

IQbusiness

insights | consulting | contracting

TRANSFORMATION SNAPSHOT 2023

We're your go-to™

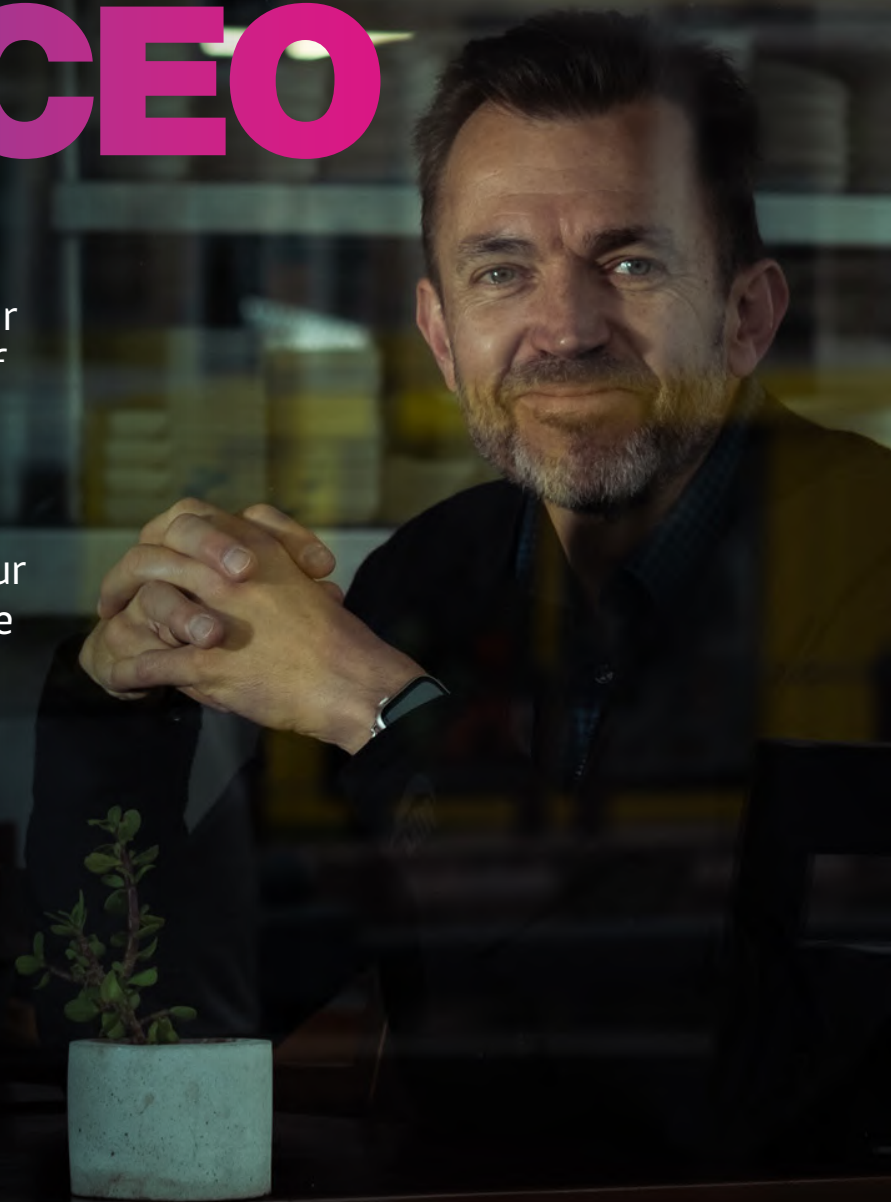
A MESSAGE FROM OUR CEO

In 2023 we are proud to celebrate our 25 years founding story and our very first Transformation Report to tell a more demonstrative story of the progress we've made since 1998 towards our purpose - to grow people, grow business, and grow Africa.

In this report, we have taken an aerial view on everything we do for our people, our clients, and broader society, and have been inspired by the progress made and are encouraged to do more.



Adam Craker
Chief Executive Officer



Our Equity, Diversity and Inclusion (EDI) statement which was co-created with our leadership team carries our shared objective and north star:

“To nurture an inclusive culture that celebrates diversity by encouraging curiosity, whilst exercising empathy and care for our differences, so that we truly achieve our purpose as team members and human beings to grow people, grow business and grow Africa.”

