



# **THOBELA FM ANNUAL COMPLIANCE REPORT**

**MARCH 2018**

## **2016/2017 ANNUAL COMPLIANCE REPORT**

### **THOBELA FM**

**LICENCE PERIOD: 18 DECEMBER 2008 - 17 DECEMBER 2018**

#### **1. PREFACE**

The Independent Communications Authority of South Africa (the Authority) has a statutory mandate in terms of the Constitution<sup>1</sup>, the ICASA Act<sup>2</sup>, the Electronic Communications Act<sup>3</sup> (ECA) and the Broadcasting Act<sup>4</sup> to regulate broadcasting activities in South Africa in the public interest. Among the responsibilities of the Authority is the task to ensure compliance by broadcasting service Licensees with the terms and conditions of their licence and any relevant legislation and/or regulations.

The purpose of the report is to give an account of Thobela FM's compliance with the terms and conditions as set out in its licence for the 2016/2017 financial year. Aspects of compliance that are measured comprise of Format, Local Content Obligations, General Programming Obligations, Training and Skills Development, Finances, Complaints, South African Music Content Regulations, Regulations Regarding Standard Terms and Conditions, Universal Service and Access Fund (USAF) Regulations, Code on People with Disabilities and General Licence Fees Regulations.

#### **2. BACKGROUND**

Thobela FM is an Individual Sound Broadcasting Service Licensee of the South African Broadcasting Corporation (SABC). The radio station's mandate is to provide a full spectrum service to the geographic areas<sup>5</sup> of Gauteng; Mpumalanga and Limpopo. The radio station is located in Polokwane, Limpopo Province. According to the Broadcast Research Council of South Africa (BRC), the listenership figures for the last quarter of the period under review was 2 842 000<sup>6</sup> making it number five (5) in the Top Five of South Africa's biggest radio stations by listenership.

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<sup>1</sup> The Constitution of the Republic of South Africa, No 108 of 1996

<sup>2</sup> Act No. 13 of 2000, as amended

<sup>3</sup> Act No. 36 of 2005

<sup>4</sup> Act No. 4 of 1999

<sup>5</sup> Frequency Spectrum Licence

<sup>6</sup> <http://www.brcsa.org.za/brc-ram-radio-listening-jul-16-dec-16-oct-16-mar-17/>

### **3. COMPLIANCE ASSESSMENT**

#### **3.1 Ownership and Control**

Clause 1 of the licence stipulates that:

- 1.1 *Name of company/entity: The South African Broadcasting Corporation.*
- 1.2 *Shareholders: The State shall hold one hundred (100%) percent of the shares of the Corporation.*
- 1.3 *Ownership by persons from historically disadvantaged groups: N/A.*

There were no changes on the name and shareholding of the Licensee. Thobela FM forms part of the public service division of the SABC and is 100% owned by the State.

**The Licensee complies with clauses 1.1, 1.2 and 1.3 of its licence.**

#### **3.2 Geographic Coverage Area**

Clause 2 of the schedule to the licence states that:

*"The geographic coverage area is as defined in the map attached to the radio frequency spectrum licence".*

According to the frequency spectrum licence, the radio station's coverage areas are: Gauteng, Mpumalanga and Limpopo. Its transmitter sites are located in Blouberg; Dullstroom; Ga-Mabula; Haenertsburg; Hoedspruit; Johannesburg; Kwaggafontein; Louis Trichardt; Middleburg; Nylstroom; Potgietersrus; Pretoria; Thabazimbi; Tolwe and Tzaneen. The Licensee maintains that its coverage area is as defined in the frequency spectrum licence

**The Licensee complies with clause 2 of the schedule to its licence.**

#### **3.3 Language(s)**

Clause 3 of the licence states that the language of broadcast is as follows:

*"Principal Language: Sepedi".*

The Authority's monitoring exercise confirmed that Thobela FM's principal language of broadcast is Sepedi. This is applicable to all programmes including news and other broadcasts such as live sports commentary.

