

What BHP's Local Buying Program stakeholders in New South Wales had to say, in 2020.



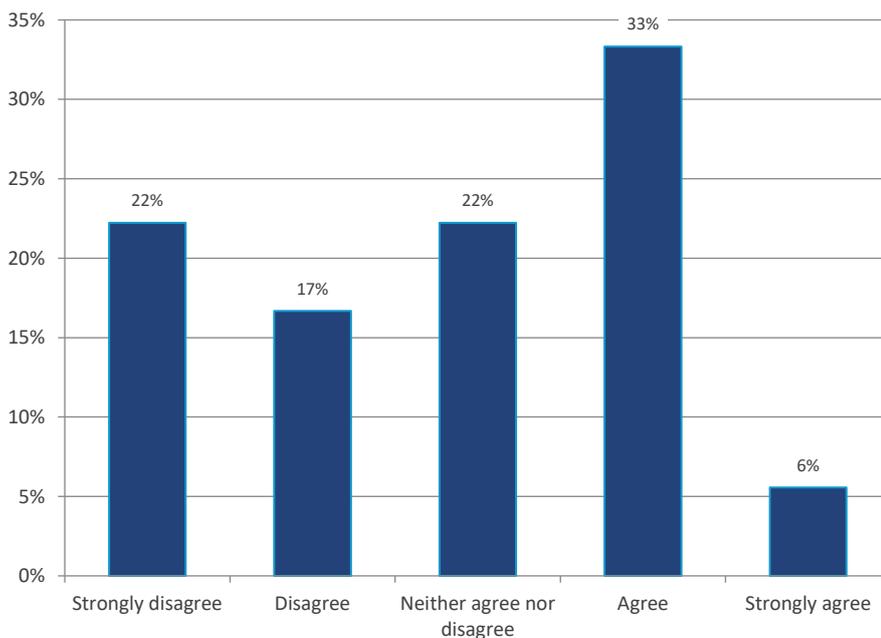
C-Res engaged consultants SC Lennon & Associates to undertake an independent assessment of the Local Buying Program in NSW.

Online surveys were administered through June and July 2020 – one to registered suppliers (businesses) and another to buyers, that is, BHP staff who engage with registered suppliers and procure goods and services through the Local Buying Program.

Survey participants were asked a range of questions about if and how the Program is having a positive impact. This included questions about the Local Buying Foundation.

“We intend to maintain and develop our relationship with BHP through the Local Buying Program.” – local supplier

Level of Agreement the Local Buying Program Has Been Good for Business



Survey Context: The Immediate Challenge of COVID-19

While the Local Buying Program surveys represent the first in a planned series of annual assessments, moving forward it is important to acknowledge the unique circumstances in which the 2020 assessment has been undertaken.

The COVID-19 pandemic has disrupted business activity across a diversity of industry sectors and segments of the community all over Australia. It is expected that, should things return to (a post-pandemic) ‘normal’ sometime in 2021, businesses and employees will be better placed to engage in activities outside of core business, including participation in surveys.

One-quarter of local businesses surveyed said the Local Buying Program had resulted in increased opportunities for businesses in their community to quote on work with BHP.

One-quarter of businesses surveyed also said the Local Buying Program had resulted in increased local content outcomes.

