



Your online presence
is our business

ANNUAL REPORT
2020/2021

.zadna
Domain Name Authority

This is the 2020/2021 annual report of the .ZA Domain Name Authority (ZADNA). It reports on ZADNA's performance towards the achievements of its set annual targets in line with ZADNA's mandate, and is submitted to the Honourable Minister of Communications and Digital Technologies as stipulated in the Electronic Communications and Transactions (ECT) Act 25 of 2002.

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PART A: GENERAL INFORMATION

1.1 ZADNA GENERAL INFORMATION

Registered Name of the Entity

The ZA Domain Name Authority NPC (ZADNA)

Registration Numbers and/or Other Relevant Numbers

2003/021150/08

Registered Office Address

1st Floor
Sanofi House
44 Grand Central Boulevard
Midrand
1685

Postal Address

P O Box 4620
Halfway House
1685

Contact Telephone Numbers

+27 10 020 3910

Website Address

www.zadna.org.za

External Auditors information

Rakoma & Associates Inc.
Ground Floor Building B
Monte Circle Office Park
178 Monte Casino Boulevard
Fourways
Johannesburg
2191

Banker's Information

ABSA
PO Box 4210
Pretoria
0001

Company Secretary

IKB Company Secretaries



1.2 KEY ABBREVIATIONS AND DEFINITIONS

ADR	means Alternative Dispute Resolution Regulations promulgated by the Minister of Communications to resolve disputes over .ZA domain names.
APP	means Annual Performance Plan.
ccTLD	means a “country code Top Level Domain” which is assigned by ICANN based on the ISO country code list to identify a country's Internet namespace (for example, .ZA for South Africa).
DNS	means “Domain Name System” of the Internet.
DCDT	means the Department of Communication and Digital Technologies.
ECT Act or Act	means the Electronic Communications and Transactions Act 25 of 2002.
EPP	means “Extensible Provisioning Protocol”, a flexible protocol designed for allocating objects within registries over the Internet. The motivation for the creation of EPP was to create a robust and flexible protocol that could provide communication between domain name registries and domain name registrars. These transactions are required whenever a domain name is registered or renewed, thereby also preventing domain hijacking.
gTLD	means “generic Top-Level Domain” and is a category used to identify TLDs other than ccTLDs. Typical gTLDs are dotAfrica (.africa), dotCapeTown (.capetown), dotDurban (.durban), dotJoburg (.joburg), dotcom (.com) and dotNet (.net).
ICANN	means the “Internet Corporation for Assigned Names and Numbers”, a California-based, not-for-profit company appointed by the United States Government to oversee a number of Internet-related tasks previously performed directly on behalf of the U.S. government, including coordination of the Internet Protocol address spaces (IPv4 and IPv6), assignment of address blocks to regional Internet registries, and management of the top-level domain namespace (DNS root zone), which includes the operation of root nameservers.
Minister	means the Minister of Telecommunications and Postal Services.

Rakoma	means the external auditors Rakoma & Associates Inc.
SLD	means “second level domain” which follows immediately below .ZA, such as ac.za, co.za and gov.za.
TLD	means “top-level domain” of the Internet domain name system.
ZADNA	means the “.ZA Domain Name Authority”.
ZACR	means “.ZA Central Registry”, the entity that ZADNA appointed to serve as the Central Registry operator for selected .ZA SLDs.



1.3 CHAIRPERSON'S FOREWORD

The 2020/2021 financial year presented businesses across the globe with unexpected and enormous challenges posed by the global pandemic. These challenges affected business operations across all sectors, which brought instability to the economy. To date, the effects are still evident.

With these new and devastating conditions, the Board of Directors had a mammoth task of overseeing and guiding the South Africa Domain Name Authority (ZADNA) to provide a secure, robust, and stable ZA name space; and ensure that the name space continued to provide accessible and affordable domain names with no downtime period.

A priority for the Board, was to ensure financial stability for the organisation and the continued resilience of the .za name space, as an increasing number of businesses adjusted their business models and moved to the online environment. This was evident by the record number of registrations received during the first and second quarter of 2020 financial year.

During the year under review, ZADNA successfully met

90%
OF ITS ANNUAL TARGETS,

as detailed below. It is important to note, that more could have been achieved, if it were not for several factors that adversely affected ZADNA's performance.



KEY HIGHLIGHTS

Through the Board's stewardship, ZADNA continued to mature its Corporate Governance processes, checks and balances; these improvements are confirmed by ZADNA's attainment of a clean audit for the 2020/2021 financial year.

We have seen a tremendous growth of the .za name space in the 2020/2021 financial year. This was shown by an increase in the registration numbers of the commercial .ZA Second Level Domains (SLDs) of thirty-two thousand, six hundred and eighty-one (32 681) registered in the first quarter; twenty-four thousand, four hundred and seven (24 407) in the second quarter; eight hundred and ninety-nine (899) in the third quarter and; nineteen thousand, three hundred and fifteen (19 315) in the last quarter of the financial year.

As the custodian of Internet Governance in South Africa, the Authority convened the annual South African Internet Governance Forum (ZAIGF) under the theme "Digital Interdependence". The forum had 11 sessions on various topics such as Education and Access to the Internet; Universal Access and Connecting the Unconnected; Enhancing Multistakeholder Approach in SA; Digital Economy and Opportunities; Unlocking the digital potential; Disinformation; Promoting cybersecurity during the COVID-19 era; Privacy and Protection of Personal Information; and Critical Internet Resources.

The Authority embarked on the review process of the .za Wholesale EPP fee and the Legacy System fee. Furthermore, it solicited views and inputs from stakeholders through a public consultative process and all submissions received were considered. The decision was made based on the public input received. Moreover, the Authority took into account the needs of all stakeholders, considering the prevailing economic climate. The increase of the Legacy System fee by R10.00 came into effect on 1 January 2021. The EPP Wholesale fee for co.za; org.za; web.za and net.za domain names also increased by R10.00, effective 1 April 2021.