**The Licensee complies with clause 3 above.**

### **3.4 Format**

Clause 4.1 of the schedule to the licence states that:

*"The service authorised by this licence forms part of the public service division of the Licensee".*

Clause 4.2 stipulates that:

*"The licensed service shall be a full-spectrum service".*

Thobela FM forms part of the public service stations of the SABC and offers a full-spectrum service to its audience as outlined in the licence. This was confirmed during the Authority's monitoring exercise which found that the station engages in different topical issues of national interest.

**The Licensee complies with clause 4.1 of its licence.**

### **3.4 Local Content Obligations**

Clause 5 of the schedule to the licence stipulates that:

*"In each licence year, the Licensee shall, within thirty (30) days of the end of the quarter, submit to the Authority written records indicating the extent of:*

*Clause 5.1 different genres; and*

*Clause 5.2 South African Music Content in programme material broadcast in the licensed service during that quarter, in each instance, distinguishing between genres, providing the relevant details in relation to prime time and the period between 05h00 and 23h00 daily ("the South African broadcast period"), and expressing relevant details both as an aggregate in minutes and as a percentage of the total of all such programming material".*

The SABC's Thobela FM submitted its quarterly reports for the period under review as reflected in the tables below in line with the Compliance Procedure Manual Regulations. The figures show Thobela FM's compliance with the quotas set out by the Authority. These figures were verified during the Authority's monitoring exercise.

**First Quarter April – June 2016**

<b>Content/ Genre</b>	<b>ICASA Quota (Minutes Daily/Weekly)</b>	<b>THOBELA FM's Provision in week (Minutes Daily/Weekly)</b>	<b>THOBELA FM's Compliance (%)</b>
News	60min (Daily)	105min (Weekdays) 60 (Saturday) 60 (Sunday)	175%
Current Affairs	60min (Daily)	101 (Weekly) 60 (Saturday) 60 (Sunday)	168%
IKB	180min (Weekly)	1292min (Weekly)	718%
Education	300min (Weekly)	392min (Weekly)	131%
Children	60 min (Weekly)	72min (Weekly)	120%
Drama	150min (Weekly)	212min (Weekly)	141%

**Second Quarter July – September 2016**

<b>Content/ Genre</b>	<b>ICASA Quota (Minutes Daily/Weekly)</b>	<b>THOBELA FM's Provision in (Minutes Daily/Weekly)</b>	<b>THOBELA FM's Compliance (%)</b>
News	60min (Daily)	96min (Weekdays) 60 (Saturday) 60 (Sunday)	160%
Current Affairs	60min (Daily)	99 (Weekly) 60 (Saturday) 60 (Sunday)	165%
IKB	180min (Weekly)	1503min (Weekly)	835%
Education	300min (Weekly)	484min (Weekly)	161%
Children	60 min (Weekly)	75min (Weekly)	125%
Drama	150min (Weekly)	245min (Weekly)	163%

### Third Quarter October – December 2016

<b>Content/ Genre</b>	<b>ICASA Quota (Minutes Daily/Weekly)</b>	<b>THOBELA FM's Provision in (Minutes Daily/Weekly)</b>	<b>THOBELA FM's Compliance (%)</b>
News	60min (Daily)	101min (Weekdays) 60 (Saturday) 60 (Sunday)	168%
Current Affairs	60min (Daily)	114 (Weekly) 60 (Saturday) 60 (Sunday)	190%
IKB	180min (Weekly)	1471min (Weekly)	817%
Education	300min (Weekly)	378min (Weekly)	126%
Children	60 min (Weekly)	77min (Weekly)	128%
Drama	150min (Weekly)	236min (Weekly)	157%

