



MULTICHOICE GROUP LIMITED
(Registration number: 2018/473845/06)
and its South African subsidiaries
("MultiChoice")

**MANUAL PREPARED IN ACCORDANCE WITH SECTION 51 OF THE PROMOTION OF
ACCESS TO INFORMATION ACT, ACT NO. 2 OF 2000 ("THE ACT")**

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1. INTRODUCTION

The manual is to assist potential requestors as to the procedure to be followed when requesting access to information / documents from MultiChoice as contemplated in terms of the Act.

The manual may be amended from time to time and as soon as any amendments have been finalised the latest version of the manual will be made public.

Any requestor is advised to contact Brandon Foot should he / she require any assistance in respect of the utilisation of this manual and/or the requesting of documents / information from MultiChoice.

The following words will bear the following meaning in this manual:-

"the Act"	shall mean the Promotion of Access to Information Act, No. 2 of 2000, read together with all relevant regulations published from time to time;
"the/this manual"	shall mean this manual together with all annexures thereto as available at the offices of MultiChoice from time to time;
"MultiChoice"	shall mean MultiChoice Group Limited, and its South African incorporated subsidiaries as set out in part 10, page 14.
"Republic"	shall mean the Republic of South Africa;
"SAHRC"	shall mean the South African Human Rights Commission.

Objectives of Manual

The reference, in this Manual, to any information in addition to that specifically required in terms of Section 51 of the Act does not create any right or entitlement (contractual or otherwise) to receive such information, other than in terms of the Act.

The Act provides that a person may only request information in terms of the Act, if the information is required for the exercise or protection of a right. Information will therefore not be furnished unless a person clearly provides sufficient particulars to enable the relevant Company to identify the right the requester is seeking to protect as well as an explanation of why the requested information is required for the exercise of protection of that right.

2. **CONTACT DETAILS** (Section 51(1)(a) of the Act)

Name of body:	MultiChoice Group Limited
Chief executive officer:	Calvo Mawela
The appointed information Officer:	Brandon Foot
Address:	MultiChoice City 144 Bram Fischer Drive Randburg 2194
Postal address:	P.O. Box 1502 RANDBURG 2125
Telephone:	+27 11 686 7723
E-mail:	brandon.foot@multichoice.co.za

3. **GUIDE IN TERMS OF SECTION 10 OF THE ACT** (Section 51(1)(b) of the Act)

Section 10 of the Act requires the SAHRC to compile a guide containing such information as may be required by a person who wishes to exercise any right contemplated in the Act. The guide is available at the offices of the SAHRC at 29 Princess of Wales Terrace, cnr York and St. Andrews Street, Parktown and on its website www.sahrc.org.za.

Contact details of the South African Human Rights Commission:

PAIA Unit
The Research and Documentation Department
Private Bag 2700
HOUGHTON
2041

Telephone: +27 11 877 3825

Fax: +27 11 403 0625

Website: www.sahrc.org.za

E-mail: PAIA@sahrc.org.za

4. **NOTICE(S) IN TERMS OF SECTION 52(2) OF THE ACT** (Section 51(1)(c) of the Act)

At this stage no notice(s) has / have been published.

5. **INFORMATION / DOCUMENTS AVAILABLE IN ACCORDANCE WITH OTHER LEGISLATION** (Section 51(1)(d) of the Act)

MultiChoice keeps information / documents in accordance with the following legislation (please note that this is not an exhaustive list):-

- Companies Act, No. 71 of 2008
- Income Tax Act, No. 58 of 1962
- Value-Added Tax Act, No. 89 of 1991
- Customs and Excise Act, No. 91 of 1964
- Unemployment Insurance Act, No. 63 of 2001
- Unemployment Insurance Contributions Act, No. 4 of 2002
- Basic Conditions of Employment Act, No. 75 of 1997
- Employment Equity Act, No. 55 Of 1998
- Compensation for Occupational Injuries and Diseases Act, No. 130 of 1993
- Insolvency Act, No. 24 of 1936
- Occupational Health and Safety Act, No. 85 of 1993
- Copyright Act, No. 98 of 1978
- Labour relations Act, No. 66 of 1995
- South African Reserve Bank Act, No. 90 of 1989
- Skills Development Act, No. 97 of 1998
- Skills Development Levies Act, No. 9 of 1999
- Trade Marks Act, 194 of 1993
- Compensation for Occupational Injuries and Diseases Act 130 of 1993
- Arbitration Act 42 of 1965
- Consumer Protection Act 68 of 2008
- Electronic Communications and Transactions Act 25 of 2002
- Electronic Communications Act 13 of 2000
- Protection of Personal Information Act 4 of 2013

