



MULTI CHOICE

ENRICHING LIVES

MultiChoice Group Limited (MCG)

including all subsidiaries and business units, together called the MultiChoice Group

Sustainable Development Policy

CARE CONNECT CREATE

DStv

GOtv

showmax



DStv
Media Sales

irdeto

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1 Overview

MCG recognises that sustainable development is a global imperative that results in both opportunities and risks for business. MultiChoice Group, as a global internet and entertainment group and one of the largest technology investors in the world and aims to position itself to meet such challenges.

As MultiChoice Group expands its business, it aims to contribute to the communities in which it operates; develop its own people; contribute to general economic prosperity; and minimise its impact on the environment.

Sustainable development means meeting the needs of the present without compromising those of the future. MultiChoice Group wants to interact with, and respond to, the opportunities and challenges presented by the **triple context** in which we operate and the **capitals** that we use and affect, to create value over time.

In the integrated annual report, we use the six capitals model to explain to our stakeholders how MultiChoice Group creates value over time. Integrated annual reporting follows a process of integrated thinking that underpins:

- Seeing MCG as an integral part of society and a responsible corporate citizen;
- A stakeholder-inclusive approach;
- Sustainable development; and
- Integrated reporting.

In formulating this policy, areas in which the MultiChoice Group can make a meaningful contribution to sustainable development in the societies in which it operates were analysed, facilitating the integration of these aspects into day-to-day operations and the formulation of strategy.

2 Proportionality

A one-size-fits-all approach to governance is not appropriate in the MultiChoice Group as the various controlled companies in the MultiChoice Group are at various stages of maturity. As a consequence, our approach will take into account proportionality for the individual businesses, such as size and workforce, resources and complexity of activities.

Definitions

The triple context means the combined context of the economy, society and environment in which the company operates.

The capitals or six capitals are stocks of value on which the company depends for its success as inputs to its business model, and which are increased, decreased or transformed through the company's business activities and outputs. *Definition from the International <IR> Framework (2013), International Integrated Reporting Council.*

These consist of financial, manufactured, intellectual, human, social and relationship, and natural capital. Each of these are described in the *International <IR> Framework*.

3 Responsibility

The MCG board acknowledges that MCG's core purpose, risks and opportunities, strategy, business model, performance and sustainable development are all inseparable elements of the value creation process. The MCG board is ultimately responsible for ensuring that sustainable development is integrated into MultiChoice Group's business strategy. The MCG board ensures that processes are in place to assess and responsibly respond to any negative consequences of its activities and outputs in terms of the **triple context** in which it operates and the **capitals** which it uses and affects. As part of its oversight of performance, the MCG board should be alert to the general viability of MCG with regard to its reliance and effects on the capitals, its solvency and liquidity, and its status as a going concern.

The MCG and MCSAH boards have delegated oversight of and reporting on sustainable development and corporate citizenship to the MCG social and ethics committee.

The MCG board delegates to management the implementation of this policy.

4 Objectives

The MultiChoice Group connects people to each other and the wider world, help people improve their daily lives, and entertain audiences with the best of local and global content.

MultiChoice Group is a global internet and entertainment group and one of the largest technology investors in the world. MultiChoice Group builds leading companies that empower people and enrich communities.

Economic

What we do:

- We conduct business fairly, ethically and with integrity. Our code of ethics and conduct guides us.
- We invest in talented founders and companies with the ambition to expand globally.
- We aim to comply with laws and regulations, including paying taxes and levies due to governments and compliance with South African economic transformation laws.
- We aim to provide value for stakeholders, including shareholders.

Environment

Through improvement and sustainable technological innovation, the group strives to create solutions that maximise its environmental performance. We are committed to limiting our direct impact on the environment.

How we do this:

- We perform regular risk assessments identifying the operations where our direct impact on the environment is most significant.
- We try to utilise advanced technologies in our operations to reduce their impact on the environment. The nature of the technology differs from one segment of the business to the other.
- We monitor the environmental compliance standards at our facilities and participate in third-party reviews to improve performance.
- We measure and report on our carbon footprint to understand and manage our direct impact on the environment.
- We respond to situations where operations have had an adverse effect on the environment.
- We use environmentally responsible and sustainable resources to meet our operational needs, and conserve non-renewable natural resources.
- Where possible we use environmentally responsible and sustainable energy sources, invest in improving energy efficiency in our operations on an ongoing basis and design energy-efficient facilities.
- We aim to influence our suppliers to adopt a similar approach in supplying materials and services to us.
- We reduce waste where possible.

Social

MultiChoice Group takes its responsibility towards the communities in which it operates seriously. We promote the well-being of society, our customers and our employees by

contributing to programmes and initiatives that improve quality of life in these communities

How we do this:

Community

- We respect human rights.
- The MultiChoice Group operates in various countries internationally and endeavours, where possible and economically feasible, to employ local citizens.
- In South Africa we support previously disadvantaged businesses by actively seeking such suppliers.
- We contribute to the communities in which we live and work. We support them through community involvement and, in some communities in which we operate, we contribute to educational and health programmes.

Our people

- We invest in our people, equipping them with the tools, technology and training they need to do their jobs, while providing opportunities for personal growth and development. In South Africa we recruit employees from previously disadvantaged communities where possible.
- We invest in the continuous development of our people.
- We reward employees fairly.
- We encourage our employees to contribute to the sustainability and innovation initiatives in the MultiChoice Group.
- We respect the rights of our employees and their diversity.
- We encourage employees to report areas where the MultiChoice Group might be failing in its business conduct and values through secure channels.
- We endeavour to comply with local employment laws.

Health and safety

- We perform regular risk assessments on health and safety matters at our facilities.
- We aim to have an injury-free workplace.
- We train people at our higher-risk facilities in matters of health and safety pertinent to that facility or operation.
- We monitor management's mitigating actions through regular operational, internal and external auditing and reporting processes.
- A healthy workforce contributes to business success.
- Several of our businesses provide medical aid and wellness programmes for their staff.

- We aim to comply with the relevant laws.

We regularly review our progress in achieving a balanced sustainable organisation and identify areas for improvement. The MultiChoice Group recognises that it is a process requiring ongoing measurement and improvement.

5 Document properties

MultiChoice Group		Document Number	
		MCG-GRP-BOARD-031	
Sustainable development policy		Effective Date	
		03/04/2020	
Initiated By:		Reviewed By:	
Carmen Miller		Tim Jacobs	
Governance Partner		Group chief financial officer	
			
2 April 2020, minutes		Board of directors	
Rev. No.	Rev. Date	Section/s	Description of Change
1	10 Dec 2018		New policy
2	2 April 2020		Mere semantic and grammar related amendments