

STAKEHOLDER	Department	Numbers		Needs				Response		Personal Story
		Direct	Indirect	Q of Life		S of Living		Policy	Practice	
				Wants	Risk	Wants	Risk	Strategy Targets Resources	Processes Results Access Comms	What Teba did for me
Shareholder	Finance			Health Respect	HIV	Wealth Sustainability				NUM mineworker as shareholder
Customer	Operations			Respect Security		Wealth Access Security				NUM mineworker as customer
Supplier	Procurement			Respect		Certainty			(Equality and Fairness) (Specificity of Volume and Standards, and Duration)	BEE supplier
Staff	HR			Respect Health	HIV	Wealth Advancement Sustainability		HIV EAP	HIV Training Employee Wellness	Turnaround story
Pensioners	HR			Respect Health		Wealth Sustainability				
Government	Tax					Money				
Public	Corporate Affairs			Respect Security		Wealth Access			Products & Services at Prices and Scale	
Special Needs	CSI									1 beneficiary and family per programme
Environment	Facilities			Beauty		Care Bio-diversity				Security around branches? Beauty around branches?