

What BHP's Local Buying Program stakeholders in Queensland had to say, in 2020.



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

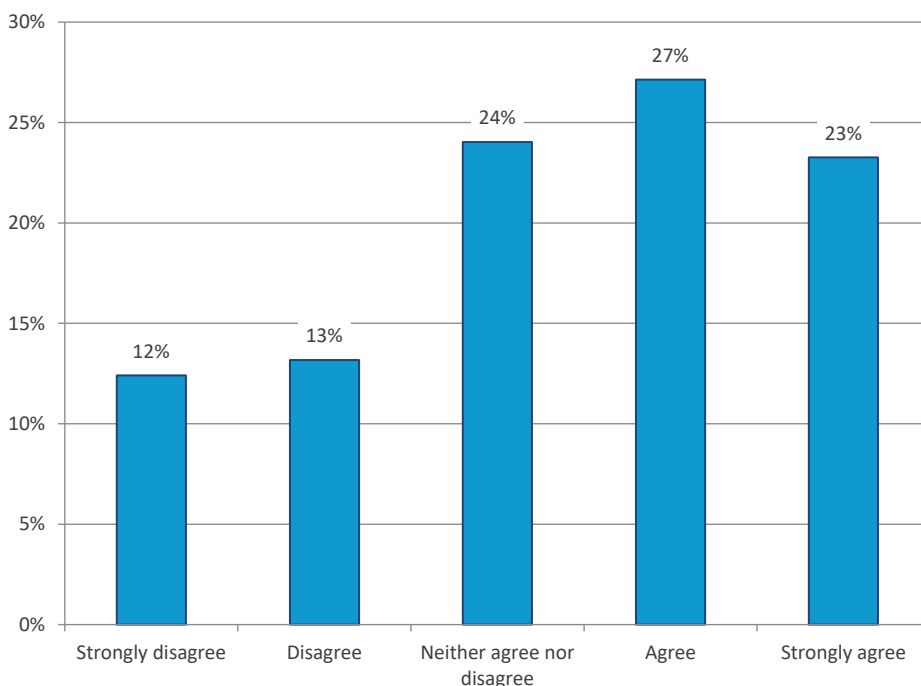
Online surveys were administered through June and July 2020 – one to registered suppliers (businesses) and another to buyers, that is, BHP staff who engage with registered suppliers and procure goods and services through the Local Buying Program.

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.

“The C-Res team are great in what they do.” – local supplier

“All contact with C-Res is extremely prompt and helpful.” – local buyer

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.

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

Another 18% said the Local Buying Program had resulted in increased local content outcomes.

Half of those businesses surveyed agreed that the Local Buying Program has been good for business.

“The staff are always active and helpful.” – local supplier

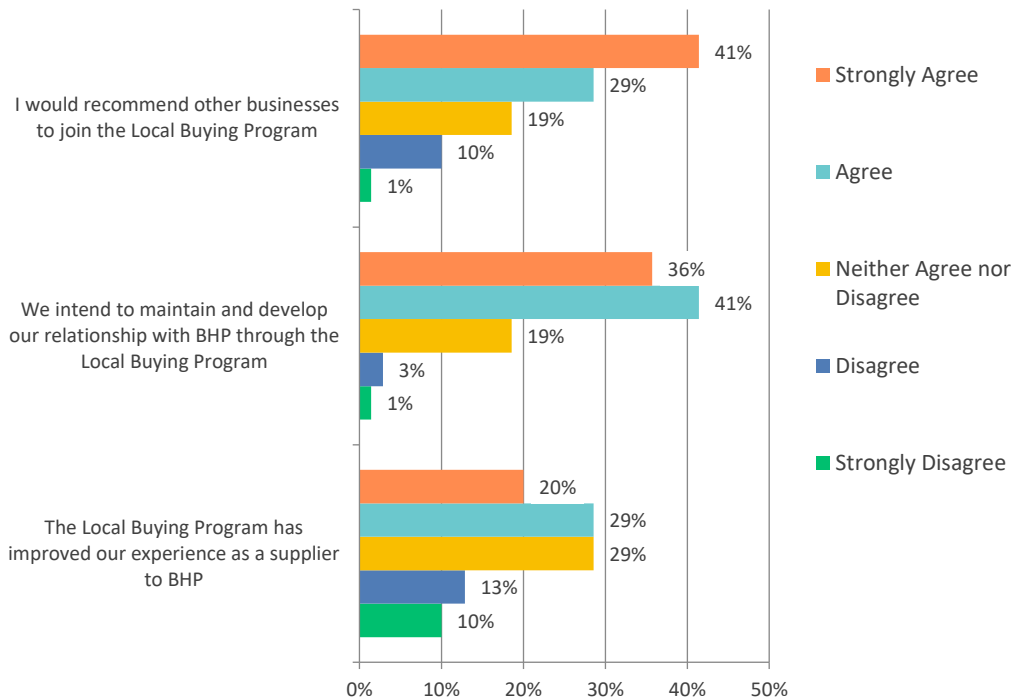
Stakeholders were asked to comment on the extent to which they agree or otherwise on a number of statements regarding the Local Buying Program.

