

Section 6: Governance of Stakeholder Relationship

Sustainable relationships with stakeholders form the foundation of JPC's ability to create value in the short, medium and long-term. The interest and level of influence of our stakeholders vary according to geographical location, area and nature of their interest.

The entity has identified a number of stakeholders, broken down into the following categories:

- CoJ stakeholders (CoJ departments and municipal entities) – political oversight.
 - Political oversight officials include the Executive Mayor, Members of the Mayoral Committees, Council Committees, Petitions Committee, DED Section 79, among others.
- CoJ stakeholders (CoJ departments and municipal entities) – administrative oversight.
 - Administrative oversight includes the positions of City Manager, Service Delivery Joint Operating Committee, executive management team, economic development, unions, local labour forum, JPC staff, among others.
- JPC external stakeholders (outside of the CoJ).
 - These stakeholders include the property industry, Heritage Council, outdoor advertising industry, government institutions (national, provincial and state-owned entities), and informal traders, among others.

The detailed stakeholder management matrix is presented on a quarterly basis to the Transformation, Social and Ethics Committee. The matrix shows each stakeholder and its interest, level of influence and method of engagement.

The methods of engagement vary from one stakeholder to another, but include CEO workshops, JPC open days, media tours, quarterly reports, attendance of meetings, Indaba, business breakfast meetings, briefing sessions, etc. Effective stakeholder management assists JPC to deliver services timeously and avoids unnecessary delays due to strikes, the approval of documents, etc.

Much attention was paid to the environment within which JPC operates, taking cognisance of the fact that it is fluid and that the needs of the stakeholders are diverse and conflicting, which requires a balanced and objective approach. Without revisiting the findings, attention is continuously paid to the four key elements, namely the macro, political, social and economic environments.

JPC has not refused any requests of information that were lodged with the company in terms of the Promotion of Access to Information Act.