IQbusiness as a force for good

We are one of only 9 registered B Corporations in South Africa. Our ongoing recertification as a B Corporation keeps us committed to a beyond profit approach to how we run our business.

A renewed Employee Value Proposition

Following the lessons of COVID-19 and incorporating the future of work principles, we have revamped our value proposition to our team members to keep abreast of the changing relationship we have with work and working. This includes our participation in the national pilot of the 4-day work week.

10 Commitments to EDI Transformation

In 2022, the Executive committee (XCo) co-created a three year transformation journey to address EDI in a systemic and purposeful way that can be tracked over time. We are proud to launch our Transformation Dashboard to share the responsibility of improving transformation with business leaders.

YCo with XCo representation

I am proud of our first cohort of the Youth Committee (YCo) who mirror the XCo and now have representation in XCo meetings for better inclusion and diversity in our decision making. YCo members hold office over two years to address specific strategic and future oriented issues in the business.

GROW PEOPLE, GROW BUSINESS, GROW AFRICA!

IQbusiness is a **South African** born company founded in **1998**, by a group of individuals from the world's top consulting firms. They believed that there was a better, faster and a more cost-effective way to deliver service excellence and accelerated results.

Today, IQbusiness is the largest South African management and technology consulting firm, with the integrated purpose to **grow people, grow business, and grow Africa.**

Certified



Corporation

This company meets the
highest standards of social
and environmental impact

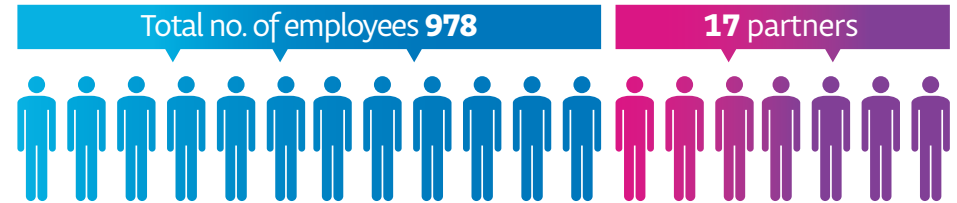


WHO ARE WE

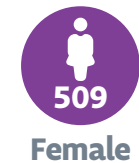
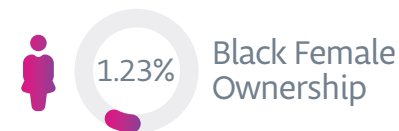
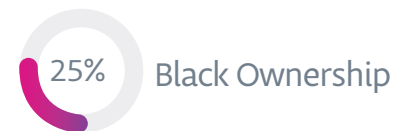
Demographics and transformation highlights



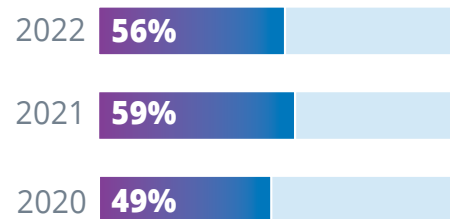
We have maintained our status for 3 consecutive years



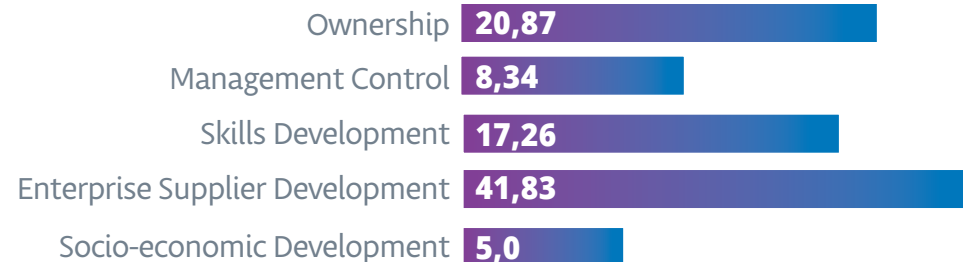
Management and control remain our biggest development area to improve on in our EE plan, guided by our newly launched transformation journey over a three-year period



Black promotions



Total BBBEE score





GROW OUR PEOPLE

At the core of our integrated purpose is the intention to grow our people.

A refined Employee Value Proposition “IQinspired” has been launched.

IQinspired is all about inspiring team members to be their best personally and professionally, creating meaning for each team member, IQbusiness, our clients and community.