Yours truly,



Ms Palesa Legoze
Chairperson of the Board
ZA Domain Name Authority

Through the concerted efforts and dedication of the ZADNA team, the Authority continued to empower communities with necessary skills and knowledge through the awareness, and registrar-reseller training programmes. The Authority conducted 15 registrar-reseller training efforts to capacitate South Africans with the essential knowledge and skillsets to become active participants within the domain name value chain. Furthermore, these were complemented by the 16 awareness campaigns and 12 media coverages to enhance awareness of the economic and commercial benefits of .za domain name registration.

At ZAIGF, a new Multistakeholder committee was elected that is tasked with coordinating and convening the annual ZAIGF for the next three year. I would like to extend a warm welcome to the new committee, and the members are:

- Ms. Nomshado Lubisi
- Adv. Zanyiwe Nthatsi-Asare (Chairperson)
- Ms. Baratang Miya
- Ms. Tinyiko Sambine
- Ms. Kelebogile Molopyane
- Dr Kiru Pillay
- Adv. Lerato Seema
- Mr Thato Mfikwe

The Board and the management team strive to strengthen relations and engagements with the .za stakeholders, pursue collaborative efforts, and ensure that the name space remains competitive and robust. Testament to this is the introduction of a series of .za multistakeholder engagements that bring together all stakeholders to discuss matters that affect the name space and explore unified solutions to enhance it.

We endeavour to ensure that the za name space is managed and administered for the benefit of all South Africans, with the understanding that this is a critical national resource that must always be secure and resilient.

1.4 CEO'S FOREWORD

I was privileged to be at the helm of the .ZA Domain Name Authority (ZADNA) for a period of seven months in the 2020/2021 financial year. During this time, we had to re-think and re-evaluate how we would deliver on our legislated mandate and Annual Performance Plan due to the devastating COVID-19 global pandemic. As COVID-19 wreaked havoc in South Africa, we noted an increasing number of businesses adopting the use of online and digital platforms, and registering domain names, to survive the onslaught of the first and second waves.

This saw a surge in the growth of the .za domain namespace, for the year under review. We therefore managed to deliver an overall

90%
**OF WHAT WAS
EXPECTED OF ZADNA**

This achievement showcases ZADNA's resilience and adaptability and continued aspirations to be "A world-class domain name regulator".



A) TRUST IN .ZA

The .za namespace saw a significant growth of the commercial Second Level Domains where the space grew by 77 302 for the 2020/2021 financial year, an increase of 36 882 from the 2019/2020 financial year. This growth brought the total number of registrations to 1 335 285 by 31 March 2021. This is testament to the confidence and trust businesses and individuals have in .za as their preferred ccTLD and conduit to fast-track their digitisation.

C) RELEVANT POLICY AND REGULATIONS

In 2020/2021 ZADNA continued to champion sectoral policies and regulations, more so, continuously benchmarking its policies, and providing an expeditious ADR process and prompt decisions. The Authority as the Internet Governance Custodian continued to be engaged with its stakeholders in 12 progressive Internet Governance events.

The Authority convened the annual South African Internet Governance Forum (IGF) under the theme "Digital Interdependence." The forum had 11 sessions covering various topics education, privacy and cybersecurity during COVID-19.

E) FINANCIAL PRUDENCE

ZADNA's financial performance is shown in the attached 2020/2021 Audited Financial Statements (Part D). ZADNA managed to keep its expenditure within budget and collected revenue on time. ZADNA is funded from the co.za, net.za, org.za and web.za per domain name revenue.

The 2020/2021 budget was based on the R12.00 per domain name fee and revenue of R16 079 448.00, was realised for the financial year. As a sign of financial prudence and control of ZADNA, a clean (unqualified) audit was achieved for the 2020/2021 financial year without any irregular and fruitless expenditure.

B) ENGAGED AND KNOWLEDGEABLE COMMUNITIES

For the year under review the Authority continued to engage and raise awareness of the namespace in various communities across the country. Under the prevailing conditions of the time, we used various methods including both digital and traditional platforms to further our agenda. In the year under review, 16 awareness campaigns were concluded, complimented by 12 media coverages and 15 registrar-reseller training programmes. Through the concerted efforts and dedication of the ZADNA team, the registrar-reseller training programmes continue to bring awareness and empower communities with necessary skills and knowledge.

D) ROBUST INFRASTRUCTURE

The ZADNA IT infrastructure used to manage .ZA SLDs, functioned without any disastrous interruptions during the year. There are five nameservers in total - three of which are Anycast servers, and the remaining two, are Unicast servers.

F) GOVERNANCE AND OPERATIONS

The ZADNA IT infrastructure used to manage .ZA SLDs, functioned without any disastrous interruptions during the year. There are five nameservers in total - three of which are Anycast servers, and the remaining two, are Unicast servers.

CHALLENGES AND SHORTCOMINGS

For the 2020/21 financial year, the Authority missed an opportunity of achieving the "Registry and registrar licensing framework" strategic goal, and furthermore, there was a notable gap of with our stakeholder engagement and management. However, more effort will be place on utilising budgeted engagements to advance stakeholder management and engagement; furthermore, a project was incepted in the latter part of the year to ensure that the Registry and registrar licensing framework goal is met. While managing and minimising disruptions to the .ZA namespace.

1.5 LOOKING AHEAD

The 2021/2022 financial year will be a year where successes of 2020/21 are leveraged and missed opportunities are used as learning opportunities so ensure that the same mistakes are avoided. This is in the backdrop of forging new partnerships that will advance the ZADNA's ambitions and those of the namespace.

For the 2021/2022 financial year the empowerment of community becomes central to our reviewed and approved Strategic Plan 2025 which focuses on empowerment on historically disadvantaged groups with a specific focus on Black Women, Youth and People living with disabilities. This achieved through provisioning of knowledge, sharing of economic opportunities and digitising the 'undigitised' while strengthen our relationships with stakeholders.

In closing, I would like to thank the Department of Communication and Digital Technologies, the ZADNA Member and the ZADNA Board of Directors for their guidance and oversight. My thanks also go to our partners, other Government Departments and entities.

Finally, I would like to thank the ZADNA Staff for working tirelessly to fulfil our mandate and meet our targets for 2020/21, more so, thank you for the opportunity to lead and allowing to be led by me.