### Fourth Quarter January – March 2017

<b>Content/ Genre</b>	<b>ICASA Quota (Minutes Daily/Weekly)</b>	<b>THOBELA FM's Provision in (Minutes Daily/Weekly)</b>	<b>THOBELA FM's Compliance (%)</b>
News	60min (Daily)	101min (Weekdays) 60 (Saturday) 60 (Sunday)	168%
Current Affairs	60min (Daily)	120 (Weekly) 60 (Saturday) 60 (Sunday)	200%
IKB	180min (Weekly)	1560min (Weekly)	867%
Education	300min (Weekly)	338min (Weekly)	113%
Children	60 min (Weekly)	77min (Weekly)	128%
Drama	150min (Weekly)	169min (Weekly)	113%

**The above quarterly submissions indicate compliance by Thobela FM with the set quotas during the 2016/2017 financial year.**

### **3.5 General programming obligations**

#### **3.5.1 General**

Clause 6.1.1 stipulates that:

*"The Licensee shall ensure that its programming adequately reflects the diversity of South Africa's Religions".*

The SABC's editorial policy<sup>7</sup> stipulates that:

*"Religious programmes should take account of regional factors, target audiences, language and cultural preferences, and the devotional needs of specific groups."*

During the period under review, the monitoring exercise found that Thobela FM broadcasts various shows that cater mainly for Christian religions of various denominations. On the show *"Le ke Letsatsi"*, the topic of discussion asked what it means to have faith or *"Bodumedi ke eng"*, and further interacts with listeners through phone-ins as well as through social media.

#### **The Licensee complies with clause 6.1.1 of its licence.**

Clause 6.1.2 of the licence stipulates that:

*"The Licensee shall take reasonable steps to provide programming that reflects the cultural and tradition needs of the audience".*

Thobela FM's programming is reflective of the cultures and traditions of the Limpopo Province community, particularly the Sepedi speaking people. The monitoring exercise revealed shows such as *Mekgolokwane*; *Mmino wa di Khwaere* and *O re fe lehono*. The language and topics used by the radio station bears testimony of the Licensee's compliance with this clause.

#### **The Licensee complies with clause 6.1.2 of its licence.**

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<sup>7</sup> An extract from the Licensee's Editorial Policy

Clause 6.1.3 stipulates that:

*"The Licensee shall during the South African performance period, provide programme material that caters and has due regard for the interests of all sectors of South African society and shall provide programming on health related issues, gender issues relevant to all age groups".*

Monitoring of Thobela FM's programming schedule confirmed that the radio station caters for the interests of all sectors of the South African public. The following programmes were monitored:

- *Ditla le Meso*: a weekly entertainment programme between 07:05 – 09:00, focusing on light discussions, music, interviews and other related topics.
- *Moswa le Bokamoso*: A weekly programme about youth issues, music and edutainment. The programme is broadcast on weekdays between 14:05 – 14:55

**The Licensee was found to be in compliance with clause 6.1.3 of its licence.**

### **3.5.2 News and Current Affairs**

Clause 6.2.1 of the schedule attached to the licence stipulates that:

*"The Licensee shall broadcast at least sixty (60) minutes of news programming each day during the South African performance period".*

The SABC's quarterly submissions report that the Licensee broadcasts a hundred and one (101) minutes of news each day.

The monitoring exercise identified at least seventy-five (75) minutes of news on each day of the week. An example of the news monitored is as follows:

- *"Mohlami wa Microsoft, Bill Gates otlala aba thuto ya lesomenne ya ngwaga ka ngwaga ya Nelson Mandela Foundation ka Pretoria lehono. Thuto yeo etla tshwarelwa khamphaseng ya Mamelodi Universiting ya Pretoria. Gates ore Mandela otlala gopolwa nako le nako. Goya ka foundation thuto yeo etlaba mabapi le merero yeo e amagwo Afrika Borwa le lefase ka bophara. Hlogophetishi ya foundation Sello Hatang oa hlalosa "Madiba has had a long relationship with Bill Gates. He's been one of the most influential in Madiba's circle of friends and we felt the voice that he would like to have. It's not just giving, they also get a lot back"*
- *"Legae la Madiba le itukishetsa go keteka letsatsi la Mandela gosasa. Meletlo ya ka Qunu ka Eastern Cape e thomile ka dipapadi le mananeo a dithuto. Molaodi wa*