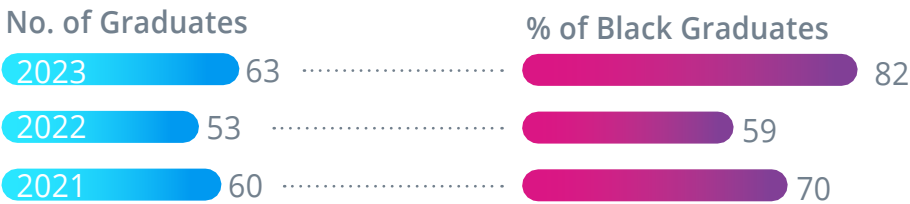
Our EVP is underpinned by our purpose, values, and formula for success.

A WORLD of OPPORTUNITY and IMPACT is available to team members.

Today, IQbusiness is the largest South African management and technology consulting firm, with the integrated purpose to grow people, grow business, and grow Africa.

We continue to invest in the growth of our people

BasIQs programme



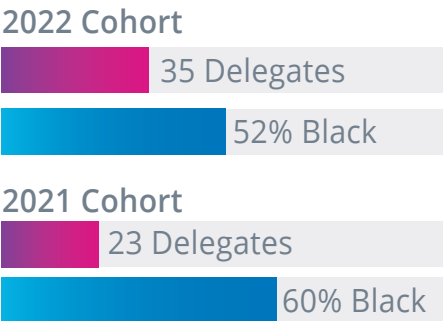
9 We Think Code learners were permanently employed



First cohort of YCo



STRIVE for leadership



CritIQal Consulting Skills Programme

Cohort 1 Intake - April 2023



Cohort 2 Intake - May 2023



Recognising people living our values and behaviours



INVESTING IN IMPROVING INCLUSIVE LEADERSHIP

“Diversity works – Inclusion works even better”
- Rene Carayol

IQbusiness is committed to nurturing an even more inclusive workplace with opportunities for all to thrive and flourish

Asha Mungaldave

Asha Mungaldave
Human Capital Executive



GROW PEOPLE



Inclusive Leadership Programme trained our top 47 on leading inclusively in FY22

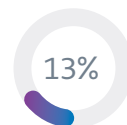


Quarterly Inclusive Coaching Circles to build further capability to lead inclusively



One on one Inclusive Coaching for senior leaders with an external Coach

GROW BUSINESS



Revenue growth in FY22 – FY23



Four successful acquisitions since 2019

GROW AFRICA

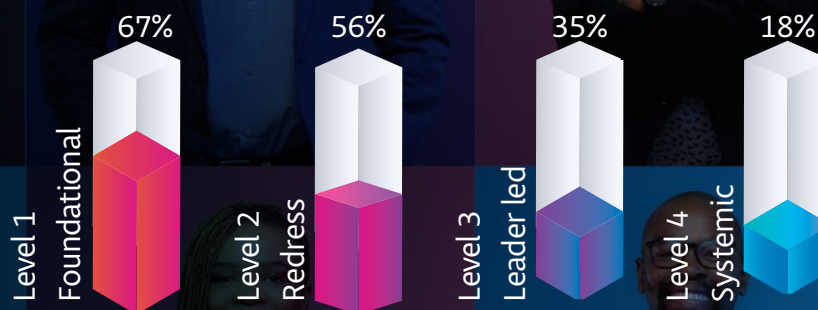
Launched and initiated various interventions that connect IQbusiness to the broader ecosystem of Africa's opportunities and challenges	Shooting Stars: R7 904	National Mentorship Movement: R 105 809	Siyakhula Development Programme
Environmental Chapter Endangered Wildlife Trust R 8024	Partners for Possibility	Alexandra Education Committee	Yoga4Alex 450 students
Flyyourflag R 3200	Tomorrow Trust R 151 381,76	Make Your Mark	Tshwane University Hackathon & Career Day

Total Foundation spend: R1.4million

LEADING THE BUSINESS INCLUSIVELY

Going beyond Level 1 BBEE

We have matured our approach to Equity, Diversity, Inclusion and belonging to map out an intentional 3-year journey that will address and lead action at 4 levels of inclusive transformation.



Source: Deloitte DEI Framework

A 10% improvement has been added across the 2022 measure with the new initiatives implemented

Our 10 commitments

Outlines our promise, strategic initiatives, and priorities to improve our measure of success of leading the business inclusively over the 3-year journey.

