

# What BHP's Local Buying Program stakeholders in Western Australia had to say, in 2020.

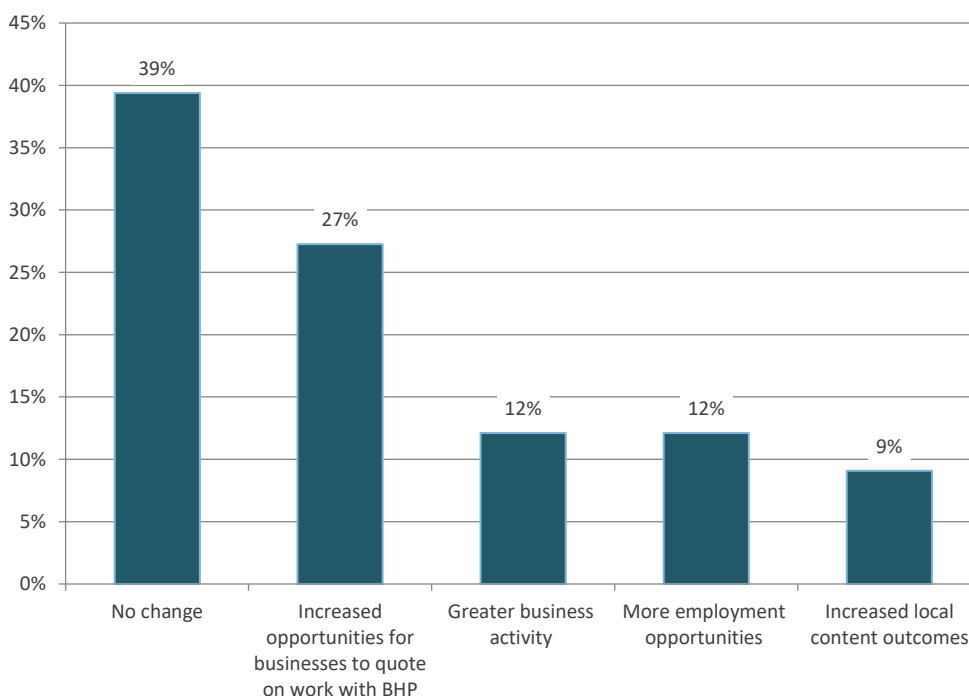


C-Res engaged consultants SC Lennon & Associates to undertake an independent assessment of the Local Buying Program in Western Australia.

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.

## Businesses' Observed Changes as a Result of the Local Buying Program



*"It's been a good experience." – local supplier*

## 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.*

While a little over two-thirds the businesses surveyed had observed no change, more than one-quarter of those surveyed said the Local Buying Program had resulted in increased opportunities for businesses in their community to quote on work with BHP.

Other observed changes included greater local business activity, increased local content outcomes and more employment opportunities in the local community.

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

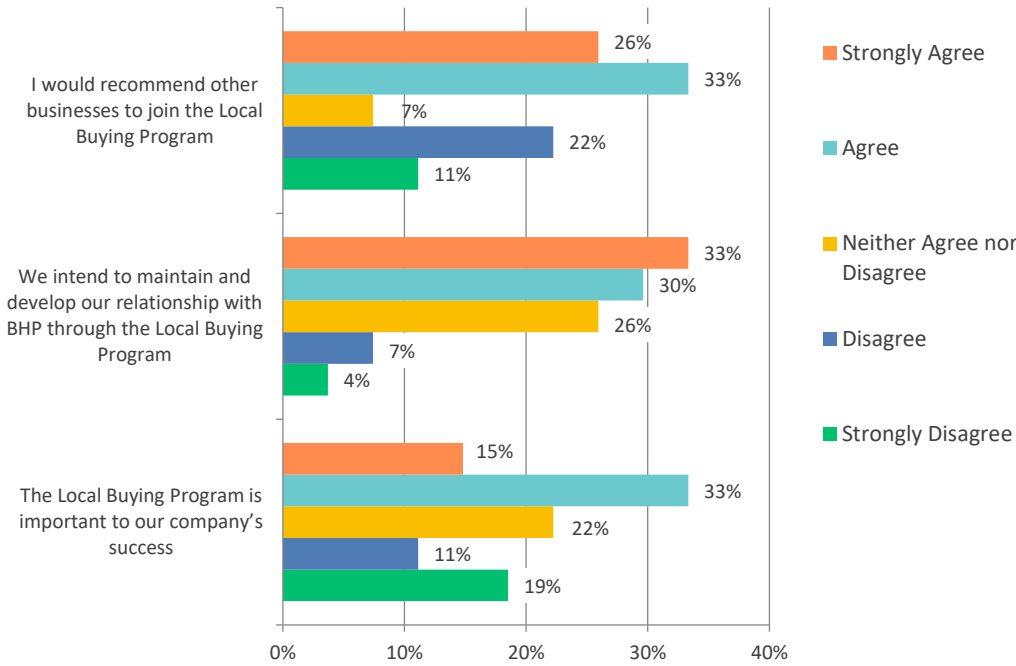
*“I would recommend engaging Indigenous businesses through the Local Buying Program to other BHP buyers.” – local buyer*