*lebakanyana wa medito ya setso Sakhwe Sondo "the significance of this is to draw from our own cultural heritage and teach up and coming youth to understand that Sport and Recreation, was played by African people long before the advent of white rule in the country. So we are seeking to rally the youth to walk in the footprints of Madiba."*

- *"ANC e lemoshitse bahlaola ba mokgatlo gore batla foloshwa ditulo ge ba ka huduwa di wardeng tsa bona morago ga go kgethwa. Mafellong a beke ANC e rometse baetapele ba mokgahlo go akaretswa Motlatsa Presidente Cyril Ramaphosa le Tona ya Masheleng Pravin Gordhan Kwa Zulu Natal goya go goboketsa thekgo dikgethong tsa mebaspala tsela tharo kgwedding ya Phato. Gaabe a bolela le bathekgi ba diketekete ka Phoenix, KZN modulasetulo wa province wa ANC Sihle Zikalala o boletse gore bolekgotla ba mokgahlo ba banyakago go huduga fao ba kgethilwego, ba swanetse go fetola megopolo."*
- *"Ka lebaka la tlaselo e 'ngoe e tšosang ea mobu oa Fora, Nampong ena mantsiboeeng a 14 July, Mopresidente oa Fora o tlisitse tlhokahalo ea bonngoe ba naha le boikemisetso ba Fora ea ho hlōla morabe oa jihadist. Prime Minister Manuel Valls le Letona la Ditaba Tsa ka Hare Bernard Cazeneuve ba ka rata ho hlakisa ketso eo 'Musu o ntseng o e nka ho tloha ka 2012 ho loantša lefu lena le latelang"*

#### **The Licensee complies with clause 6.2.1 of its licence.**

Clause 6.2.2 stipulates that:

*"The Licensee shall broadcast at least sixty (60) minutes of current affairs programming each day during the South African performance period".*

The Licensee's quarterly reports indicate that Thobela FM broadcasts hundred and one (101) minutes of current affairs programming per week during the South African performance period.

The monitoring exercise identified at least three (3) current affairs programmes from Monday to Friday as follows:

- *"TabaKgolo Evening":* Current Affairs programme between 20:00 – 21:00
- *"Hlokwa la Tsela: Mantsiboa":* Current Affairs Midday between 18:05 – 19:00.
- *"Hlokwa la Tsela: Ntshebele. Motho o sebela ke wabo":* Current Affairs Morning between 06:05 – 07:00.

**The Licensee was found to be in compliance with clause 6.2.2 of its licence document.**

Clause 6.2.3 stipulates that:

*"The Licensee shall in the production of its news and current affairs programming:*

- (i) Exercise full editorial control in respect of the contents of such programming;*
- (ii) Include matters of international, national, regional and where appropriate, local significance*
- (iii) Meet the highest standards of journalistic professionalism;*
- (iv) Provide fair, unbiased, impartial and balanced coverage independent from governmental, commercial or other interference; and*
- (v) Provide reasonable opportunity for the public to receive a variety of points of view on matters of public concern".*

The Licensee's editorial policies indicate that the Licensee exercises full editorial control in respect of contents of its programming. The editorial policies further indicate that the Licensee endeavours to meet the highest standards of journalistic professionalism. Furthermore, it provides fair, unbiased and impartial coverage independent from government, commercial or other interference.

During the period under review, the monitoring exercise revealed that Thobela FM broadcasts matters of national and international significance. In its current affairs programmes, the radio station provides an opportunity for the public to receive a plurality of views on matters of public concern. The Licensee's Editorial Policies form part of the SABC's Charter.

