

IDC LANGUAGE POLICY

USE OF OFFICIAL LANGUAGES ACT, 2012 (ACT NO 12 OF 2012) – INDUSTRIAL DEVELOPMENT CORPORATION (IDC) LANGUAGE POLICY

The Use of Official Languages Act was promulgated to provide for the regulation and monitoring of the use of official languages by National government for government purposes, as well as to require the adoption of a language policy by a national department, national public entity and national private enterprise.

The IDC, a Schedule 2 public entity in terms of the Public Finance Management Act, is committed to promoting the objectives of the Use of Official Languages Act.

The IDC Language Policy provides guidelines for the use of languages at the IDC and applies to all IDC employees and may affect IDC stakeholders.

I, Mvuleni Geoffrey Qhena, Chief Executive Officer of the IDC, in terms of section 4 (2) of the Use of Official Languages Act, hereby publish the IDC's adopted Language Policy.

(Signed)

Mvuleni Geoffrey Qhena

Chief Executive Officer

Date: 09 / 03 / 2016

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1. POLICY CONTEXT

1.1. Introduction

1.1.1. The Use of Official Languages Act 12 of 2012 was introduced by national government, under the auspices of the Department of Arts and Culture, to regulate and monitor the use of official languages within national departments, national public entities and national public enterprises. The aforementioned entities will do this through adopting a language policy and establishing Language Units which will monitor and report on the use of languages within those entities.

1.1.2. The IDC, as a national public entity, advocates the Use of Official Languages Act and, as such, has put the Language policy in place in order to carry out the requirements of the Act. Section 6 (3) of the Constitution was taken into consideration when formulating the policy.

1.1.3. The purpose of this policy is to comply with the Use of Official Languages Act, 2012 (Act no.12 of 2012) and take into consideration the Use of Official Languages Regulations 2013.

2. ABBREVIATIONS AND ACRONYMS

2.1. IDC: the Industrial Development Corporation of South Africa, including its regional offices

2.2. SBU: Strategic Business Unit

2.3. DAC: refers to Department of Arts and Culture

2.4. CEO: refers to the IDCs Chief Executive Officer

2.5. SASL: South African Sign Language

2.6. PFMA: Public Finance Management Act No 1 of 1999

3. DEFINITIONS

- 3.1. **Board:** refers to the IDC board of directors.
- 3.2. **Braille:** refers to a form of written language for blind people, in which characters are represented by patterns of raised dots that are felt with the fingertips.
- 3.3. **PAIA:** the Promotion of Access to Information Act 2 of 2000.
- 3.4. **Language Unit:** refers to a function within the IDCs Corporate Communications and Marketing Department. The unit oversees any matters relating to the use of official languages within the IDC.
- 3.5. **Public entity:** refers to the IDC, as defined in the PFMA.
- 3.6. **The Act:** the Use of Official Languages Act, 2012 (Act no.12 of 2012)
- 3.7. **The department:** The Compliance and Regulatory Affairs Department of the IDC.
- 3.8. **The policy:** The IDC Language Policy.

4. PURPOSE OF THE POLICY

- 4.1. This policy has been developed to give effect to the Use of Official Languages Act 12 of 2012. It is intended to regulate the language(s) used by the (IDC) in communicating with its various internal and external stakeholders. This ranges from day to day communication to targeted communications for various purposes.
- 4.2. This policy may serve as a guide for the IDC's subsidiaries in developing their own language policies, taking their specific operational environments into consideration.
- 4.3. While the IDC encourages and supports the promotion of official languages, it has to be noted that due to the nature of the business and the financial implications of using all 11 official languages, the Corporation will strive to achieve balance whilst encouraging the use of indigenous languages and pragmatic application of the policy across its various communication platforms.

5. POLICY OBJECTIVES

- 5.1 The policy aims to achieve the following objectives:
 - 5.1.1 To document the IDC's official languages.
 - 5.1.2 To document and outline how the IDC will make use of official languages.
 - 5.1.3 To establish the Language Unit.
 - 5.1.4 To outline the roles and responsibilities related to the use of official languages by the IDC.
 - 5.1.5 To provide guidelines on the complaints management mechanism regarding the use of official languages by the IDC.