Yours faithfully,



Mr Molehe Michael Wesi
Chief Executive Officer
The ZA Domain Name Authority



1.6 STATEMENT OF RESPONSIBILITY FOR THE ANNUAL REPORT

To the best of my knowledge and belief, I confirm the following:

- ✓ All information and amounts disclosed in the annual report are consistent with the annual financial statements audited by Rakoma.
- ✓ The annual report is complete, accurate and free of any material omissions.
- ✓ The annual financial statements have been prepared in accordance with applicable standards. The accounting authority is responsible for the preparation of the annual financial statements and for the judgements made in this information.
- ✓ The accounting authority is responsible for establishing and implementing a system of internal control to provide reasonable assurance as to the integrity and reliability of the performance information, human resources information and the annual financial statements.
- ✓ The external auditors are engaged to express an independent opinion on the annual financial statements.
- ✓ In my opinion, the annual report fairly reflects the operations, the performance information, the human resources information and the financial affairs of the entity for the financial year ended 31 March 2021.

Yours faithfully



Mr Molehe Michael Wesi
Chief Executive Officer
The ZA Domain Name Authority

1.7 STRATEGIC OVERVIEW



VISION

A world-class domain name regulator.



MISSION

To implement an effective domain name regulatory and management framework that positions .za to be accessible, stable, secure, growing and competitive in serving South Africans and then the global Internet community.



VALUES

Transparency

ZADNA maintains active consultations with interested and affected parties in carrying out its mandate, in developing policies for .ZA.

Accountability

ZADNA takes responsibility for its decisions and is able to objectively and fairly justify its actions.

Inclusivity

ZADNA ensures that its stakeholders can participate actively in its policy and regulatory processes and that none should feel constrained from making a meaningful contribution in such processes.

Integrity

We act with integrity in all we do (doing what is right).

1.8 LEGISLATIVE AND OTHER MANDATES

Chapter X (Section 65(1)) of the ECT Act 25 of 2002 stipulates ZADNA's mandate to be as follows:

"The Authority (ZADNA) must—

- (a) Administer and manage the .za domain namespace;
- (b) Comply with international best practice in the administration of the .za domain namespace;
- (c) License and regulate registries;
- (d) License and regulate registrars for the respective registries;
- (e) Publish guidelines on—
 - (i) the general administration and management of the .za domain namespace;
 - (ii) the requirements and procedures for domain name registration; and
 - (iii) the maintenance of and public access to a repository, with due regard to the policy directives which the Minister (of Communications) may make from time to time by notice in the Gazette.
- (f) Enhance public awareness on the economic and commercial benefits of domain name registration;
- (g) Conduct such investigations as it may consider necessary;
- (h) Conduct research into and keep abreast of developments in the Republic and elsewhere on the domain name system;
- (i) Continually survey and evaluate the extent to which the .za domain namespace meets the needs of the citizens of the Republic; and
- (j) From time to time, issue information on the registration of domain names in the Republic.
- (k) When so requested by the Minister, make recommendations to the Minister in relation to policy on any matter relating to the .za domain namespace; and
- (l) Continually evaluate the effectiveness of the ECT Act and things done in terms thereof towards the management of the .za domain namespace."

Section 65(1) forms the core mandate of ZADNA, but in addition to it, Section 68 gives ZADNA an ability to make wide-ranging regulations as follows:

"The Authority may, with the approval of the Minister, make regulations regarding—

- (a) The requirements which registries and registrars must meet in order to be licensed, including objective standards relating to operational accuracy, stability, robustness and efficiency;
- (b) The circumstances and manner in which registrations may be assigned, registered, renewed, refused, or revoked by the registries with due regard to the express recognition of the right of groups and members of groups within the Republic to identify with, use or communicate cultural, linguistic, geographical, indigenous or any other expressions of heritage including any visual or audible elements or attributes thereof;
- (c) Pricing policy;
- (d) Provisions for the restoration of a domain name registration and penalties for late payments;

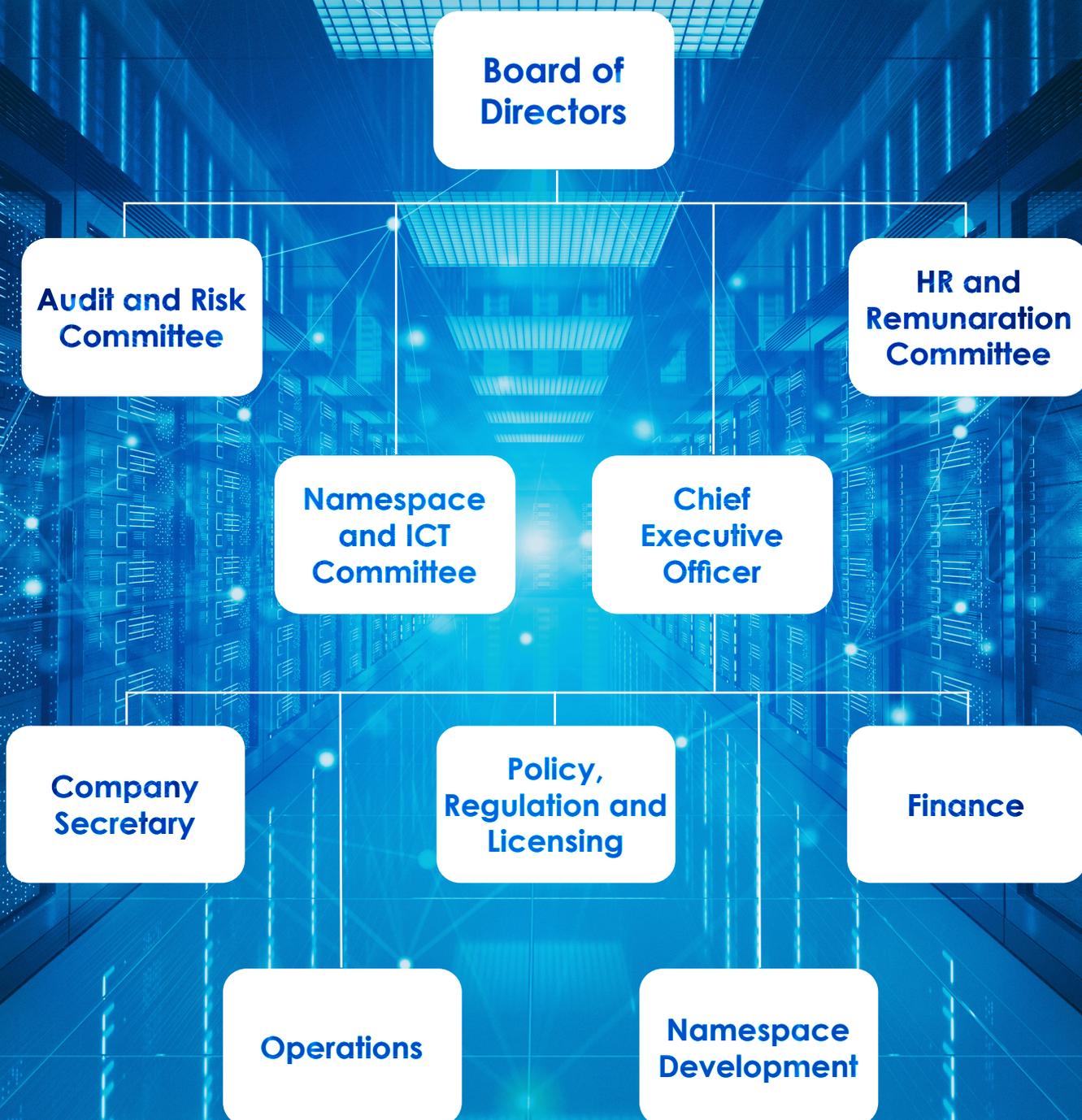
1.8 LEGISLATIVE AND OTHER MANDATES (CNTD)

