

Communications Office

Tel: +27 41 403 0400 | Fax: +27 41 403 0401
Website: www.coega.com
Email: media@coega.co.za



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Media release: IMMEDIATE



HEAD QUARTERS: The Coega Development Corporation (CDC) head office in Port Elizabeth established a Complaints Advisory Committee.

Coega launches new Complaints Advisory Committee

'External stakeholders complaints could add valuable insights into how Coega performs and functions'

SEPTEMBER 30, 2014: THE Coega Development Corporation (CDC) announced today (Tuesday, 30 September) that it has established a tailor-made Complaints Advisory Committee (CAC) for stakeholder complaints.

The primary objective of the Complaints Advisory Committee (CAC) is to oversee the management and processes related to complaints and to assist the Complaints Management Office (CMO) with strategic guidance and professional advice. The CAC will receive reports at every meeting regarding all formal complaints received by the CDC.

The operations of the CAC will be guided within the policies and principles of the CDC.

CDC Head of Marketing and Communications Dr Ayanda Vilakazi said Coega is operating in a rapidly changing environment and takes complaints received from external stakeholders very seriously. "They provide insights into stakeholder needs that improve the organisational performance thus building customer equity that delivers shareholder value.

"The dynamic nature of doing business in a complex environment leads to both successes and challenges," Dr Vilakazi said.



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“We are intent on maximizing the successes and mitigating the challenges. The establishment of a complaints advisory committee goes a long way in ensuring that the policies and procedures of the CDC are upheld and also that complaints are dealt with before they become major problems. This way, we keep our stakeholders happy and continue to deliver outstanding services.”

The CAC has been established to offer technical advice and acts as a subsidiary to the already existing Complaints Management Office (CMO).

The CMO officer will notify the complainants of the appropriate method of handling complaints and disputes. The CMO officer will also on an ongoing basis monitor the handling of complaints and disputes.

The CAC will mainly address complaints lodged to the CDC by external stakeholders, which include service providers, businesses, suppliers, creditors, the general public and organisations.

The committee is responsible, amongst others, for the following:

- Assessing the overall performance of the complaints management office (CMO);
- Coordinating all complaints management instruments within the CDC;
- Ensuring compliance of the CMO to systems, standards, processes and protocols set up by the CDC;
- Assisting the CMO by offering advice in adjudicating complex matters;
- Assisting in appointing an Arbitrator as and when required;
- Analysing trends and quality of service offered by CMO;
- Ensuring that robust procedures are in place for systematic handling of complaints; and
- Acting as a sounding board on issues of both strategic and operational nature.

The CDC's establishment of the CAC ties in with government's Access To Information Act (ATIA) Act 2 of 2000 which positions government and the CDC to be transparent and accountable to both public private bodies. The objective of the Act, which is enforced by the South African Human Rights Commission (SAHRC), is to create a freedom of information law in South Africa. It allows access to any information held by the State, and any information held by private bodies that is required for the exercise and protection of any rights.

The CDC adheres to good corporate governance and principles and has zero tolerance for corruption.

Those who wish to lodge complaints can do so in various ways:

1. Coming to the CDC and lodge complaint directly with the CMO.
2. Calling the Call Centre Number: (086) 000 4278
3. Writing a letter to the CMO
4. Calling the CMO Mobile Number: (073) 443 5195
5. Email: complaints@coega.co.za



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The CAC comprises representatives from within the CDC with the necessary knowledge and skills to enable its effective functioning. Stakeholders have been notified of the establishment of the CAC.

The CDC also has an independently managed fraud hotline where the staff, public and service providers can report fraudulent activities of its employees and service providers. To report corruption, fraud or dishonesty, please contact the CDC Toll-free on:

- Free Fax: 0800 007 788
- Toll-free: 0800 007 035
- Free email: coega@tip-offs.com
- Website: www.tip-offs.com
- Postal Address: Tip-Offs, Freepost 138, Kwazulu Natal, Umhlanga Rocks, 4320

ENDS.

(637 words).

Note to the editor: The Coega Development Corporation (Pty) Ltd (CDC) is the operator of the Coega Industrial Development Zone (IDZ) in Nelson Mandela Bay, South Africa. Established in 1999, the CDC is wholly-owned by the South African Government. The Coega IDZ is South Africa's premier location for new industrial investments. The CDC aims to provide a competitive investment location and a total business solution for its customers, as well as ensuring sustainable economic development in the region. The CDC's IDZ Zone 2 is a fully registered Customs Control Area which was approved by SARS on the 9th of May 2014. To date, the CDC has delivered on its mandate to provide socio-economic development for the Eastern Cape, has enabled the creation of over 51 000 jobs since inception, with over 23 operational investors and boasts an investment portfolio in excess of R151-billion. The CDC has also trained 67 945 people since inception.

For more information contact:
Dr Ayanda Vilakazi
Head of Marketing and Communications
Coega Development Corporation
Cell: 082 645 7277
Work: 041 403 0464
Fax: 041 403 0401
E-mail: ayanda.vilakazi@coega.co.za



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COEGA INDUSTRIAL DEVELOPMENT ZONE AND DEEP WATER PORT

OPERATING SA'S FIRST & LEADING INDUSTRIAL DEVELOPMENT ZONE - NELSON MANDELA BAY

Since 1999

The Coega Development Corporation (CDC) is a state-owned entity formed in 1999 and mandated to develop and operate the Coega Industrial Development Zone (IDZ), located adjacent to the modern deep water port facility, Port of Ngqura, in Nelson Mandela Bay in the Eastern Cape. Coega's vision is to be the leading catalyst for socio-economic growth.