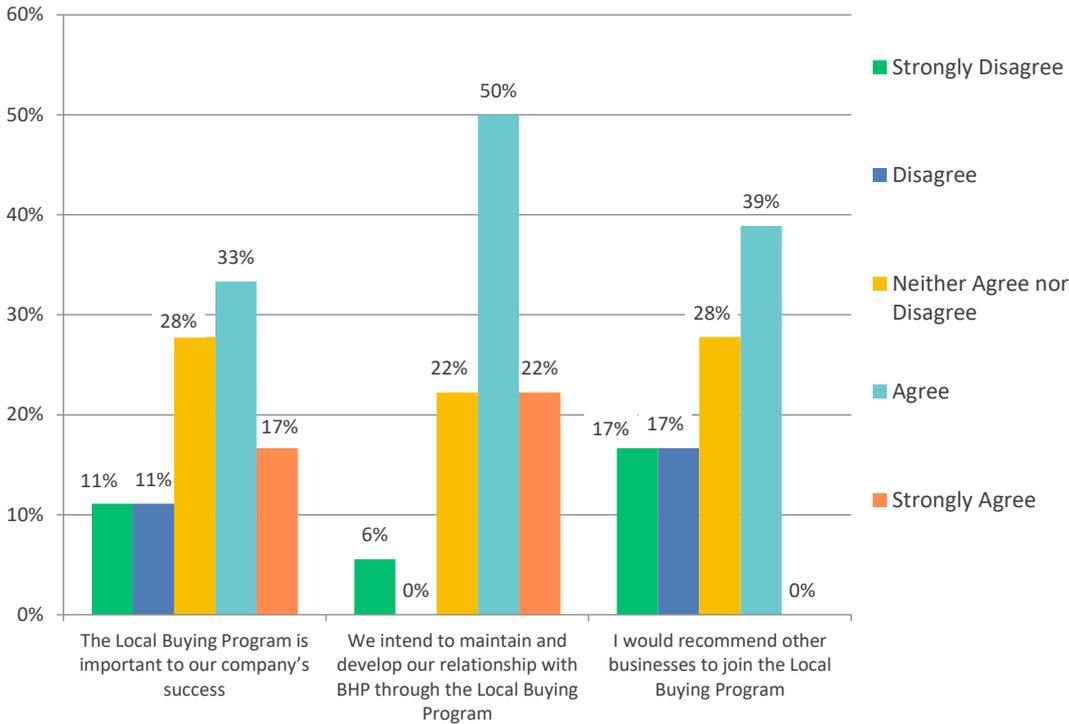
More than one-third of businesses surveyed agreed that the Local Buying Program has been good for business.

Stakeholders were asked to comment on the extent to which they agree or otherwise on a number of statements regarding the Local Buying Program.

“I would recommend other businesses to join the Local Buying Program.” – local supplier



Business Experience with the Local Buying Program

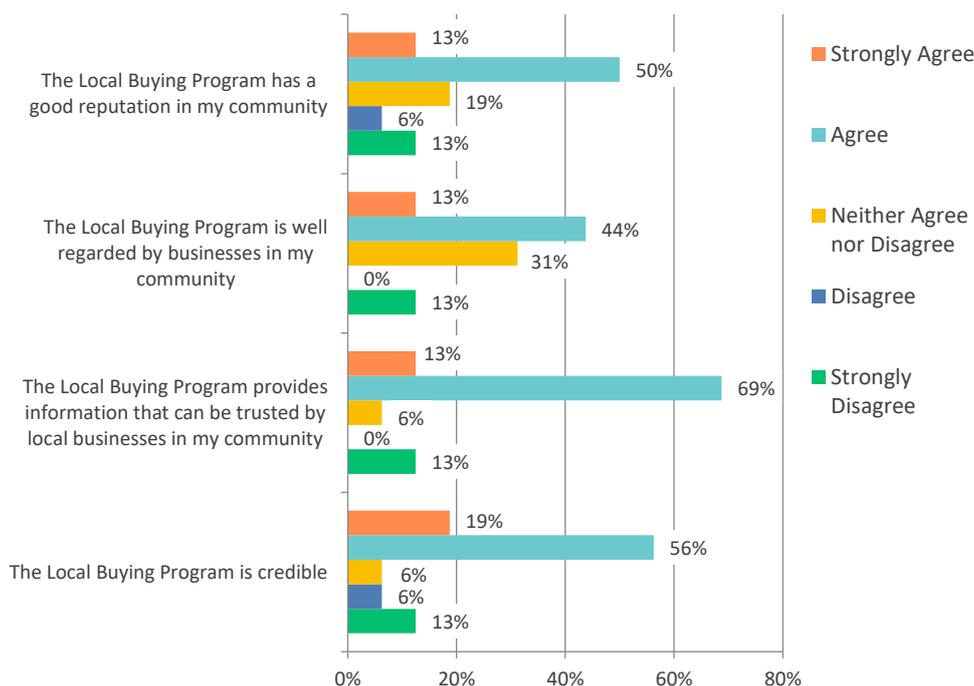


The majority of NSW businesses surveyed were generally supportive of the Local Buying Program with two-thirds saying that they would recommend other businesses to join the LBP.

Almost three-quarters of businesses said they intend to maintain and develop their relationship with BHP through the Local Buying Program.

Half of those businesses surveyed agreed the Local Buying Program is important to their company's success.

