

# Stakeholder engagement

The JSE and its stakeholder groups have a symbiotic relationship. By working to create an environment in which its stakeholders can flourish, the Exchange supports its own long-term viability. Further information is available online in #Invested at [http://www.jsereporting.co.za/ar2016/download\\_pdf/invested-report-2016.pdf](http://www.jsereporting.co.za/ar2016/download_pdf/invested-report-2016.pdf)



**Clients – Issuers:** Requirements to bring traded products on market

WHAT THE JSE ENGAGES ABOUT	ISSUES AND SOLUTIONS
<ul style="list-style-type: none"> <li>Listings Requirements</li> <li>Additional capital raising</li> <li>Ongoing disclosure obligations</li> <li>Sustainability (environmental, social and governance (ESG) issues and assessments)</li> </ul>	<ul style="list-style-type: none"> <li>Issues relate primarily to flexibility in specific transaction structures, corporate actions and disclosure requirements as well as Listings Requirements and regulatory developments such as King IV. This is addressed by one-on-one engagement with issuers and their sponsors and through formal channels such as advisory committees</li> </ul>

**Clients – Members:** Ensuring the JSE understands member needs

WHAT THE JSE ENGAGES ABOUT	ISSUES AND SOLUTIONS
<ul style="list-style-type: none"> <li>Customer service, including trading systems, contract specifications and rules and directives</li> <li>Customer expectations, including fee models, market practices, and market and new product development</li> </ul>	<ul style="list-style-type: none"> <li>Significant spending on projects, including the transition to T+3 settlement in the Equity Market and the ITaC technology migration and</li> <li>Stakeholders receive regular updates and provide feedback at regular sessions. The JSE also addresses these issues through its trading advisory committees – one for each main asset class as well as others in influential areas</li> </ul>

**Clients – Investor community:** Understanding the investment products available through the JSE and how to invest in them

WHAT THE JSE ENGAGES ABOUT	ISSUES AND SOLUTIONS
<ul style="list-style-type: none"> <li>Financial literacy and investor education</li> <li>JSE markets and products</li> <li>JSE business</li> <li>Responsible investing and factoring ESG considerations into investment analysis and decision-making</li> <li>Benchmarking</li> </ul>	<ul style="list-style-type: none"> <li>Understanding what companies are doing and assessing the impact of their actions on sustainability pose a challenge in pursuing the aim of ensuring investment decision-making is influenced by sustainability issues. The JSE provides engagement platforms for investors and issuers to bridge the gap by fostering dialogue</li> <li>The JSE exposes investors to government and corporate leaders to address any concerns about SA Inc.</li> <li>Ensure relevance of investment benchmarks both locally and globally through constant engagement</li> </ul>

**Clients – Sponsors and designated advisors (DAs):** Remaining up to date on Listings Requirements changes

WHAT THE JSE ENGAGES ABOUT	ISSUES AND SOLUTIONS
<ul style="list-style-type: none"> <li>General market conditions</li> <li>Changes to the JSE Listings Requirements</li> <li>Service levels and general conduct of staff</li> <li>Performance feedback and interaction with investor relations officers</li> </ul>	<ul style="list-style-type: none"> <li>Issues relate primarily to flexibility in specific transaction structures, corporate actions and disclosure requirements. This is addressed by one-on-one engagement with issuers and their sponsors and through formal channels, such as advisory committees</li> </ul>

**JSE Limited shareholders and analysts:** JSE financial performance and how the JSE creates value

WHAT THE JSE ENGAGES ABOUT	ISSUES AND SOLUTIONS
<ul style="list-style-type: none"> <li>Performance</li> <li>Growth areas</li> <li>Company sustainability and competitive landscape</li> <li>Costs</li> <li>Dividend policy</li> <li>Share schemes</li> <li>Prospects</li> </ul>	<ul style="list-style-type: none"> <li>Concerns relate primarily to the JSE's changing competitive landscape and cost growth.</li> <li>The JSE has communicated its competitive response and its feedback on cost growth</li> </ul>

**JSE regulator:** Areas of mutual and regulatory interest

WHAT THE JSE ENGAGES ABOUT	ISSUES AND SOLUTIONS
<ul style="list-style-type: none"> <li>Investment policy</li> <li>Regulatory issues</li> <li>Development of products and services</li> <li>Surveillance</li> <li>Investor and market protection mechanisms</li> </ul>	<ul style="list-style-type: none"> <li>The JSE continues to engage the FSB, the National Treasury, and the SARB on anticipated changes to the regulatory framework when the twin peaks regulatory model is implemented</li> <li>The JSE also maintains its engagement with the FSB regarding fair competition, as well as Listings Requirements and trading rules</li> </ul>