6. **DOCUMENTS / INFORMATION HELD BY MULTICHOICE IN TERMS OF THE ACT** (Section 51(1)(e) of the Act)

6.1 **Webpage**

The MultiChoice Webpage (www.multichoice.com), accessible to anyone with access to the internet, has the following categories:

- 6.1.1 Group profile (including but not limited to history, directors and management)
- 6.1.2 Operational Structures (MultiChoice brands)
- 6.1.3 Investors (including but not limited to financial reporting, SENS, shareholder information, contact information and the MultiChoice 2018 Social Report)
- 6.1.4 Corporate Social Investment
- 6.1.5 Governance
- 6.1.6 Media (press releases)

6.2 **Other**

The documents / information listed herein below pertain to the day-to-day management of the business of MultiChoice:-

DEPARTMENT	DESCRIPTION OF CATEGORIES OF RECORDS HELD
Company Secretary	<ul style="list-style-type: none">• Compliance with Corporate Governance• Memorandum and Articles of Association• Company Register• Shareholders Agreements• Share Certificates• Board Meetings:<ul style="list-style-type: none">○ Attendance register○ Resolutions○ Minute books• Delegations of Authority• General correspondence
Finance	<ul style="list-style-type: none">• Invoices• Credit/Debit Notes• Journals, Ledgers & Balance Sheets• Income Statements

- Trial Balance statements
 - Cash Flow statements
 - Tax invoices
 - Salary information
 - Auditors Report
 - General correspondence
- Administration
- Suppliers
 - Debtors and Creditors
 - Insurance Policies
 - Lease Agreements
 - Employees travel records
 - General correspondence
- Human Resources
- Employee's personal details
 - Job Profiles
 - Division and Cost Centres
 - Remuneration
 - Medical Aid
 - Employee Benefits
 - Disciplinary records
 - Job competency profile
 - Employee performance contract
 - Training records
 - Internal Policies and Procedures
 - General correspondence
- Legal
- Contracts / Agreements
 - Litigation Records
 - Administration of Legislation
 - General correspondence
- Regulatory
- Agreements
 - Regulatory submissions
 - General correspondence
- Marketing
- Development of new products
 - Advertising
 - General correspondence
- Call Centre
- Customer complaints/queries

- Customer liaison
- Compliment records
- General correspondence

It is recorded that access to the documents listed above may be protected by privacy or the grounds of refusal set out in the Act. All requests for access will be evaluated on a case by case basis in accordance with the provisions of the Act and other applicable legislation.

6.3 Automatically available records

6.3.1. The records listed below are automatically available without having to submit a formal request to access the information in terms of PAIA.

6.3.2 Reproduction fees may be levied at the discretion of MultiChoice in accordance with reproduction costs, preparation and time required to search and prepare disclosures.

6.3.3 MultiChoice will provide you with a written estimate of the fee before providing the services.

6.3.4 Automatically available records:

6.3.4.1 Public Product Information – freely available on website

6.3.4.2 Public Corporate Records

6.3.4.3 BEE Certificates

6.3.4.4 Product information

6.3.4.5 Published financial records which are generally available to the public.

7. PROCEDURE FOR OBTAINING ACCESS TO INFORMATION

- 7.1 A request for access to information must be made in the prescribed form (Form C) to the appointed information officer indicated above. See clause 11 below for the prescribed form, which can also be found on www.sahrc.org.za.
- 7.2 All required text fields in "Form C" must be completed in full and in a legible form. The form (as well as any additional pages attached thereto) must be signed by the person submitting the form.
- 7.3 Requesters must provide sufficient details to enable MultiChoice identify:
- 7.3.1 the record(s) requested;
 - 7.3.2 the requester (and if an agent is lodging the request, proof of capacity);
 - 7.3.3 the form of access required;
 - 7.3.4 the postal address or fax number of the requester in the Republic;
 - 7.3.5 if the requester wishes to be informed of the decision in any manner (in addition to written) the manner and particulars thereof;
 - 7.3.6 the right which the requester is seeking to exercise or protect with an explanation of the reason the record is required to exercise or protect the right.
- 7.4 Once "Form C" has been submitted, the appointed information officer will notify the requester of the prescribed fee (if any) payable before further processing the request.
- 7.5 The information officer shall within 30 days, after the request is received, notify the requester whether the request has been granted/or refused, as well as provide the requester with any additional fees which may be levied. This additional fees would be for the reproduction, preparation and time, reasonably required to search and prepare the disclosure.