- (e) The terms of the domain name registration agreement which registries and registrars must adopt and use in registering domain names, including issues in respect of privacy, consumer protection and alternative dispute resolution;
- (f) Processes and procedures to avoid unfair and anti-competitive practices, including bias to, or preferential treatment of actual or prospective registrants, registries or registrars, protocols or products;
- (g) Requirements to ensure that each domain name contains an administrative and technical contact;
- (h) The creation of new sub-domains;
- (i) Procedures for ensuring monitoring of compliance with the provisions of this Act and the regulations provided for in this Chapter, including regular .ZA domain namespace technical audits;
- (j) Such other matters relating to the .ZA domain namespace as it may be necessary to prescribe to achieve the objectives of this Chapter; and
- (k) Policy to be applied by the Authority."

In addition, Section 69 of the Act mandated the Minister to promulgate Alternative Dispute Resolution (ADR) Regulations for the resolution of .ZA domain name disputes. The Regulations were promulgated in 2007, and allocate ZADNA the following responsibilities:

- (a) Accreditation of ADR providers;
- (b) Establishment of a fund to provide ADR financial assistance; and
- (c) Publication of ADR decisions on the ZADNA website.

1.9 ORGANISATIONAL STRUCTURE





PART B: PERFORMANCE INFORMATION

2.1 OVERVIEW OF THE PUBLIC ENTITY'S PERFORMANCE

ZADNA's 2020/2021 APP was based on the abovementioned stipulations of the Act and ADR Regulations. Under each strategic goal was a set of performance targets for the year. A detailed Annual Performance Report is provided below (Annexure A).

2.1.1. POLICY AND REGULATION

ZADNA's work as the .za country code Top Level Domain (ccTLD) manager involves substantive policy development work.

2.1.1.1. .ZA Domain Name Disputes

The .ZA Alternative Dispute Resolution (ADR) is provided for in the ADR regulations promulgated by the Department of Telecommunications and Postal Services. The amendment of the .ZA Alternative Dispute Resolution Regulations on the 10 November 2017 (Notice no 1246. Gazetted 41237) extended ZADNA's scope in the ADR process. ZADNA is now mandated to provide a voluntary, informal mediation service. The amendments were made with the aim of improving the overall functioning of the dispute resolution process in respect of the domain names. They also ensure that the process is affordable and accessible as well as aligned with international best practice.



The ADR process also gives credibility and integrity to the ZA namespace because the ADR process makes it easy for intellectual property (IP) owners to reclaim their names from squatters, and thus protect their IP and brands from abuse and dilution.

The process also remains more expedited than the normal court process as it takes a maximum three months to have an ADR dispute settled and finalised. Also, the ADR costs are more competitive than court costs. A single adjudicator ADR dispute costs R10 000, while a three-panel adjudicator dispute costs R24 000. Experience shows that the single adjudicator settlement is overwhelmingly, the most preferred option.

The SA Institute of Intellectual Property Law (SAIPL) and the Arbitration Foundation of Southern Africa (AFSA) remain the two accredited ADR providers. ZADNA will seek to create access and assistance to SMME's and Black enterprises in the ADR adjudication space.

2.1.1.2. ADR Disputes in 2020/2021

ZADNA is mandated to oversee the Alternative Dispute Resolution process as provided for under the Electronic Communications and Transactions Act No 25 of 2002. This is done by implementing the Alternative Dispute Resolution Regulations as amended. It provides for dispute resolutions through Mediation and Arbitration. This process is only available for commercial SLDs.

20 Disputes were lodged in the 2020/2021 financial year (Figure 1). Table 1 lists all the details including the dispute parties, disputed domain names and adjudicator decisions.



Figure 1: ADR decision for 2020/2021

A total of 20 disputes reached actual adjudication, with all the decisions resulting in the transfer of the disputed domain names to the complainants. No disputes were withdrawn or appealed.