Increased XCo and partnership diversity	Creation of a YCo aligned with XCo
Introduce inclusive growth initiative (Manager/Senior Manager)	Transformation Consciousness Report
Maximise EDI through the 4 streams below	Communication and engagement campaign
Inclusive Leaders Top 47 programme (Associate Partner and Partner)	Leverage B Corp status
EDI Transformation Performance Measures (Associate Partner / Partner)	Published EE Plan

Integrated streams of impact for driving inclusion

Our forums have aligned their objectives to support achieving the overarching 10 commitments. The streams of impact approach improve collaboration on key initiatives for greater impact, accountability, and sharing of resources.

Inclusive Growth

Our Diversity and Skills Forum vision is to be a key role player in the advancement of the IQbusiness journey; ensuring fairness, transparency and inclusivity and the promotion of skills development to enhance business brand recognition and our employee value proposition in the South African marketplace.

Inclusive Culture

Our Formula for success is made up of a set of values and behaviours that are embedded in everything we do. It is at the very core of the way we do business and has been instrumental in driving our success.

Inclusive Gender

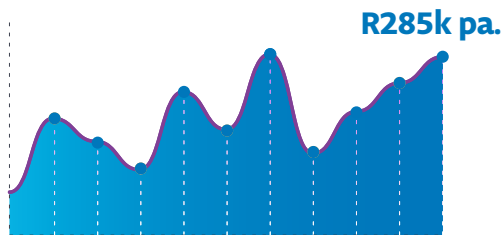
Our Women's Forum stands on 4 pillars Creating Systemic Change, Mentorship and Coaching of Women, Awareness, Networking and Training. The forum runs the Women's Chapter Network and our Unconscious Bias Training, of which 45% of team members have enrolled on the course in 2023.

Inclusive Leadership

We have instituted our first YCo which is an advisory committee that works with XCo on the strategic future of IQbusiness. Each YCo member mirrors an XCo role and both parties engage in two-way mentorship to also bridge the intergenerational gap between younger and more seasoned leaders.

WELL BEING AND CONNECTION

A large group of approximately 25 diverse people of various ages and ethnicities are posing for a group photo in a warehouse-like setting. They are arranged in several rows, with some standing in the back and others crouching or sitting in the front. The people are dressed in casual attire, including hoodies, t-shirts, and jeans. The background shows the industrial structure of the warehouse with metal beams and a corrugated metal ceiling. A red octagonal sign on the floor in the foreground reads "STAND HERE" with a heart symbol. The overall mood is positive and inclusive.



Our Employee Wellness programme spend: R285k pa.



The Energy Hub -
Our energy journey is a part
of our Formula for Success



R1,8m

Access to Free online learning (R1,8m)

SoChill Connect

The SoChill team in Johannesburg and Cape Town ensure that team members find their joy by organising different events and activities for SoChill members.



CPT
35

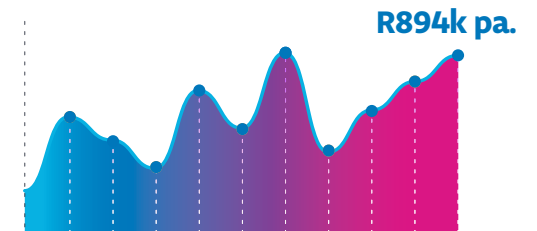


JHB
298

Total active members as
of 31 Aug 2023 is 333



SoChill drives initiatives such
as SoChill Month-End, Active,
Sport and Culture events.

