



Suppliers and partners

Our goal is to offer customers the solutions they need to deliver a sustainable built environment. We aim to develop a world-class sustainable procurement approach that ensures our businesses are equipped to implement and manage a sustainable supply chain.



Key highlights of FY2024

3,055
Channel partners

684
New dealers

Key initiatives

- Implemented a complaint resolution system to address all grievances
- Prioritise engaging with partners who demonstrate environmental responsibility and take measures to minimise their carbon footprint
- Partners undergo regular supplier assessment and engagement based on which their performance on green supply chain initiatives is scored

Vendor engagement

	FY2024	FY2023
Vendors onboarded	742	1,321
New distributors	684	650
Average lead distance	261 km	288 km
Road accidents	0	0

Supplier engagement

	FY2024	FY2023
Suppliers	12,181	10,860
Average supplier availability	95%	96%
Supplier defect rate	2%	2%

Strong connect with channel partners

MSME/Small suppliers	FY2024	FY2023
Percentage of Materials Sourced	13	17
Percentage of the procurement budget used	5	7
Within the district and neighbouring districts and area		
Percentage of Materials Sourced	35	30
Percentage of the procurement budget used	38	40
Indigenous/Vulnerable/Marginalised Community		
Percentage of Materials Sourced	73	92
Percentage of the procurement budget used	73	92

Action plan

- Safeguarding the confidentiality of customer information
- Demonstrating a social commitment to value chain partners and selecting environmentally responsible supply chain partners as a preference