**Community:** Corporate social investment, and education and awareness

WHAT THE JSE ENGAGES ABOUT	ISSUES AND SOLUTIONS
<p>Education initiatives including:</p> <ul style="list-style-type: none"> <li>The JSE Investment Challenge</li> <li>Financial literacy initiatives (JEF)</li> <li>Healthcare and community development</li> <li>Sponsorships and donations</li> <li>The JSE Benevolent Fund</li> </ul>	<ul style="list-style-type: none"> <li>The JSE Investment Challenge is the JSE's flagship CSI initiative. It teaches high school learners and university students the fundamentals of investing on the stock exchange via a simulated platform that simultaneously provides financial education. The JSE works closely with the Department of Education in pursuit of its aim to have every high school learner and university student participate in this initiative</li> </ul>

**Suppliers:** Performance feedback

WHAT THE JSE ENGAGES ABOUT	ISSUES AND SOLUTIONS
<ul style="list-style-type: none"> <li>• The JSE's future requirements</li> <li>• Performance monitoring</li> <li>• Product and service evaluations</li> <li>• Cost assessments</li> <li>• Growth expectations</li> <li>• Product and service developments</li> <li>• Contractual agreements</li> <li>• BBBEE vendor evaluations</li> </ul>	<ul style="list-style-type: none"> <li>• The JSE is working on a transformation policy</li> </ul>

**Media:** To create awareness of investment products and promote financial literacy

WHAT THE JSE ENGAGES ABOUT	ISSUES AND SOLUTIONS
<ul style="list-style-type: none"> <li>• Performance</li> <li>• Growth areas</li> <li>• Company sustainability</li> <li>• Dividend policy</li> <li>• Share schemes</li> <li>• Prospects</li> <li>• Financial literacy and investor education</li> <li>• JSE markets and products</li> <li>• Aspects of JSE business</li> </ul>	<ul style="list-style-type: none"> <li>• Issues relate to the accessibility of senior leadership, the complexity of the JSE's business and the timing of results. The JSE addresses each issue whenever it arises</li> </ul>

**Employees:** Company strategy, values and policies, skills enhancement, talent retention and motivation

WHAT THE JSE ENGAGES ABOUT	ISSUES AND SOLUTIONS
<ul style="list-style-type: none"> <li>• Development and training</li> <li>• Wellness programmes</li> <li>• Remuneration, benefits</li> <li>• The code of conduct</li> <li>• Employment equity</li> <li>• Employee engagement</li> <li>• Performance management</li> </ul>	<ul style="list-style-type: none"> <li>• Employees can access a variety of benefits and participate in wellness and social events throughout the year</li> <li>• The remuneration philosophy and annual salary appraisal process principles will be reviewed in 2017</li> <li>• The review of the JSE code of conduct will be finalised in 2017</li> <li>• Action is being taken to improve awareness of the JSE's employment equity position and diversity sensitivity</li> <li>• The results of an engagement survey were shared and action plans involving all employees were implemented</li> <li>• Full disclosure of the JSE's BBBEE status is available at <a href="http://www.jsereporting.co.za/ar2016/download_pdf/transformation-report-2016.pdf">http://www.jsereporting.co.za/ar2016/download_pdf/transformation-report-2016.pdf</a></li> </ul>

**Policy makers and capital markets:** Areas of mutual interest (stakeholders include the National Treasury; the Department of Agriculture; the Department of Minerals and Energy; the South African Reserve Bank; the South African Revenue Service and the Financial Services Board)

WHAT THE JSE ENGAGES ABOUT	ISSUES AND SOLUTIONS
<ul style="list-style-type: none"> <li>• The financial sector legislative and regulatory framework</li> <li>• CPSS-IOSCO compliance, G-20 and Financial Stability Board matters</li> <li>• Exchange control matters</li> <li>• Tax issues as they impact capital markets and clients, e.g. tax-free savings accounts</li> <li>• Financial Intelligence Centre Act (FICA) matters</li> <li>• Market structure considerations, particularly in relation to new products, where regulatory support is critical</li> </ul>	<ul style="list-style-type: none"> <li>• The JSE has made formal submissions to the National Treasury about concerns relating to twin peaks and the Financial Market Act regulations. The JSE's engagements with the National Treasury have been constructive and the JSE expects to find a positive way forward</li> </ul>

**Potential employees:** The JSE as an employer of choice

WHAT THE JSE ENGAGES ABOUT	ISSUES AND SOLUTIONS
<ul style="list-style-type: none"> <li>• BBBEE</li> <li>• Career opportunities</li> <li>• JSE values</li> </ul>	<ul style="list-style-type: none"> <li>• Job family frameworks show all career options in the JSE and are used in career planning</li> <li>• JSE vacancies appear at <a href="http://jse.erecruit.co.za/candidateapp/Jobs/Browse.aspx">http://jse.erecruit.co.za/candidateapp/Jobs/Browse.aspx</a>, on LinkedIn and on several other websites</li> <li>• The JSE values are explained at <a href="https://www.jse.co.za/careers/working-at-the-jse">https://www.jse.co.za/careers/working-at-the-jse</a></li> </ul>