COEGA IDZ INFRASTRUCTURE

41km of roads
37km of stormwater
40km of sewer with 5 pump stations
38km potable water
178km service ducts (telecoms)
184km electrical cable

1138 street lights
83x MV electrical substations
5x 132kV main substations
1 peaking power plant

312 SMILING FACES AT CDC READY TO MAKE
YOUR INVESTMENT DREAMS A REALITY



FAST FACTS

- BIGGEST IDZ IN SA AT 11 500HA**
- 14 ZONES** BUILT ALONG CLUSTER MODEL
- 6443HA** OF PRIME LETTABLE INDUSTRIAL SPACE
- WITHIN 15 MINUTES** OF ROAD, RAIL, AIR & SEA
- 20 MINUTE** DRIVE TO PE CBD
- AUTO, RENEWABLES, BPO & AGRO-PROCESSING HUB**
- 30 MINUTE** DRIVE TO BIGGEST WIND ENERGY GENERATING FARM
- 51000** JOBS CREATED SINCE INCEPTION IN 1999
- 67945** PEOPLE TRAINED
- OVER 23** OPERATIONAL INVESTORS
- ACCESS TO 3** PORTS (PE, NGQURA, EAST LONDON)
- HUGE LOGISTICS ZONE** CONNECTED SEAMLESSLY WITH PORT
- DIRECT LINKAGE** WITH DEEP WATER PORT OF NGQURA
- NEIGHBOURS** WITH FASTEST GROWING PORT IN SOUTH AFRICA

6443HA OF PRIME LETTABLE INDUSTRIAL SPACE

- ZONE 1N** Commercial Cluster
- ZONE 1S** Logistics Cluster
- ZONE 2** Automotive Cluster
- ZONE 3** General Industries Cluster
- ZONE 4** Training/Academic Cluster
- ZONE 5** Metallurgical Cluster
- ZONE 6** Ferrous Metals Cluster
- ZONE 7** Chemical Cluster
- ZONE 8** Port Area
- ZONE 9** Materials Handling Cluster
- ZONE 10** Mariculture & Aquaculture Cluster
- ZONE 11** Petrochemical Cluster
- ZONE 12** Advanced Manufacturing Cluster
- ZONE 13** Energy Cluster
- ZONE 14** Advanced Manufacturing Cluster

YOU'LL BE IN GOOD COMPANY
WITH OUR INVESTORS:



Coega Port Elizabeth

Coega Development Corporation
Corner Alcyon and Zibuko Streets
Coega IDZ
Port Elizabeth 6100

Make the right investment
today, contact:

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Email: info@coega.co.za

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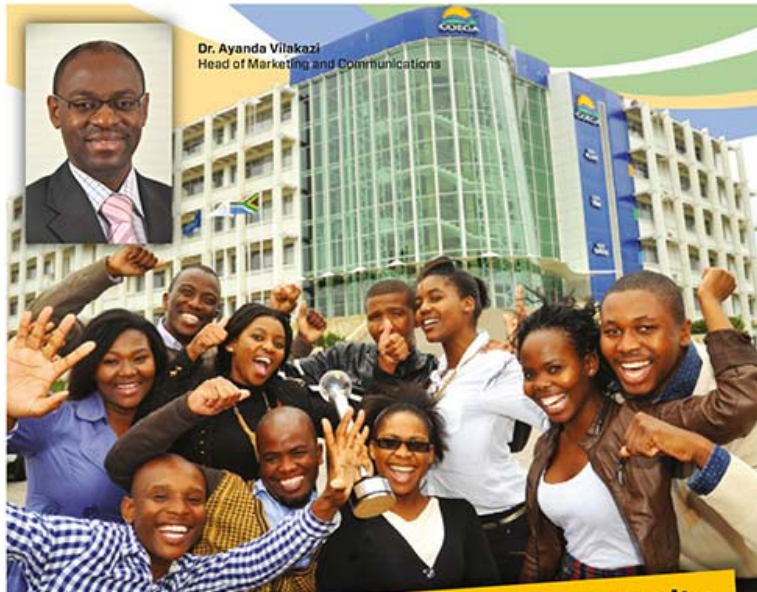
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Dr. Ayanda Vilakazi
Head of Marketing and Communications



Gateway 2 Opportunity

Checkout our website to find a variety of employment and training opportunities for job seekers.

www.g2o.co.za

A Beacon of Hope; A Window of Opportunity

#JobSeekers Coega's Commitment to skilling job seekers for an Industrial future.



Apprenticeship Training Welding



Mobile Science Laboratories



Driver Outreach Programme

Apprenticeship Training

The CDC remains one of the largest producers of skills in the Eastern Cape through various skills development programmes.



Apprenticeship Training Carpentry



Youth Leadership Development Programme



Maths and Science Academy

The Coega Development Corporation (CDC) is a beacon of hope for job seekers. It remains one of the largest producers of skills in the Eastern Cape through various programmes. Apprenticeship training opportunities through our Human Capital Solutions Business Unit, includes the Skills Development Programme. The CDC's Gateway to Opportunity webpage (G2O) features a variety of employment and training opportunities. Access the employment and training opportunities by simply registering on the G2O webpage (www.g2o.co.za) and start paving your way to life changing opportunities today.

Contact Details:
Human Capital Solutions
Tel: 041 404 7300 | Fax: 041 404 7301
g2o.support@coega.co.za



HEAD OFFICE:
Coega Development Corporation
Coega IDZ Business Centre
Corner Alcyon Road & Zibuko Street
Zone 1
Coega IDZ
Port Elizabeth
6100



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