6. SCOPE

6.1. Scope of Application

- 6.1.1. In Scope
 - 6.1.1.1. This policy applies to all employees of the IDC and its subsidiaries, including permanent and temporary employees, contractors and subcontractors, as well as agencies appointed by the Corporation for purposes relating to marketing, communication, media and public relations activities.
 - 6.1.1.2. This policy will apply to applicable communication with the public, official IDC notices and applicable inter- and intra- government communications.
 - 6.1.1.3. Where reasonably practicable, any Information requested in terms of the Promotion of Access to Information Act No. 2 of 2000 ("PAIA") Manual¹ is included in the scope.

6.1.2. Out of Scope

The IDC supports the promotion of official languages and will do everything, within reason, to encourage the equal use of languages in its business operations. Due to the financial implications associated with translation, the following documents are outside of the scope of this policy:

¹ The IDC PAIA Manual can be accessed on the IDCs external website.

- 6.1.2.1. Annual reports
- 6.1.2.2. Financial statements
- 6.1.2.3. Economic reports
- 6.1.2.4. All research documents
- 6.1.2.5. Company presentations and
- 6.1.2.6. Any Information where access to that information/record is prohibited in terms of the IDCs PAIA Manual² is out of scope.

7. POLICY PROVISIONS

7.1. Nature of the IDC

7.1.1 The Industrial Development Corporation of South Africa Limited was established in 1940 by an Act of Parliament (Industrial Development Corporation Act, No. 22 of 1940) to spearhead the development of South Africa's domestic industrial capacity.

7.1.2 Since then, the IDC, South Africa's largest development finance institution, has helped to build the industrial capacity that fuels the country's economic growth by funding viable businesses.

7.1.3 The IDC has been instrumental in implementing South Africa's industrial policy for more than 75 years, establishing some of the industries that have since developed into cornerstones of the country's manufacturing sector, assisting in creating jobs and sustaining the South African economy. Not only does the IDC spearhead industrial development in South Africa, but through its efforts, has increasingly started taking the lead in economic development in the African continent.

7.2. Official Languages of the IDC

7.2.1. The IDC operates across all 9 provinces in South Africa and also operates in selected parts of the African continent. The Corporation's dealings are however not limited to these areas as it often deals with clients who are internationally based. Due to its vast reach and the nature of its business, English, as one of the official

² The IDC may, and must in certain instances, refuse access to records on any of the grounds set out in Chapter 4 of Part 3 of PAIA which include: that access would result in the unreasonable disclosure of personal information about a third party, the necessity of protecting the commercial information of a third party or of IDC itself, the necessity of protecting the confidential information of a third party, the necessity of protecting the safety of individuals and protecting property, that a record constitutes privileged information for the purpose of legal proceedings, and the necessity of protecting the research information of a third party or IDC itself.

languages, is the official business language of the Corporation and will be used in day to day communication, both verbally and in the written form.

7.2.2. English will be the transactional language used in other forms of communication as required by the IDC's operations. This will include, but not be limited to all items listed in 6.1.2 above.

7.2.3. Statistical³ considerations, as well as the provincial landscape, have been taken into account in selecting the official languages which the IDC will use in the documents mentioned in paragraph 7.2.2 above. South Africa has 3 broad categories of language groupings and this has been taken into consideration, as well as the frequency of use of languages, when selecting IDC's official languages. These will include:

7.2.3.1. English as the official business language

7.2.3.2. isiZulu (to cover the Nguni based languages)

7.2.3.3. Sesotho (to cover the Sotho based languages)

7.2.4. Due to the diverse nature of the South African language landscape and the IDC's nationwide operations, provision has been made to accommodate language preferences on a limited and prevalence driven basis in provinces where the official languages outlined in paragraph 7.2.3 above do not suffice, having taken statistics on provincial use of languages into consideration, the following will apply:

7.2.4.1. Western Cape: isiXhosa and Afrikaans

7.2.4.2. Eastern Cape: isiXhosa

7.2.4.3. Northern Cape: Setswana and Afrikaans

7.2.4.4. Limpopo: Sepedi and xiTsonga

7.2.4.5. Mpumalanga: Siswati and Ndebele

7.2.4.6. Free State: Afrikaans and Sesotho

7.2.4.7. North West: Setswana

³ Language statistics in the population census (2011) published by the Statistician-General in terms of Section 7 of the Statistics Act No. 6 of 1999.

