

Our mission and Group profile



Our mission:

We serve

With our hearts we create a great place to be

With our minds we create an excellent place to shop



The Pick n Pay Group is one of Africa's largest and most consistently successful retailers, with 794 stores (466 corporate, 328 franchise), excluding in-store pharmacies and our investment in TM, a summary of which is presented below.

Pick n Pay

Formats

Hyper

Supermarket

Express

Liquor

Stores and outlets

20
corporate

157
corporate

281
franchise

7
franchise

72
corporate

33
franchise

Product description and services

Food, wine, clothing, with full range of general merchandise and home improvement supplies

Food, wine, clothing, with limited range of general merchandise

Food

Beer, wine and liquor

Site area 000 m²

181.1
corporate

349.7
corporate

327.2
franchise

0.9
franchise

13.1
corporate

4.9
franchise

At Pick n Pay we strive for consumerism – to interpret and satisfy customers' needs

Group profile

Pick n Pay is a family-controlled business. Four small stores were purchased in 1967 and the Group was listed on the JSE Limited, the recognised stock exchange in South Africa, in 1968 (as Pick n Pay Stores Limited).

Over four decades we have built a well-respected business. The growth and success of Pick n Pay is attributable to two fundamental principles – an unwavering belief in consumer sovereignty and the application of the “four legs of the table” principle.

These principles were put into practice at foundation, and continue to be the cornerstone of our business. We believe that the application of these fundamentals, gives a solid platform for a truly sustainable business.

The “four legs of the table” principle follows a simple analogy. The business is a table supported by four legs on top of which the consumer sits. Each leg needs to be equally strong in order for the table to remain balanced and upright. The four legs of the table are:

Administration

Merchandise

Promotion and social responsibility

People

Each leg is equally important to the success and continued sustainability of the business. Each requires, and has received, equal focus and management support.

Pick n Pay at a glance



Pharmacy



Clothing



Franklin's



1
corporate
stand-
alone

16
in-store

**Pharmaceutical,
health and
beauty**

0.1
corporate

n/a

36
corporate
stand-
alone

**Clothing and
homeware**

14.5
corporate

92
supermarkets
3
liquor
corporate

7
hardware
1
Punch

**Food, wine,
clothing and
general
merchandise**

178.3
corporate

77
corporate

7
franchise

**Food and
general
merchandise**

129.7
corporate

11.7
franchise

53
corporate

**Food and
general
merchandise**

54.0
corporate