Table 1: List of ADR Decisions- 2020/21 financial year

No	Case name	Case number	Domain name	Outcome
1.	Oracle International Corporation vs Deon Bezuidenhout (Abicom Webs)	ZA2020-0395	oracleconsult.co.za	Transferred
2.	RENAULT S.A.S Vs Ronney Reece	ZA2019-0389	renaultspecialist.co.za	Transferred
3.	Allianz SE Vs Ye Li	ZA2020-0398	allianz.co.za	Transferred
4.	Xnet Internet Services (Pty) Ltd and Easyweb Internet (Pty) Limited vs Phase Change	ZA2020-0397	easy-web.co.za	Transferred
5.	Instagram, LLC vs Jurgen Neeme	ZA2020-0399	instagram.co.za	Transferred
6.	Brother International SA (Pty) Ltd vs Stergios Strakas	ZA2020-0396	brotherprinters.co.za brothercartridges.co.za brother-printers.co.za brothercartridge.co.za brother-cartridges.co.za brother-cartridge.co.za brother-printer.co.za brother-printer.co.za	Transferred
7.	Airports Company South Africa SOC LTD vs James Zano	ZA2020-0400	airportcompany.co.za	Transferred
8.	Old Mutual Life Assurance Company (South Africa) (Pty) Limited vs Peter Paton	ZA2020-0401	oldmutualstrust.co.za	Transferred
9.	The South African Revenue Service vs Malkhaz Kapanadze	ZA2020-0403	sarefiling.co.za	Transferred
10.	Organisation Undoing Tax Abuse NPC vs David Robson	ZA2020-0405	outa.org.za	Transferred
11.	Rolex SA vs Authentic Watches CC	ZA2020-0406	webuyrolex.co.za rolexsa.co.za rolexwatch.co.za rolex-register.co.za	Transferred
12.	Diadora S.p.A. vs Mohammed Abba	ZA2020-0408	diadora.co.za	Transferred
13.	Mercantile Bank Limited vs Avaliani Sergi	ZA2019-0372	Armytek.co.za	Transferred
14.	Google LLC vs Garth De Lange	ZA2020-0409	adwordz.co.za	Transferred

15.	Dr Mohammed Irshad Moosa vs Zain Dhooma	ZA2020-0414	moosa.co.za	Transferred
16.	The South African Revenue Services vs Weimu Zheng	ZA2020-0412	sarsfiling.co.za	Transferred
17.	TF Global Markets (Aust) Ltd vs Lovemore Mubvokure and Malindi Mapfumo t/a Thinkforex SA	ZA2020-0413	thinkforex.co.za	Transferred
18.	Facebook Technologies, LLC vs Craig Thomson	ZA2020-0415	oculusvr.co.za oculusrift.co.za	Transferred
19.	NeoNail Professional South Africa (Pty) Ltd vs Conrad De Kock	ZA2021-0416	neonail.co.za	Transferred
20.	Constantia Insurance Company Limited vs Edward Carlos	ZA2021-0418	constantiainsurancegroup.co.za	Transferred



2.1.1.3. Mediation in the ADR process

In November 2018, the Minister of Telecommunications and Postal Services promulgated amendments to the .ZA ADR Regulations. One of the main amendments is the introduction of a free, voluntary mediation service that ZADNA is required to provide.

One of the advantages of mediation in the .ZA ADR process is the accessibility and affordability of the process as mediation is free. It thus affords the parties the opportunity to resolve the matter in a cost-free, expeditious, informal, and fair manner. The impact of the successful mediation is that the matters do not proceed to adjudication and the settled disputes are cost-free to the parties.

NO MEDIATION REQUESTS WERE MADE FOR THIS FINANCIAL YEAR.

2.1.1.4. Registry Registrar Licensing Framework

ZADNA initiated a Regulatory Framework Project in November 2020 to put in place Registry-Registrar Licensing Regulations to fulfil its mandate under section 68 of the Electronic Communications and Transactions Act 25 of 2002. Under this framework, the Authority may, with the approval of the Minister, make regulations regarding the accreditation and licensing of registries and registrars. ZADNA intends to propose regulations that the Minister of Communication and Digital Technologies can promulgate.

2.1.1.5. Internet Governance (IG)

This is a non-legislative mandate of ZADNA set out in the Annual Performance Plan with ten (10) activities expected for the financial year 2020/21. Some targets from quarter two (Q2) and quarter three (Q3) were not met due to the impact of the COVID-19 Restrictions.

The shortfall was met and exceeded in Q4 of the financial year under review, which resulted in twelve (12) activities being conducted. The twelve IG engagement activities were held and comprise as follows:

- a. ZADNA made a presentation on "A secure and resilient Internet" at the 6th BRICS Ministers of Communications Meetings on 16 September 2020
- b. On 25 February 2021, ZADNA convened a webinar discussing the issues on how the WhoIS platform can best ensure compliance with the legislation whilst at the same time guarantee access to required information by law enforcement officials.
- c. ZADNA conducted four (4) one-day workshops on Child Online safety in the Eastern Cape for 90 Learners split across the four(4) sessions from 01 March 2021 to 04 March 2021.
- d. ZADNA published an article in the Business Tech that explained WHOIS and why WHOIS must evolve to be POPIA compliant. It further discussed how online privacy laws can be unfolded and how can DNS abuse be lowered on 08 March 2021.
- e. On 12 March 2021, ZADNA took part in the Regulatory Chairpersons and CEOs Forum, the objective ZADNA in engaging was to create awareness on the Internet Governance mandate of ZADNA to other regulatory bodies and relevant digital domains organisations.
- f. In collaboration with the Internet Society (ISOC), Gauteng and Emerging Leaders in Internet Governance (ELIG), ZADNA held the South African Internet Governance Forum from 24 to 25 March 2021.
- g. On 25 March 2021, ZADNA conducted a radio engagement on Rock FM; the objective of this radio interview was to discuss and raise awareness on Domain name abuse and Brand protection.
- h. On 29 March 2021, ZADNA conducted a radio engagement on Jozi FM; the objective of this radio interview was to discuss Digital Ethics And Behaviour.
- i. On 30 March 2021, ZADNA conducted a radio engagement on Moretele FM; the objective of this radio interview was to discuss Digital Ethics And Behaviour, and Brand Protection.

2.1.1.6. Statutory bodies and activities

ZADNA continued its participation in statutory body activities in meetings and forums (Table 2). The participation allowed ZADNA to provide input in relevant policy processes, especially those that relate to country code Top Level Domains such as .za.