**Monitoring of Thobela FM's news and current affairs programmes during the year under review not only demonstrated compliance with clause 6.2.3 of its licence but the Charter as contained in the Broadcasting Act.**

### **3.5.3 Programming targeted at Children**

Clause 6.3.1 of the licence stipulates that:

*"The Licensee shall, in the provision of the licensed service, broadcast at least one (1) hour programming targeted at children (as contemplated in section 10(1) (g) of the Broadcasting Act) per week during the South African performance period".*

The Licensee submits that it has broadcast at least seventy-two (72) minutes of children's programming per week. The monitoring exercise identified the following programmes targeting children:

*Lesang Bana*; *Teen Zone* as well as *Youth Ke Yona*. These programmes tackle various topics that interest young people with themes such as Education, Health and other knowledge building topics.

**The Licensee complies with clause 6.3.1 of the schedule to its licence.**

Clause 6.3.2 stipulates that:

*"In the production of its children's programming, the Licensee shall ensure that children's programming is:*

- (i) broadcast at the times in the day when children are available to listen;*
- (ii) targeted at and appropriate for children between the ages of nought (0) to six (6) years and seven (7) to twelve (12) years respectively; and*
- (iii) educational and is made from a children's point of view".*

The following programmes were monitored:

- *"Lesang bana"*: broadcast between 07:00 – 08:00 on Sundays; and
- *"State your mind"*: A weekly show broadcast between 09h05 and 09h30 on Saturday.

These programmes were broadcast from children's point of view and catered for the age groups as mentioned above. The programmes were broadcast at the times when children were expected to be home.

**The Licensee complies with clause 6.3.2 of its licence.**

**3.5.4 Educational Programming**

Clause 6.4 of the licence stipulates that:

*"The Licensee shall broadcast at least five (5) hours of educational programming (as contemplated in section 10(1) (e) of the Broadcasting Act) per week within the South African performance period".*

The Licensee's quarterly submissions indicate Thobela FM achieves on average three hundred and thirty-eight (338) minutes of educational programming weekly.

The Authority's monitoring exercise identified the following educational programmes, amongst others:

- *Teen Zone*: A daily offering between 09h05 and 09h30.
- *Youth Ke Yona*: a weekly program between 09:30 – 10:00 focusing on educational issues.

**The Licensee complies with clause 6.4 of the licence document.**

### **3.5.5 Drama**

Clause 6.5 of the licence stipulates that:

*"The Licensee shall broadcast at least two and a half (2 ½) hours of drama per week within the South African performance period".*

The Licensee's quarterly submissions reflect that Thobela FM broadcasts at least two hundred and thirty-six (236) minutes of drama per week, during the South African performance period.

During the period under review, the monitoring exercise confirmed that the radio station broadcasts drama each day of the week. The duration of the drama is approximately fifteen (15) minutes each.

The following drama was monitored:

- *"Mahlakung"*: weekdays between 19:45 – 20:00 and repeated in the morning of every day of the week between 11:45 – 12:00

At least two hundred (200) minutes of drama programming was monitored during the South African performance period in each week.

**The Licensee complies with clause 6.5 of its licence.**

### **3.5.6 Informal Knowledge-Building Programmes**

Clause 6.6 of the licence stipulates that:

*"The Licensee shall broadcast at least three (3) hours of informal knowledge building programming per week within the South African performance period".*

The Licensee's quarterly submission reports that Thobela FM broadcast at least twenty-six (26) hours of Informal Knowledge Building programming per week within the South African Performance Period.

The following IKB programme was monitored:

- "Tabakgolo" broadcast on weekdays between 20:05 and 21:00 weekdays. The show discusses various topics of any nature and issues that are topical at the time. Furthermore, when there are Premier Soccer League (PSL) games, the show does not take place on the day. At least five (5) hours of IKB programming per week was monitored.