8. OTHER INFORMATION AS MAY BE PRESCRIBED (Section 51(1)(f))

This section is not applicable.

9. AVAILABILITY OF THE MANUAL (Section 51(3) of the Act)

- 9.1 This manual is available for inspection at the offices of MultiChoice, free of charge.
- 9.2 Copies of the manual may be obtained, subject to the prescribed fees, at the offices of MultiChoice.
- 9.3 The manual can also be accessed on the website of the SAHRC (www.sahrc.org.za) and on the company's website (www.multichoice.com).

10. VARIOUS SUBSIDIARIES OF MULTICHOICE

Name	Number
▪ MultiChoice Group Treasury Services (Pty) Ltd	2018/473867/07
▪ Main Street 484 (Pty) Ltd	2006/031966/07
▪ Irdeto South Africa (Pty) Ltd	2011/002613/07
▪ MultiChoice South Africa Holdings (Pty) Ltd	2006/015293/07
▪ MultiChoice South Africa (Pty) Ltd	2007/029660/07
▪ DStv Media Sales (Pty) Ltd	1995/001791/07
▪ Orbicom (Pty) Ltd	1993/004259/07
▪ NMS Properties (Pty) Ltd	2005/031291/07
▪ Huntley Holdings (Pty) Ltd	1997/004269/07
▪ Huntley Media Services (Pty) Ltd	1996/015134/07
▪ CommerceZone (Pty) Ltd	1996/015095/07
▪ MultiChoice Operations (Pty) Ltd	2006/009259/07
▪ MultiChoice Mobile Operations (Pty) Ltd	2007/019879/07
▪ MultiChoice Technical Operations (Pty) Ltd	2006/006198/07
▪ MultiChoice (Pty) Limited	1994/009083/07
▪ MultiChoice Support Services (Pty) Ltd	2007/014131/07
▪ MultiChoice Investments (Pty) Ltd	1999/015521/07
▪ Electronic Media Network (Pty) Ltd	1985/002853/07
▪ SuperSport International Holdings (Pty) Ltd	1997/004203/07
▪ SuperSport International (Pty) Ltd	1997/004108/07
▪ SuperSport Sports Holdings (Pty) Ltd	1997/004109/07
▪ SuperSport United Football Club (Pty) Ltd	1994/002185/07

(Collectively referred to as the MultiChoice Group)

11. SCOPE OF MANUAL

Despite the fact that one manual has been compiled for all the entities within the MultiChoice Group it is not intended that the separate entities accept joint and several liability for the actions of the other entities within the MultiChoice Group. Accordingly, the manual applies separately to each entity within the MultiChoice Group and any request must be made in respect of the relevant entity.

12. **FORM OF REQUEST** (Section 53(1) of the Act)

REQUEST FOR ACCESS TO RECORD OF PRIVATE BODY

(Section 53(1) of the Promotion of Access to Information Act, 2000 (Act No. 2 of 2000))

[Regulation 10]

A. PARTICULARS OF PRIVATE BODY

The Head:

B. PARTICULARS OF PERSON REQUESTING ACCESS TO THE RECORD

<p>a) <i>The particulars of the person who requests access to the record must be recorded below.</i></p> <p>b) <i>Furnish an address and/or fax number in the Republic to which information must be sent.</i></p> <p>c) <i>Proof of the capacity in which the request is made, if applicable, must be attached.</i></p>

Full names and surname: _____

Identity Number: _____

Postal address: _____

Fax number: _____

Telephone number: _____

E-mail address: _____

Capacity in which request is made, when made on behalf of another person:
_____.

C. PARTICULARS OF PERSON ON WHOSE BEHALF REQUEST IS MADE

This section must be completed only if a request for information is made on behalf of another person.