Table 2: ZADNA statutory bodies activities

Activity	Date	Venue
ICANN 69: General Meeting	13-15 October 2020	Online
ICANN: AFRICA WEBINAR ON DOMAIN NAME ABUSE	04 February 2021	Online
ICANN 70 General Meeting	22-25 March 2021	Online
South African Internet Forum (ZAIGF)	24-25 March 2021	Online



2.1.2. .ZA NAMESPACE DEVELOPMENT

2.1.2.1. Commercial SLDs performance

There was a significant rise of the domain names registered during the first quarter of the 2020/2021 financial year. Although this was not proven, the cause of the increase in registration could be attributed to the fact that most companies, especially those that were not considered to be providing essential products and services, had to perform their duties online due to COVID-19 restrictions.

The following quarter saw a significant growth of 390.5% over and above the quarterly target. This could also be attributed to companies grasping the importance of having an online presence and realising the viability of conducting business online. As the COVID-19 restrictions were gradually relaxed, more people could reopen their businesses, and the economy started to recover.

During the third quarter, the .za domain registrations experienced a significant decline and only 14.3% of the quarterly target was met. However, the fourth quarter experienced an uptick where 309.04% of new registrations were recorded.

a. Growth of commercial SLDs as at 31 March 2021



Table 3: Commercial SLD performance

	2018/2019	2019/2020	2020/2021
Total Domains	1 217 563	1 257 983	1 335 285

As the table above shows, the commercial namespace grew by 77 302 between the financial year 2019/2020 and 2020/2021.

b. Commercial SLD registrations

DOMAIN GROWTH OVER 3 YEARS

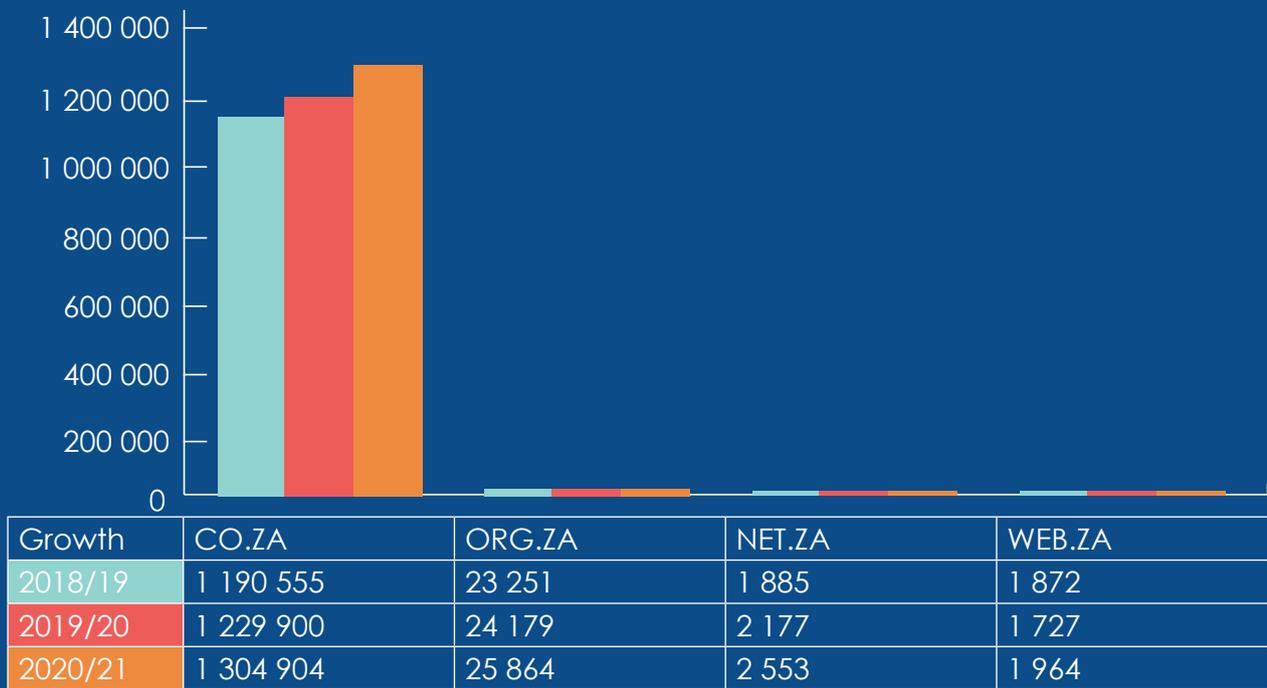


Figure 2: Total registrations in commercial SLDs

By 31 March 2021, commercial SLDs totalled 1 335 285. As depicted in Figure 2, .za commercial domains experienced significant growth during the 2020/2021 financial year. This considerable growth could be attributed to COVID-19 restrictions that changed the working environment from being office-bound to mostly working from home.

c. Summary of domain names registered

Figure 3 provides a summary of the commercial domain movement for the year. The target for domain registrations was set at 25 000 and this was met and exceeded by 309%. There was a notable decline in registrations against deletions during Quarter 3 as the target of 6 250 was not achieved. Despite the challenges observed, a percentage growth of 14.3% was achieved during this quarter. All the other quarterly targets were exceeded and significant growth in the commercial domains was observed.