- 7.2.5. The IDC will consider all requests for translation, regardless of which province the request originates from, as long as it is a language stipulated in paragraph 7.2.4 above.
- 7.2.6. The use of provincial languages as outlined in paragraph 7.2.4 above will only apply to the following documents:
 - 7.2.6.1. Individual correspondence to clients upon request
 - 7.2.6.2. Funding criteria, business guidelines and the IDC's corporate brochure upon request
- 7.2.7. English will be the official transactional language of operation of the IDC, internally, in both the spoken and written form, including all internal communication efforts. All meetings and day-to-day operations will be conducted in English and the above recommended languages may be used where the situation demands or warrants it. The same shall apply to all subsidiaries of the IDC.

7.3. Translation and Interpreting

- 7.3.1. The IDC shall use internal expertise within the corporation, including its Language Unit, to translate documents where applicable. Where required, the services of professional translation service providers will be sought to translate documents.
- 7.3.2. In instances where sign language interpretation is required, provision will be made only in the following instances:
 - 7.3.2.1.1. Large scale events or addresses made by the Corporation, including but not limited to:
 - 7.3.2.1.1.1 Conferences
 - 7.3.2.1.1.2 Annual results announcements
 - 7.3.2.1.1.3 Any other major public event organised by the IDC
- 7.3.3. Sign language interpretation, as mentioned in paragraph 7.3.2 above, will be taken into consideration depending on the demand, as well as timeous request of such required interpretation. Due to the cost associated with interpreting, requests will

be taken into consideration for a minimum of 10 people attending large scale events or addresses as outlined in 7.3.2.1.1 above.

7.3.4. In instances where Braille translations are required, these will be taken into consideration provided such requests are made, in writing; 15 days prior to such documents being required.

7.3.5. All requests for translation in the written form, in languages stipulated in 7.2.4 above, will be done within 30 business days of such requests being received.

7.3.6. Requests for translation will be subject to the following process:

7.3.6.1.1. Request to be submitted in writing to the relevant Executive, SBU head, or Regional Manager.

7.3.6.1.2. The relevant Executive, SBU Head or Regional Manager will forward, within 2 business days, such requests to the Language Unit.

7.3.6.1.3. The Language Unit, will assess the request based on stipulations outlined in paragraphs 7.3.1, 7.3.2, and 7.3.4 above and advise those who have requested translation on whether or not their request will be met by the IDC.

7.3.6.1.4. In circumstances where the request will be met by the IDC, the Language Unit will provide translated material, electronically or in hard copy, within 30 business days, to those who have requested translation of documents.

7.3.6.1.5. In instances where hard copies have been requested, this will be done on ordinary white office paper and the IDC will incur postage or courier costs associated with sending the material to those who have requested translation.

7.3.7. Requests for sign language interpretation, based on paragraph 7.3.3 above, should be submitted in writing, 30 days prior to such services being required.

7.4. Language Unit

7.4.1. As stipulated in the Act, a language unit will be established to oversee and manage issues relating to the use of official languages within the Corporation. In order to

maximise on existing resources and circumvent the additional financial costs of establishing a new business unit within the IDC, the Language Unit will be housed within the Marketing and Communication Department, using existing resources to assume all responsibilities, as outlined in the Act, which the Language Unit needs to execute.

- 7.4.1.1. The Language Unit will be required to:
 - 7.4.1.1.1. Advise the CEO on the development, adoption and implementation of the language policy for the IDC.
 - 7.4.1.1.2. Monitor and assess the use of official languages within the IDC and its subsidiaries.
 - 7.4.1.1.3. Compile and submit a report to the Minister of Arts and Culture and the Pan South African Language Board.
 - 7.4.1.1.4. Promote parity of esteem and equitable treatment of official languages of the Republic and facilitate equitable access to services and information of the IDC.
 - 7.4.1.1.5. Promote good language management within the IDC and its subsidiaries.
 - 7.4.1.1.6. Perform any language related functions that the Minister of Arts and Culture may prescribe.

7.5. Access to Policy

- 7.5.1. The IDC will ensure that all its stakeholders have access to the policy by ensuring that hard and electronic copies are easily available and accessible.
- 7.5.2. Electronic versions will be made available online via the Corporation's website, www.idc.co.za and will be emailed, upon request, to those who make such requests.
- 7.5.3. Hard copies, in the form of précised brochures, will be available at all IDC offices, including its head office and regional offices.
- 7.5.4. The language policy of the IDC will be published in English, isiZulu and Sesotho.
- 7.5.5. Braille copies will be made available upon request, provided such requests are made 30 days prior to being required.