Perceptions of the Local Buying Program's Reputation in the Community



Businesses surveyed were generally in strong agreement that the Local Buying Program is credible and provides information that can be trusted by local businesses.

On the whole, NSW-based businesses consider the Local Buying Program to be well regarded with a good reputation in their community.

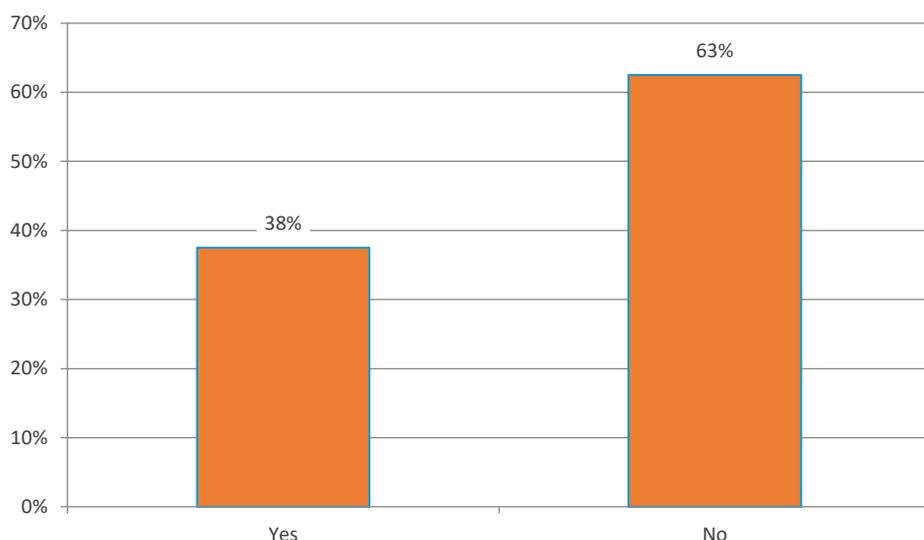
A key objective of the Local Buying Program is to deliver simple and fit-for-purpose outcomes for stakeholders in the engagement of goods and services from local suppliers. This has been achieved through the development of the website

www.localbuying.com.au



Just over one-third of buyers surveyed reported using the Local Buying Program's online supplier directory.

Buyers' Use of the LBP Online Supplier Directory

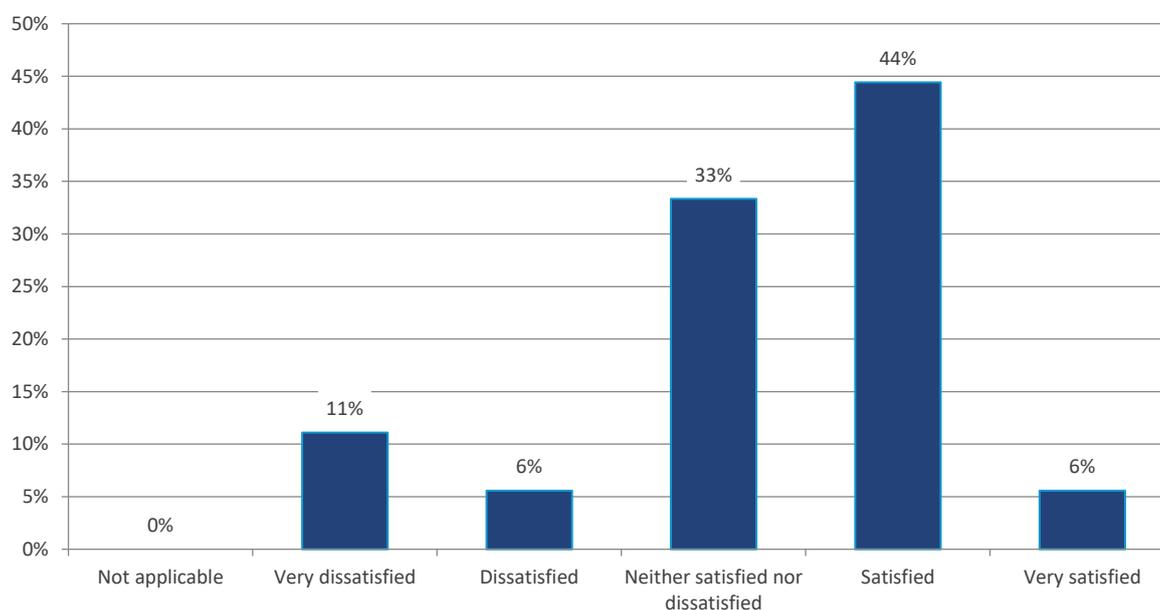


Asked about their levels of satisfaction using the online supplier directory, while a third of buyers surveyed responded 'not applicable', 38% said they were satisfied with their experience using the directory.