“This is a fantastic program.” – local supplier

“We would not have a business without the program.” – local supplier



Business Experience with the Local Buying Program

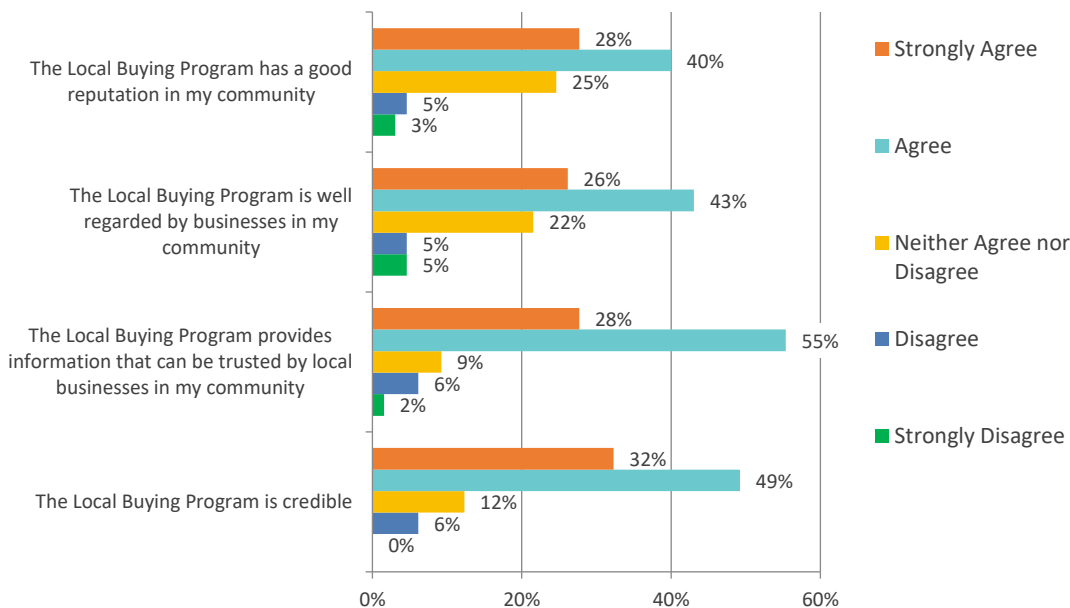


The majority of Queensland businesses surveyed were generally supportive of the Local Buying Program with almost three-quarters saying that they would recommend other businesses to join the LBP.

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 has improved their experience as a supplier to BHP.

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, Queensland 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

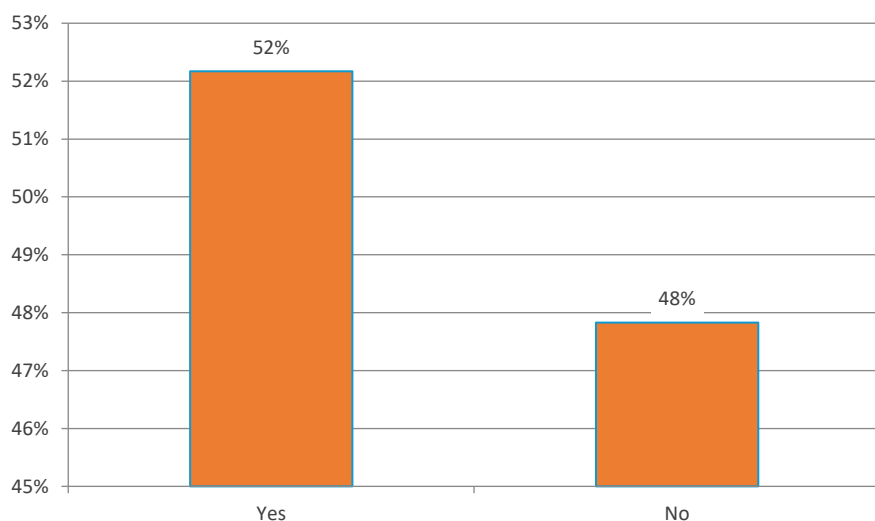


Just over half of buyers surveyed reported using the Local Buying Program’s online supplier directory.

Asked about their levels of satisfaction using the online supplier directory, while 39% of buyers surveyed responded ‘not applicable’, 43% said they were either satisfied or very satisfied. Only 9% reported that they were dissatisfied.

