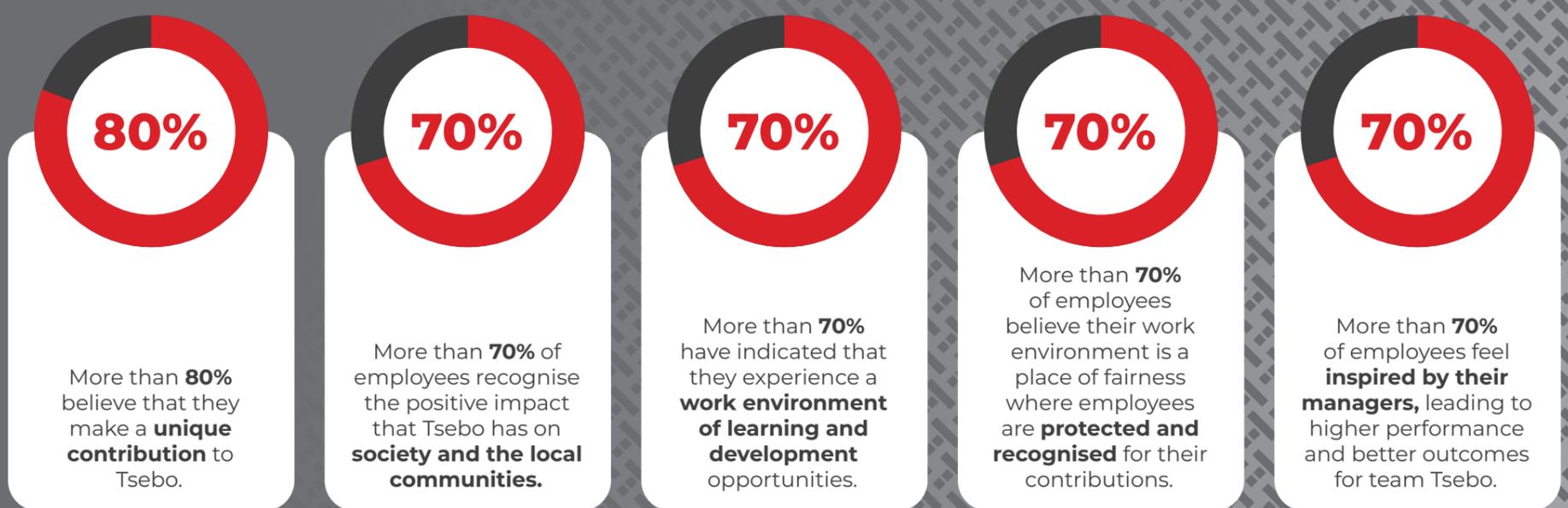
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High-performance service culture

We create synergy between business and people through a **high-performance service culture** that enables an optimal employee experience by creating a:



Top 2023 strengths



Why is employee engagement so important to Tsebo?

Employee engagement is a critical driver of business success, helping us **improve employee stability** and increase our employees' motivation to **deliver excellent service to our clients**, leading to **sustainable business performance**. We believe that enhancing our employee experience will help us create a **high-performance service culture within Tsebo**.



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