**The Licensee complies with clause 6.6 of the licence document.**

### **3.6 Training and Skills Development Obligations**

Clause 7 of the schedule attached to the licence stipulates as follows:

- 7.1 *The licensee must adopt and implement equal opportunity employment practices.*
- 7.2 *The licensee must ensure that its management and staff are representative of South African society and that its human resource policies takes into account the development of managerial, production, technical and other skills and expertise, particularly with regard to the historically disadvantaged persons.*
- 7.3 *The licensee shall endeavour to achieve fair and reasonable participation by historically disadvantaged persons with respect to:*
  - (a) *its management and control structures;*
  - (b) *skills development;*
  - (c) *enterprise development; and*
  - (d) *procurement*

The SABC submitted a training and skills development report indicating that its management and staff is representative of South African society. Further, for the period under review there was reasonable participation by historically disadvantaged people with respect to its management and skills development.

The SABC ensured that the learning and development needs are strategically aligned to business needs so as to bring about positive business impact and increases in the productivity level at large.

According to the Licensee's report on its Annual Employment Equity and Skills Development Plan, the Licensee strives for the creation of an "equitable working environment, in which the dignity of all individuals is respected and the diversity of all employees are valued." In this report, the SABC further advances that at least 86% of their overall staff complement are Black people; while 78% of its management are people from historically disadvantaged backgrounds.

The Licensee submits that it has exceeded most of the quotas prescribed by licence conditions. However, the Licensee submits that it is unable to reach their 50% target of females in the organisation. The Licensee fell short by less than 1% from reaching this target as it is currently sitting on 49.14%. Although 78% of females in management are black.

The Licensee further submits that it intends to adhere to its BBBEE obligations and remains committed to contributing to the growth of the South African Economy through the empowerment of previously disadvantaged individuals<sup>8</sup>.

*7.4 The licensee must, within thirty (30) days of the end of each financial year, provide the Authority with written information regarding its compliance with the above requirements".*

The Licensee submitted its Training and Skills Development Plan to the Authority for the period under review.

**The Licensee complies with clause 7 of the schedule to its licence.**

### **3.7 Provision of Audited Financial statements to the Authority**

Clause 8 of the licence stipulates that:

*"The Licensee shall provide the Authority with the audited annual financial statements of the licensed service within four (4) months of the end of the licensee's financial year, provided that the licensee may on good cause apply to the Authority for extension".*

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<sup>8</sup> Training & Skills Development Report

The Licensee submitted its Audited Financial Statements for the 2016/2017 financial year within the stipulated timeframe.

**The Licensee complied with clause 8 of its licence.**

#### **4. REGULATIONS**

##### **4.1 ICASA South African Music Content Regulations**

Regulation 3.1 of the South African Music Content<sup>9</sup> as published on 31 January 2006 stipulates that:

*"Every holder of a public sound broadcasting licence to which these regulations apply must ensure that after eighteen months of the gazetting of these regulations, a minimum of 40% of the musical works broadcast in the performance period consist of South African music and that such South African music is spread reasonably evenly throughout the said period."*

During the period under review, Thobela FM's music content constituted at least 80% of South African Music. Thobela FM's playlist is dominated by South African artists. Among those enjoying air play on Thobela FM's music schedule are: *Lucas Moloba; Bright Blue; Zaza; Frank Leepa and Sankomota.*

**The Licensee complied with regulation 3.2 of the South African Music Content Regulations.**

##### **4.2 Regulations regarding Standard Terms and Conditions for individual licences**

Regulation 11 (3) of the standard terms and conditions<sup>10</sup> stipulates that:

*"A station must clearly identify itself at intervals of not more than thirty (30) minutes."*

Thobela FM's promos were identified frequently during the period under review and these were broadcast at intervals of not more than ten (10) minutes apart. The promos carried the name of the station and frequency details.

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<sup>9</sup> South African Music Content Regulations

<sup>10</sup> Regulations regarding the Standard Terms and Conditions for Individual Licensee's

Furthermore, there was no incident of non-compliance with the Standard Terms and Conditions for Individual Licences Regulations found.

