



## UNITED NATIONS INDUSTRIAL DEVELOPMENT ORGANIZATION

Project TE/RAF/08/013

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### **UNIDO BENCHMARKING PROCESS: CONFIDENTIALITY**

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To Whom It May Concern

The UNIDO benchmarking process is being used to assess companies in South Africa as part of the government's localisation strategy. Apart from the fact that it provides valuable feedback to the company with regards to its competitive position, it also provides a clearer picture of the company to a potential buyer.

The benchmarking process consists of two distinct activities which could have an impact on the confidentiality of information. The first activity is the collection of the raw data by the association or a consultant on their behalf. This is the data received from the company and which will be loaded onto the benchmarking software. This information stays confidential between the consultant and the association and the raw data will be stored at the association after it has been loaded.

The second activity entails the generation of the benchmark output report. The original output report which is generated is sent to the company. A copy is kept at the association and a copy is sent to UNIDO. At no stage, while doing other benchmarks in the same industry can a specific company be identified. The information in the report is thus completely confidential.

UNIDO uses the report to do a trend analysis from all the benchmark reports in order to plan potential incentives or assistance packages for generic trends highlighted from the analysis. The individual reports are only made available to a potential buyer with the consent of the company.

Confidentiality is a major issue pertaining to benchmarking and it can be assured that UNIDO and its service providers will take the utmost care to ensure that company information is dealt with accordingly.

A handwritten signature in black ink, appearing to be "Richard Beän". The signature is stylized and somewhat abstract, with a large loop at the end.

Richard Beän  
Chief Technical Advisor  
UNIDO SPX Programme