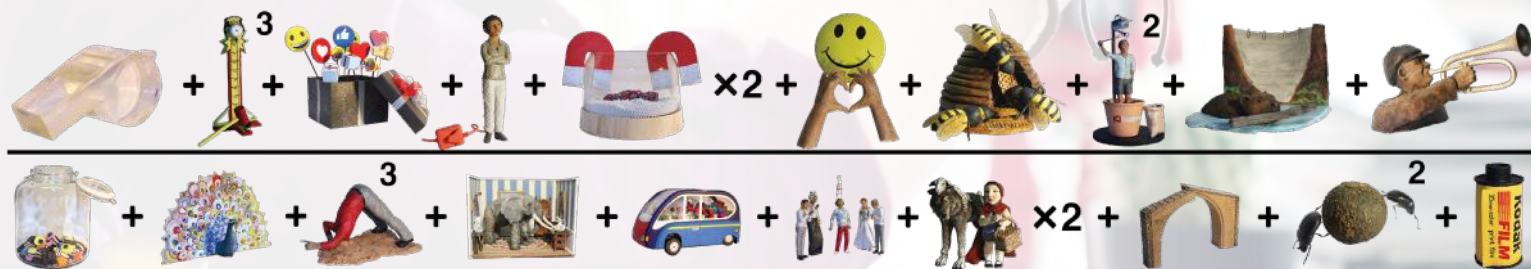


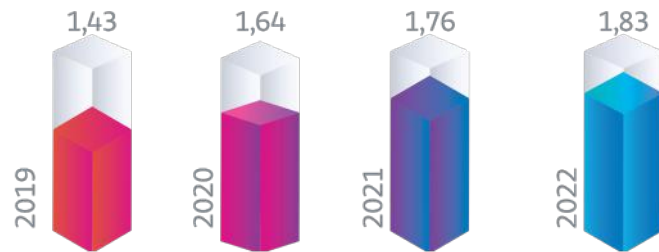
Total spend on SoChill: R894k

OUR FORMULA FOR SUCCESS

The Formula for Success Index Score

This measure outlines how we are achieving the desired culture and the behaviours we have committed to, as our method of achieving success.





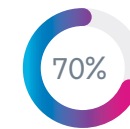
Looking at the overall comparison of annual scores shows a continuous increase in the index score. In 2022, voting results achieved an overall index score of 1.83, increasing from the 2021 score of 1.76.



In addition, the 2022 results present a pattern of continued improvement in the overall score from 2019.

Launching new EDI items on the Formula for Success metrics

This will improve traction and accountability on the EDI Transformation journey over the years. Team members rated the business on their progress on the 4 levels of EDI Maturity.



Strongly agree that we're making progress on EDI Transformation

Highlights

Most team members perceive that IQbusiness has begun taking a more purposeful approach to Justice, Equity, Diversity, Inclusion and Belonging (JEDIB).

There is some clarity needed on how this approach will translate into actions which will be addressed via the streams of impact and the 10 commitments.

Our priority is to focus on more leader-led championship initiatives and eventually towards whole system integration.

BUSINESS AS A FORCE FOR GOOD

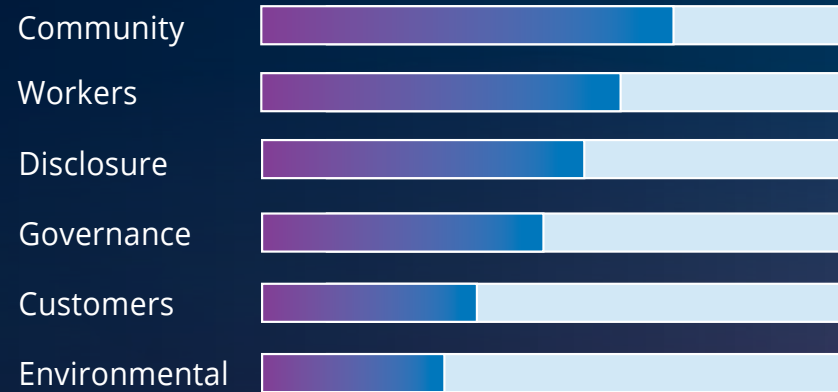
Overall B Corp Score

B-Corporation has become a symbol of purpose-driven businesses that strive to make a positive impact on society and the planet. In July 2023, IQbusiness was recertified as the largest B-Corporation in Africa.

Our recertification not only demonstrates our dedication to corporate social responsibility but also differentiates ourselves in a competitive market with an enhanced reputation, competitive advantage, attraction of top talent, access to networks and collaborations and the benefit of holding the highest level of measurement and accountability in the ESG space.



B Corp Impact Areas



The ongoing goal is to embed the B Corp philosophy in our everyday work and adopt this impactful mindset to approach our projects, colleagues, society, clients, suppliers, and environment. This is a measure on the B Corp certification impact areas.



About IQbusiness

IQbusiness is the leading independent technology and management consulting firm in South Africa, helping clients overcome their business challenges and achieve better results. Since 1998, we have been enabling banks, insurance companies, retailers and others to take their products to market faster, improve customer satisfaction, upskill teams, eliminate waste and strengthen governance and compliance.

Drawing on our core strengths - insights, consulting and contracting - we solve clients' problems by providing innovative, faster and more cost-effective services and solutions, backed by teams with real expertise and experience.

Although proudly South African, our perspective is international through the experience of our people, our clients and our business partners. IQbusiness is privately owned and fully empowered with a level 1 B-BBEE certification.

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