



Industrial Development Corporation

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Language *Policy*

POLICY CONTEXT

The IDC subscribes to the Use of Official Languages Act 12 of 2012, which was introduced by 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.

As a national public entity, the IDC 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.

PURPOSE OF THE POLICY

This policy has been developed to give effect to the Use of Official Languages Act and 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 communications to targeted communications for various purposes.

While the IDC encourages and supports the promotion of official languages, due to the nature of the corporation, its business and the financial implications of using all 11 official languages, it will strive to achieve balance in the use of languages and pragmatic application of the policy across its various communications platforms.

SCOPE

Scope of Application

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, communications, media and public relations activities.

The policy is applicable to communications with the public, official IDC notices and inter- and intra-government communications.

Where reasonably practicable, any information requested in terms of the Promotion of Access to Information Act, No 2 of 2000 (PAIA) Manual is included in the scope.

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:

- Annual reports;
- Financial statements;
- Economic reports;
- All research documents;
- Company presentations; and
- Any information where access to that information record is prohibited in terms of the IDC's PAIA Manual.

Official Languages of the IDC

The IDC operates across all nine 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 languages, is the official business language of the corporation and will be used in day-to-day communications, both verbally and in the written form.

English will be the transactional language used in other forms of communication as required by the IDC's operations.

Statistical considerations, as well as the provincial landscape, have been taken into account in selecting the official languages that the IDC will use. South Africa has three broad categories of language groupings and this has been taken into consideration, as well as the frequency of use of languages, when selecting the IDC's official languages.

These include:

- English as the official business language
- IsiZulu (to cover the Nguni-based languages)
- Sesotho (to cover the Sotho-based languages)

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 IDC's official languages do not suffice. Having taken statistics on provincial use of languages into consideration, the following will apply:

- Western Cape: isiXhosa and Afrikaans
- Eastern Cape: isiXhosa
- Northern Cape: Setswana and Afrikaans
- Limpopo: Sepedi and Xitsonga
- Mpumalanga: Siswati and Ndebele
- Free State: Afrikaans and Sesotho
- North West: Setswana

The IDC will consider all requests for translation, regardless of which province the request originates from, as long as it is a language stipulated as part of the corporation's Language Policy.

Application

The use of provincial languages will only apply to the following documents:

- Individual correspondence to clients upon request; and
- Funding criteria, business guidelines and the IDC's corporate brochure upon request.

English will be the official transactional language of operation of the IDC, internally, in both the spoken and written form, including all internal communications 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.

Translation and Interpreting

In instances where sign language interpretation is required, provision will be made only in the following instances:

- Large-scale events or addresses made by the corporation, including but not limited to:
 - Conferences;
 - Annual results announcements; and
 - Any other major public event organised by the IDC.

Sign language interpretation 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 above.

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.

All requests for translation in the written form will be done within 30 business days of such requests being received.

Requests for translation will be subject to the following process:

- Request to be submitted in writing to the relevant Executive, SBU Head or Regional Manager.
- The relevant Executive, SBU Head or Regional Manager will forward, within two business days, such requests to the Language Unit.
- The Language Unit will assess the request based on stipulations outlined above and will advise those who have requested translation on the outcome.
- 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.
- In instances where hard copies have been requested, this will be done on ordinary white paper and the IDC will incur postage or courier costs associated with sending the material to those who have requested translation.

Requests for sign language interpretation, should be submitted in writing, 30 days prior to such services being required.

Access to Policy

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.

Electronic versions are available online via the corporation's website: www.idc.co.za and can be emailed upon request.

Braille copies will be made available upon request, provided such requests are made 30 days prior to being required.

Complaints

All complaints regarding non-compliance to the Language Policy of the IDC must:

- Be in writing in the form of an email, letter or fax.
- Emailed complaints should be sent to: **service@idc.co.za**.
- Written complaints should be sent to: **P.O. Box 784055, Sandton, 2146**.
- Faxed complaints should be sent to: **011 269 3116**.

- Complaints must be lodged within three months of arising.
- Provide full details of the complaint, including details of the office or region it occurred.
- Directed to the Customer Experience Management Department.
- State the full contact details, including name, address and telephone numbers of the complainant.

Any person dissatisfied with the IDC's decision or ruling on their complaint may escalate their complaint to the National Department of Arts and Culture.

Contact IDC on:

Call Centre: **086 069 3888**

Email: **callcentre@idc.co.za**

Visit: **www.idc.co.za**



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