**LOCAL BUYING PROGRAM**  
BUILDING OUR FUTURE TOGETHER



PROUDLY DELIVERING THE LOCAL BUYING PROGRAM IN PARTNERSHIP

### Business Experience with the Local Buying Program

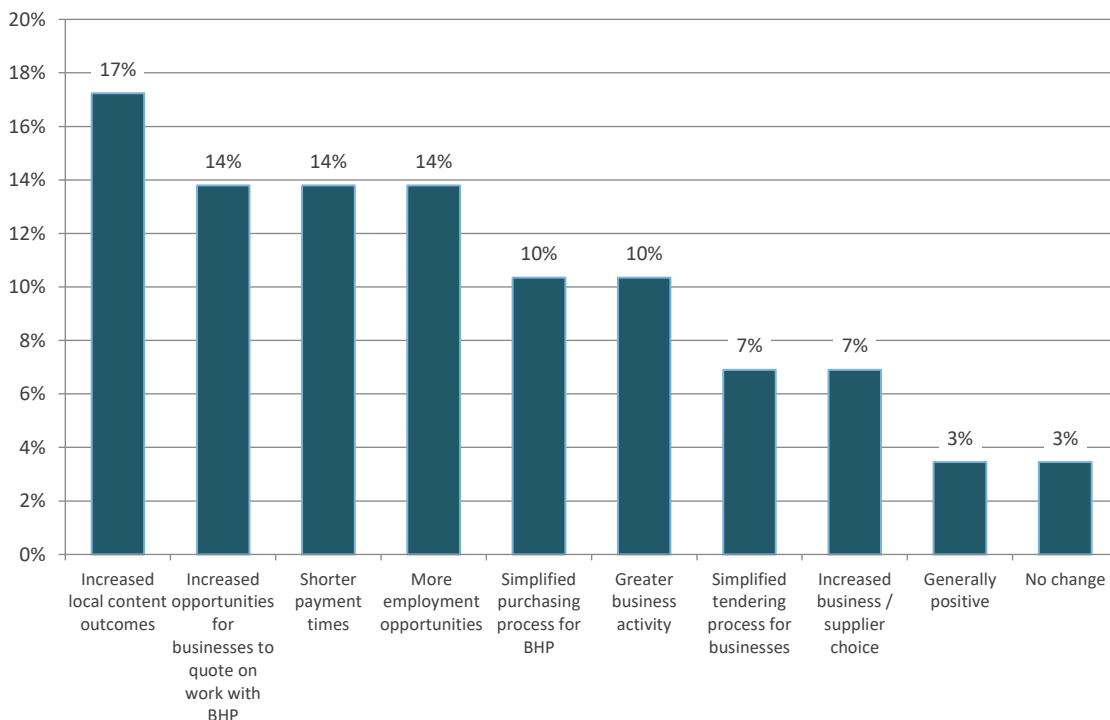


The majority of businesses surveyed were generally supportive of the Local Buying Program with almost two-thirds saying that they would recommend other businesses to join the LBP.

Close to two-thirds of businesses said they intend to maintain and develop their relationship with BHP through the Local Buying Program.

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

### Buyers' Observed Changes as a Result of the Local Buying Program



The most commonly-reported changes resulting from the Local Buying Program, as observed by buyers surveyed, included increased local content outcomes; increased opportunities for businesses to quote on work with BHP; shorter payment times and more employment opportunities.