“Communication has been clear and consistent.” – local supplier

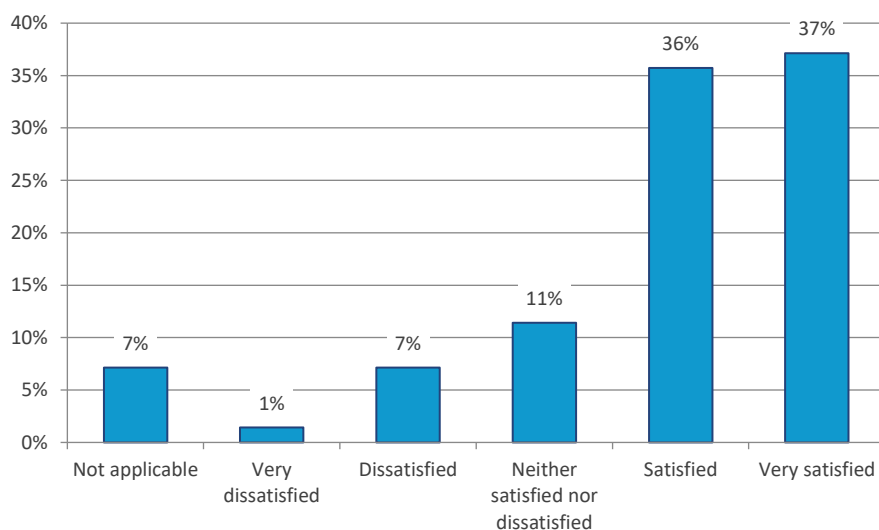
Buyers’ Use of the LBP Online Supplier Directory



“...The supplier list met my expectations.” – local buyer

The large majority of businesses surveyed said they use the Local Buying Program online engagement tool. Overall reported levels of satisfaction were high, with three-quarters of businesses stating that they were either satisfied or very satisfied with the online engagement tool.

Business Satisfaction with the LBP Online Engagement Tool



“All emails for work opportunities are relevant to our selected categories.” – local supplier

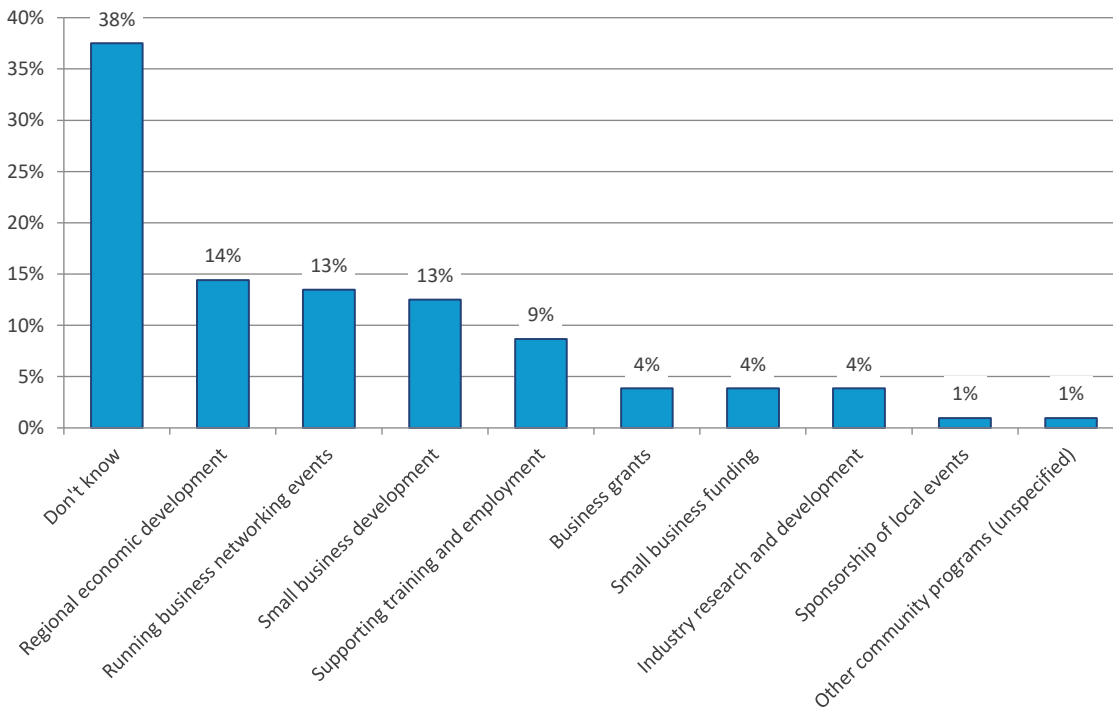
A critical element of the Local Buying Program in Queensland is the Local Buying Foundation (LBF), which aims to build the local capabilities and opportunities for growth in current and emerging industries, by supporting projects and programs which facilitate workforce development, innovation and the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



Approximately one-third of Queensland 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, more than one-third of respondents (38%) stated they did not know; 14% said the purpose of the Foundation is 'regional economic development'; 13% said 'running business networking events' and 13% said 'small business development'.

Businesses' Perceived Purpose of the Local Buying Foundation



Most Queensland 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