No buyers reported any level of dissatisfaction with their experience using the online directory.

The large majority of NSW-based businesses surveyed said they use the Local Buying Program online engagement tool. Half of the businesses surveyed said that they were either satisfied or very satisfied with the online engagement tool.

Business Satisfaction with the LBP Online Engagement Tool



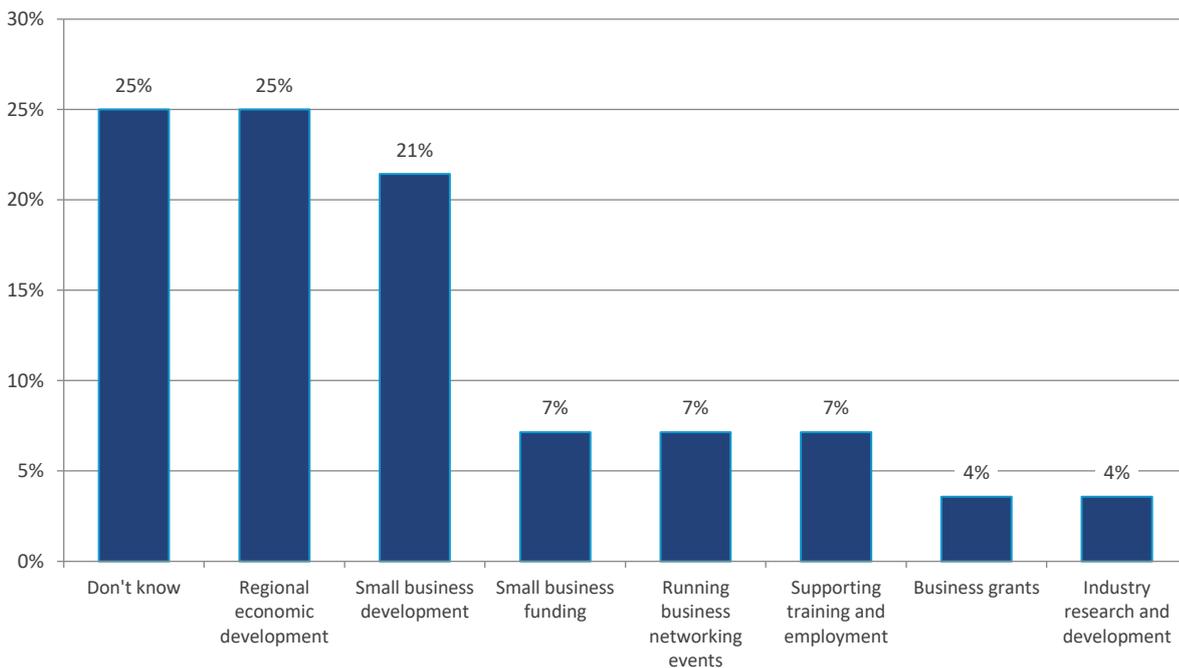
A critical element of the Local Buying Program in New South Wales is the Local Buying Foundation (LBF), which aims to build the local capabilities and opportunities for growth in current and emerging industries, by supporting projects and programs which facilitate workforce development, innovation and the productive capacity of business and industry to grow the potential of their regional economies.



Approximately half of the NSW-based businesses that took part in the survey said they were aware of the Local Buying Foundation.

Asked what, in their view, is the purpose of the Local Buying Foundation, one-quarter of businesses surveyed said they did not know. One-quarter also said the purpose of the Local Buying Foundation is 'regional economic development' while 21% said 'small business development'.

Businesses' Perceived Purpose of the Local Buying Foundation



Most NSW stakeholders have identified the Local Buying Program as having made a positive difference to businesses and the communities in which BHP operates. Opportunities for improvements to the LBP will be explored and Program performance results reported on in future survey findings. For more information on the Local Buying Program in NSW, visit www.localbuying.com.au, phone 1800 536 663 or email info@localbuying.com.au