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](http://www.localbuying.com.au)

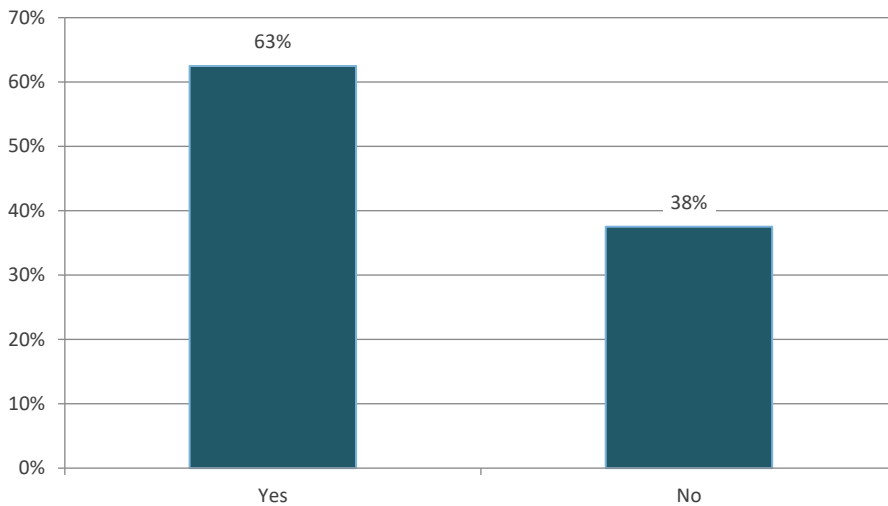
Approximately two-thirds of the buyers surveyed reported using the Local Buying Program’s online supplier directory.

**LOCAL BUYING PROGRAM**  
BUILDING OUR FUTURE TOGETHER



PROUDLY DELIVERING THE LOCAL BUYING PROGRAM IN PARTNERSHIP

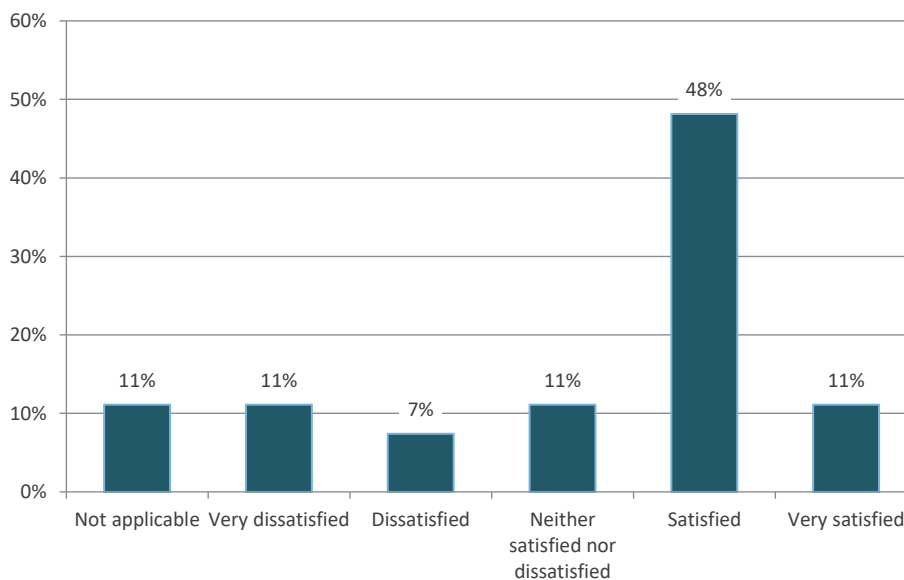
### Buyers’ Use of the LBP Online Supplier Directory



Asked about their levels of satisfaction using the online supplier directory, while just over one-third of the buyers surveyed responded ‘not applicable’, 52% said they were satisfied with their experience using the directory.

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

### Business Satisfaction with the LBP Online Engagement Tool



The large majority (85%) of WA businesses surveyed said they use the Local Buying Program online engagement tool.

More than half (59%) of the businesses surveyed said that they were either satisfied or very satisfied with the LBP online engagement tool.

*“Excellent customer service attitude whenever I contact C-Res. It is a pleasure to use.” – local buyer*

Many Western Australian stakeholders 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 Western Australia, visit [www.localbuying.com.au](http://www.localbuying.com.au), phone 1800 536 663 or email