2020/2021 FY COMMERCIAL QUARTERLY GROWTH

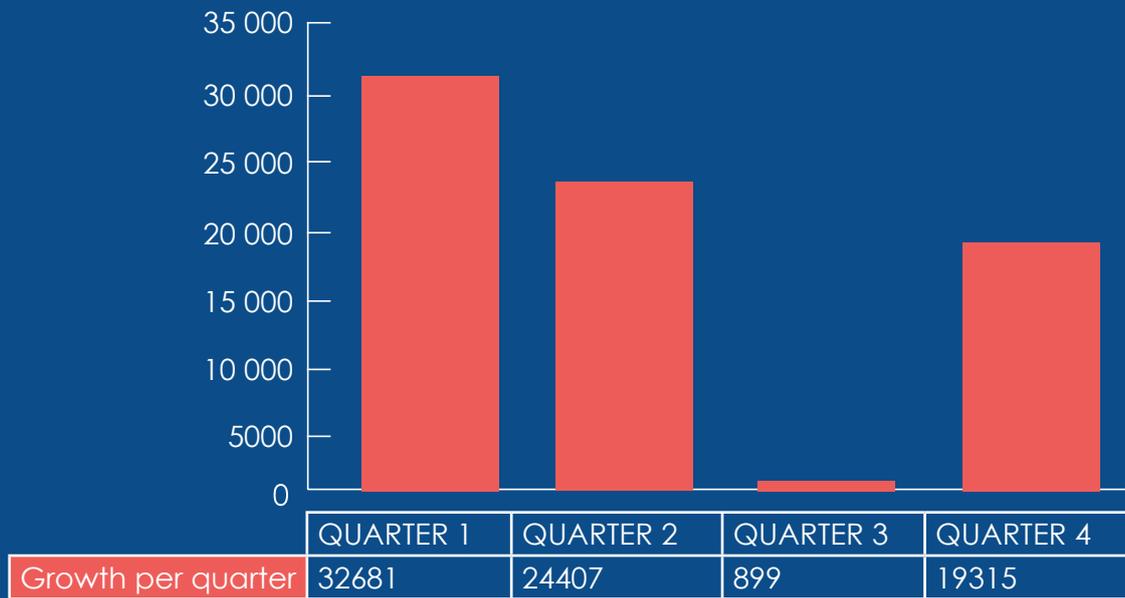


Figure 3: 2020/21 FY Quarterly breakdown of Commercial Domain registrations.



2.1.2.2. Non-commercial SLD performance

Figure 4 provides a graphical depiction of the growth rate of the non-commercial domains for the 2020/2021 financial year as reported by the SLDs administrators. It is worth noting that between the financial year 2018/2019 and 2020/2021, the mil.za domain space grew from 49 to 161, while ac.za continued to decline due to the data clean-up done by TENET, the administrator.

Nom.za also embarked on a domain name registration data clean-up, which resulted in the decline of registrations from the 2018/2019 financial year to 2019/2020. It was during this period that the SLD was transferred from Vox telecom to SITA.

GROWTH OF NON-COMMERCIAL .ZA SLDS 2020/2021

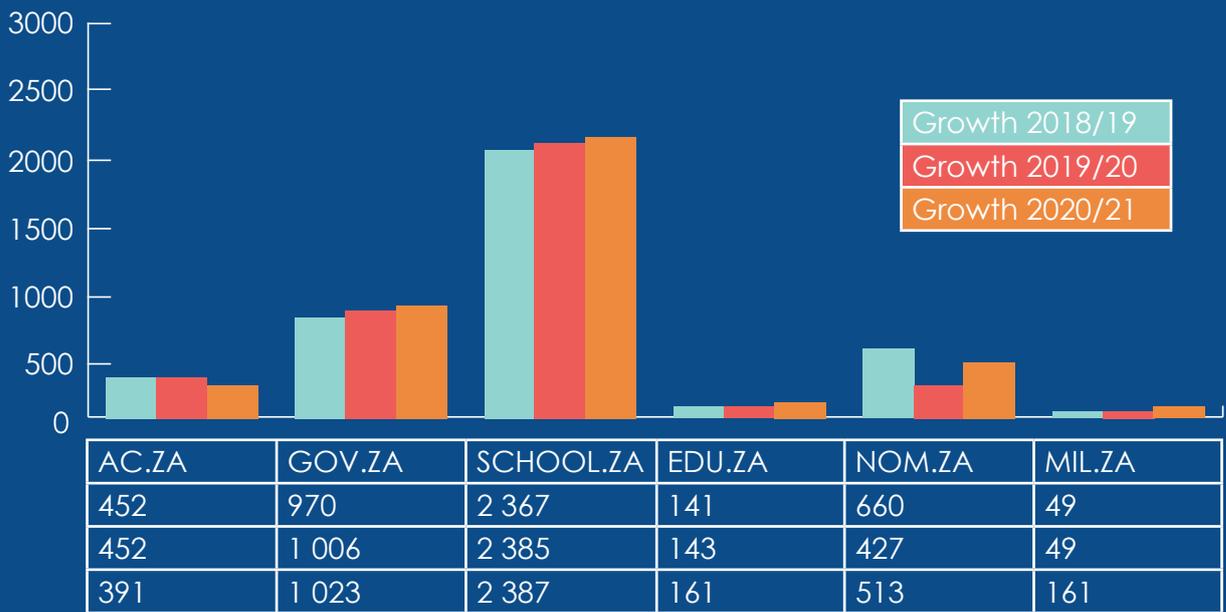


Figure 4: Non-commercial ZA SLDs

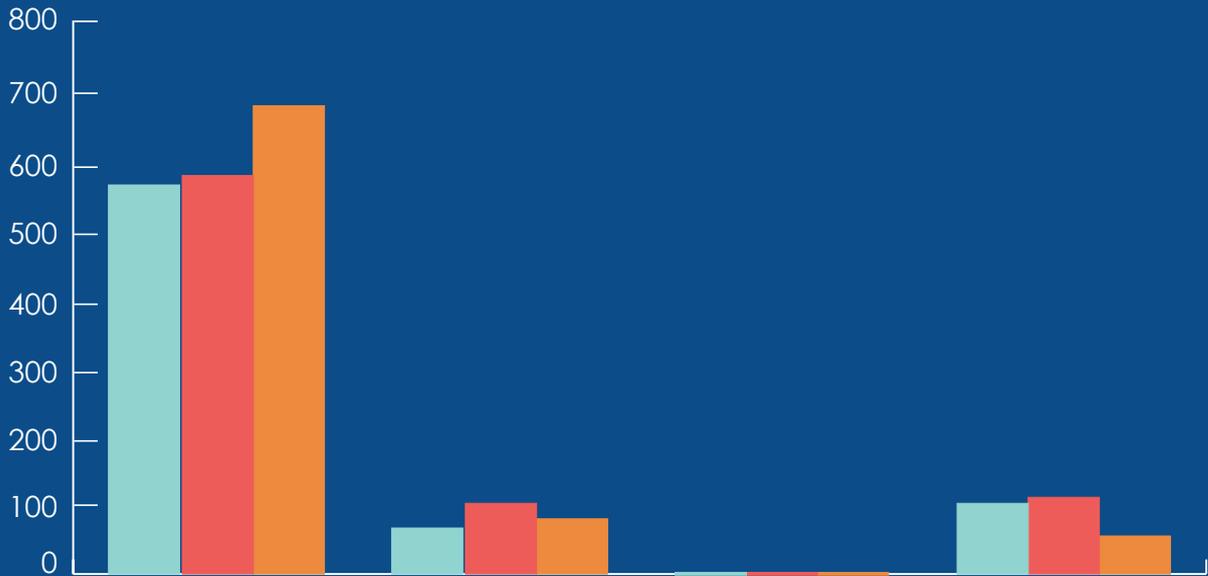
During the financial years
2018/2019 and 2020/2021,
**THE MIL.ZA DOMAIN
SPACE GREW FROM
49 TO 161**

2.1.2.3. Registrar Market Expansion

The number of accredited registrars grew from 592 to 686 – an increase of 94 accredited registrars, between the financial year 2019/2020 and 2020/2021 as depicted in Figure 5.