Full names and surname: _____

Identity Number: _____

D. PARTICULARS OF RECORD

- a) *Provide full particulars of the record to which access is requested, including the reference number if that is known to you, to enable the record to be located.*
- b) *If the provided space is inadequate please continue on a separate folio and attach it to this form. **The requester must sign all the additional folios.***

1. Description of record or relevant part of the record:-

2. Reference number, if available: _____

3. Any further particulars of record: _____

E. FEES

- a) *A request for access to a record, other than a record containing personal information about yourself, will be processed only after a **request fee** has been paid.*
- b) *You will be notified of the amount requested to be paid as the request fee.*
- c) *The fee **payable for access** to a record depends on the form in which access is required and the reasonable time required to search for and prepare a record.*
- d) *If you qualify for exemption of the payment of any fee, please state the reason therefore.*

Reason for exemption from payment of fees: _____

F. FORM OF ACCESS TO RECORD

<i>If you are prevented by a disability to read, view or listen to the record in the form of access provided for in 1 to 4 hereunder, state your disability and indicate in which form the record is required.</i>	
Disability: _____ _____ _____	Form in which record is required: _____ _____
<i>Mark the appropriate box with an "X".</i>	
<i>Notes:</i>	
a) <i>Your indication as to the required form of access depends on the form in which the record is available.</i>	
b) <i>Access in the form requested may be refused in certain circumstances. In such a case you will be informed if access will be granted in another form.</i>	
c) <i>The fee payable for access to the record, if any, will be determined partly by the form in which access is requested.</i>	

1. If the record is in written or printed form				
	Copy of record*			Inspection of record
2. If record consists of visual images:- (this includes photographs, slides, video recordings, computer-generated images, sketches, etc.).				
	View the images		Copy of the images*	Transcription of the images*
3. If record consists of recorded works or information which can be reproduced in sound				
	Listen to the soundtrack (audio cassette)			Transcription of soundtrack* (written or printed document)
4. If record is held on computer or in an electronic or machine readable form -				
	Printed copy of record*		Printed copy of information derived from the record*	Copy in computer readable form* (stiffy or compact disc)

<p>*If you requested a copy or transcription of a record (above), do you wish the copy or transcription to be posted to you? A postal fee is payable</p>	<p>Yes</p>	<p>No</p>
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G. PARTICULARS OF RIGHT TO BE EXERCISED OR PROTECTED

*If the provided space is inadequate please continue on a separate folio and attach it to this form. **The requester must sign all the additional folios.***

1. Indicate which right is to be exercised or protected:

2. Explain why the requested record is required for the exercising or protection of the aforementioned right:-

H. NOTICE OF DECISION REGARDING REQUEST FOR ACCESS

You will be notified in writing whether your request has been approved/denied. If you wish to be informed thereof in another manner, please specify the manner and provide the necessary particulars to enable compliance with your request.

How would you prefer to be informed of the decision regarding your request for access to the record? _____

Signed at _____ this _____ day of _____ 20__

SIGNATURE OF REQUESTER / PERSON
ON WHOSE BEHALF REQUEST IS MADE

12. **PRESCRIBED FEES**

12.1 The fee for a copy of the manual as contemplated in regulation 9(2)(c) is R1,10 for every photocopy of an A4-size page or part thereof.

12.2 The fee for reproduction referred to in regulation 11(1), is as follows:-
R

(a) For every photocopy of an A4-size page or part thereof 1,10

(b) For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine readable form 0,75

(c) For a copy in a computer-readable form on:-

i) stiffy disc 7,50

ii) compact disc 70,00

(d) i) For a transcription of visual images, for an A4-size page or part thereof 40,00

ii) For a copy of visual images 60,00

(e) i) For a transcription of an audio record, for an A4-size page or part thereof 20,00

ii) For a copy of an audio record 30,00

12.3 The request fee payable by a requester, other than a personal requester, referred to in regulation 11(2) is R50,00.

12.4 The access fee payable by a requester referred to in regulation 11(3) are as follows:-

	R
(1)(a) For every photocopy of an A4-size page or part thereof	1,10
(b) For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine readable form	0,75
(c) For a copy in a computer-readable form on:-	
i) stiffy disc	7,50
ii) compact disc	70,00
(d) i) For a transcription of visual images, for an A4-size page or part thereof	40,00
ii) For a copy of visual images	60,00
(e) i) For a transcription of an audio record, for an A4-size page or part thereof	20,00
ii) For a copy of an audio record	30,00
(f) To search for the record for disclosure, R30,00 for each hour or part of an hour reasonably required for such search and operation.	
(2) For purposes of section 54(2) of the Act, the following applies:-	
(a) Six hours as the hours to be exceeded before a deposit is payable; and	
(b) one third of the access fee is payable as a deposit by the requester.	

- (3) The actual postage is payable when a copy of a record must be posted to a requester.