**The Licensee complied with the Regulations on Standard Terms and Conditions for Individual Licensees.**

#### **4.3 Universal Service and Access Fund Regulations**

Regulation 3 of the USAF Regulations<sup>11</sup> stipulates that:

- (1) "Every holder of a licence granted in terms of Chapters 3, 4 and/or 9 or converted in terms of Chapter 15 of the Act, must pay an annual contribution of 0.2% of its Annual Turnover to the Fund".*
- (2) "A BS licensee who has paid an annual contribution to the MDDA must set off that contribution against its USAF Contribution, provided that the MDDA contribution and the USAF contribution against which it is set off are for the same financial year".*

The Authority received confirmation of payment in a form of a Section 18A certificate from the MDDA and the Licensee submitted proof of payment<sup>12</sup> to the Authority.

**The Licensee complied with the regulations in respect of Universal Service and Access Fund.**

#### **4.4 Regulations on the Code For Person With Disabilities**

Form 7C: Code For Person With Disabilities contained in the Compliance Procedure Manual Regulations requires broadcasting licensees to annually complete the form in accordance with the Licensee's financial year end.

During the period under review, the Licensee conducted the SABC National Disability Committee quarterly meetings to monitor and evaluate progress against its Disability mainstreaming objectives. The Licensee also conducted disability audits that provides an indication of the physical changes necessary to ensure an accessible workplace. From 03 November 2016 to 03 December 2016, the Licensee hosted the National Disability Rights Awareness Month campaign, at which awareness was created internally around issues

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<sup>11</sup> Universal Service and Access Fund Regulations

<sup>12</sup> Proof of SABC's contribution to the USAF



related to disabilities. The campaign included disability awareness clips; a disability declaration campaign as well as a *Breakfast in the Dark* session for the SABC KZN management teams.

The following are the other disability awareness campaigns hosted by the Licensee:

- National Blind Buddy Day;
- Autism Awareness;
- Albinism Awareness;
- Deaf Awareness; and
- Casual day.

The Licensee further conducted verifications of all declared disabilities and identification of reasonable accommodation needs, as well as participation in career exposure initiatives for scholars with disabilities.

The SABC also reported that Employees with disabilities represent 2.13% of the entire workforce. During the reporting period, the Licensee met its target of 2% of employees with disabilities and intends to focus on this aspect where the aim is to reach 4% of employees with disabilities by 2019. Furthermore, the Licensee reports that at least 77% of its employees with disabilities are black and of those, 60% are women. Gauteng has the highest number of employees with disabilities with the Auckland Park office housing 62% of them.

Producers are encouraged to establish relationships with organisations for people with disabilities to use for content when the need arises.

**The Licensee has demonstrated compliance with the.**

#### **4.5 COMPLAINTS**

Form 12A: Complaints Report of the Compliance Procedure Manual Regulations read with the Code of Conduct for Broadcasters require that broadcasters complete the form bi-annually in accordance with the Licensees' Financial Year.

There were no complaints submitted to ICASA on the SABC's compliance with its licence terms and conditions for the year under review.

## **5. CONCLUSION**

The Licensee complied with its licence terms and conditions and related regulations that governs public broadcasters during the period under review.

## **6. TERMS OF REFERENCE**

- Attachment 1 : Thobela FM's Broadcasting Service Licence;
- Attachment 2 : Thobela FM's Frequency Spectrum Licence;
- Attachment 3 : Extract from the Licensee's Editorial Policy;
- Attachment 4 : Training & Skills Development Report;
- Attachment 5 : Regulations regarding The Standard Terms and Condition;
- Attachment 6 : Universal Service and Access Fund Regulations;
- Attachment 7 : Regulations on Code For Person With Disabilities; and
- Attachment 8 : Proof of SABC's Contribution to USAF.