7.6. Complaints

- 7.6.1. Any person who is dissatisfied with a decision of a national department, national public entity or national public enterprise regarding its use of official languages may lodge a complaint with the National Department of Arts and Culture.
- 7.6.2. As the IDC already has a fully-fledged complaint mechanism, in the form of the Customer Relationship Management unit within the Corporate Affairs division, in place, it will capitalize on this and make use of this unit in order to channel any complaints relating to non-compliance of the Language Policy. The Customer Relationship Management unit, which has a reporting line through the Corporate Affairs Divisional Executive to the CEO, will in turn forward such complaints to the Language Unit which will see to the full resolution of those complaints.
- 7.6.3. All complaints regarding non-compliance to the Language Policy of the IDC must:
- 7.6.3.1 Be in writing in the form of an email, letter or fax.
 - 7.6.3.2 Emailed complaints should be sent to: service@idc.co.za.
 - 7.6.3.3 Written complaints should be sent to: PO Box 784055, Sandton, 2146.
 - 7.6.3.4 Faxed complaints should be sent to: 011 269 3116.
 - 7.6.3.5 Be lodged within 3 months of arising.
 - 7.6.3.6 Provide full details of the complaint, including details of the office or region it occurred.
 - 7.6.3.7 Directed to the Head of Customer Relations Management.
 - 7.6.3.8 State the full contact details, including name, address and telephone numbers of the complainant.
- 7.6.4 The designated complaints manager will be responsible for resolving all complaints directed to the Language Unit. This will be done by the following:
- 7.6.4.1 Acknowledge receipt of the complaint.
 - 7.6.4.2 Thoroughly investigate the complaint.
 - 7.6.4.3 Respond to the complainant with a resolution to the complaint lodged.
 - 7.6.4.4 Provide feedback to the Head of Customer Relationship Management and the Head of Marketing and Communications on the resolution of the complaint.

8. ALIGNMENT OF POLICY TO OTHER POLICIES OR PROCEDURES

8.1. The Language Policy is aligned to The IDCs Policy on Policy Formulation.

9. ROLES AND RESPONSIBILITIES

9.1. Compliance and Regulatory Affairs Department

9.1.1. The Compliance and Regulatory Affairs department will serve as the custodian of the policy. The department will also ensure publication of this policy in the *Government Gazette* 90 days after it has been adopted. Any recommendations arising from public comment will be incorporated into the policy and submitted to the IDC board.

9.1.2. The Compliance and Regulatory Affairs department within the IDC shall conduct reviews will initially be conducted every six months to ensure compliance with this policy. Thereafter, reviews will be conducted on a yearly basis.

9.2. Language Unit

9.2.1. The Language Unit will be housed within the Marketing and Communications Department and will fulfil all outputs as stipulated in 7.4.1.

9.2.2. The Language Unit will submit reports to the Minister of the Department of Arts and Culture, as required by the Regulations, annually, at least 3 month after the IDC's financial year end.

9.3. Customer Relationship Management Department

9.3.1. The Customer Relationship Management department will serve as a conduit between the Language Unit and stakeholders who wish to lodge complaints relating to the Language Policy.

9.3.2. A service level agreement will be established between the Customer Relationship Management department and the Language Unit in order to have clear guidelines on how the departments will interact when it comes to handling complaints.

10. MAINTAINING OF POLICY

10.1.1. Ownership

10.1.1.1. The Language Policy is owned by the Marketing and Communications department which is within the Corporate Affairs division, ensuring that it is put into effect and manage the day to day administration of the policy. The Compliance and Regulatory Affairs department will be the custodians of the policy.

10.1.2. Review Cycle

10.1.2.1. The Language Policy will be assessed annually by the Language Unit, in conjunction with the Compliance and Regulatory Affairs department and thereafter every three years as per the IDC policy.

10.1.3. Policy Effective Date

10.1.3.1. The policy will be effective from the date it has been approved by the IDC's Executive Committee.

10.2. Link to Other Policies

10.2.1. This Policy has been subject to review by other stakeholders within the IDC and no link, impact or touch point to any other internal policy was noted as yet.

10.2.2. This policy may be read together with the IDC PAIA Manual which is available on the IDC website.