



MULTI CHOICE
ENRICHING LIVES

SUSTAINABLE DEVELOPMENT POLICY

Approved by board: 29 September 2017

MultiChoice South Africa Holdings Pty Ltd,
including all subsidiaries and business units together called the MultiChoice Group

CARE CONNECT CREATE



1. INTRODUCTION

MultiChoice recognises that sustainable development is a global imperative that results in both opportunities and risks for business. MultiChoice as a leading multimedia group, aims to position itself to meet such challenges.

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

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

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

Definitions

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

The capitals or six capitals are the 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*.

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2. RESPONSIBILITY

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

The boards delegated oversight of and reporting on sustainable development and corporate citizenship to the audit and risk committees.

The boards delegates to management the implementation of this policy.

3. OBJECTIVES

MultiChoice companies connect 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 comprises businesses that operate pay-television subscriber platforms, pay-television channels, internet and mobile platforms, commercial airtime sales and on-air sponsorship in South Africa. Through its various operations, the group wants to be useful to the communities it serves.

Economic

What we do:

- We package and create content and develop communities.
- We build brand names around them.
- We run platforms that distribute media products, support e-commerce and sell advertising.
- 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.



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- We contribute to increasing the long-term viability of our communities.
- We invest in talented founders and companies with the ambition to expand globally.
- We conduct business fairly, ethically and with integrity. Our code of business ethic and conduct guides us.
- 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.
- We try to utilise advanced technologies in our operations to reduce the impact on the environment.
- We measure and report on our carbon footprint to understand and manage our direct impact 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.



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Social

MultiChoice 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.
- 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 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.
- 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 group.
- We respect the rights of our employees and their diversity.
- We encourage employees to report areas where the group might be failing in its business conduct and values through secure channels.
- We endeavour to comply with 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.



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- We train people at our 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. We provide medical aid and wellness programmes for their employees.
- We aim to comply with relevant laws.

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

4. MONITORING AND REPORTING

MultiChoice annually prepare an integrated report containing information that records how the group has affected the social, environmental and economic/financial aspects of the triple context in which it operates during the year under review. In addition, information is provided on how the group intends to improve the positive aspects and reduce the negative aspects identified and specific disclosures will be made in relation to corporate citizenship as required by King IV.

The boards are responsible for the integrity of integrated reporting and ensures that reports issued by MultiChoice enable stakeholders to make informed assessments of MultiChoice's performance, and its short, medium and long-term prospects. The audit committee has been tasked to oversee sustainability issues in the integrated report and will assist the board in its review by ensuring that the information is reliable and that no conflicts or differences arise when compared to the financial results.

The group will use a combined assurance model to support the integrity of integrated reporting and external reports, which disclose information about the type of assurance process applied, in addition to the independent, external opinions provided in terms of legal requirements.