ZADNA has a registrar-reseller training programme where upcoming SMMEs and entrepreneurs receive training on existing opportunities within the .za domain name industry. The purpose of the training is to ensure that young people and aspiring entrepreneurs can start a business in the .za domain namespace by giving them the necessary skills to become domain name resellers and accredited registrars.

REGISTRAR GROWTH



Registrar Growth	Accreditation	In Testing	In Application	ICANN RARS
2017/18	585	73	6	108
2018/19	592	87	6	115
2019/20	686	79	2	171

Figure 5: Growth in .za registrar accreditation

2.1.2.4. CIPC Domain Name Collaboration

Despite the Companies and Intellectual Property Commission (CIPC) system being down for the last quarter of the 2020/2021 financial year, 4 825 domain names were registered through their platform. Despite technical and support issues experienced; however, all parties involved managed to resolve these and maintain these crucial platforms for SMMEs is sustained.

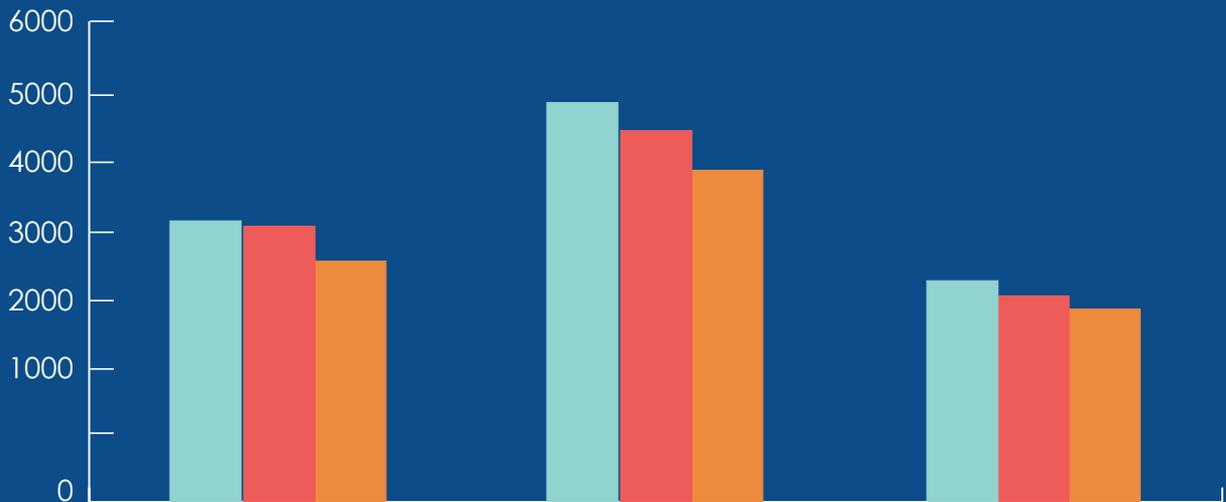
Furthermore, in the forthcoming financial year, there are plans to enhance the user experience, thus possibly improving the throughput and customer satisfaction on this platform.

Moreover, the CIPC advised that if their proposed solutions failed, then they would have to rebuild the entire solution. As a result, the CIPC stopped receiving domain name registrations from the end of January 2021, through to the close of the financial year.

2.1.2.5. dotCities

The dotCities namespace has been experiencing a significant decline in domain name registrations. Figure 6 below depicts the domain name registrations in the dotCities namespace, ZADNA will conduct a study looking at the factors influencing the decline of domain name registrations and causes and remedial action to improve the situation.

dotCities GROWTH



Registrar Growth	Joburg	Cape Town	Durban
2017/18	3 272	4 863	2 375
2018/19	3 026	4 506	2 251
2019/20	2 635	3 993	1 967

Figure 6: dotCities growth

2.1.3 TECHNICAL OPERATIONS

2.1.3.1 Nameserver infrastructure

The ZA Root Zone is now served with three secondary nameservers – two are Anycast and one is Unicast. The sns-pb.isc.org was removed from the root zone after the Internet Systems Consortium (ISC) notified ZADNA about discontinuing the Anycast nameserver's provision.

Nameserver	Entity	IPV4	IPV6	Location
za1.dnsnode.net	Netnod	Yes	Yes	Worldwide, Anycast
za-ns.anycast.pch.net	PCH	Yes	Yes	Worldwide, Anycast
nsza.is.co.za	Internet Solutions	Yes	No	Johannesburg, South Africa, Unicast

Table 4: ZA Secondary Nameservers

The secondary nameservers za1.dnsnode.net and za-ns.anycast.pch.net are both Anycast instances, provided by Autonomica of Sweden, with a footprint across several countries in the world. Both Anycast servers are provided to ZADNA for free due to the small size of .za zone file that only has 19 SLDs on its records.

The nameserver nsza.is.co.za is local and uses BIND, while the Primary Master za-ns31.dns.net.za, nameserver is hidden. The hidden master is configured to only transfer data to the authoritative NS instances via TSIG.

The nameservers provide ZADNA with diverse and reliable infrastructure capacity. Using different nameserver operating systems and multiple nameservers, is considered the best practice that enhances namespace robustness and resilience.

2.1.3.2 .ZA Zone Infrastructure

ZADNA owns three physical servers running the .za primary master zone file. They are set up into one primary master with two failover servers, whereby one is located in the data centre at Xneelo in Midrand, and the other located at the Terraco data centre in Isando.

The above setup is optimised for business continuity, and disaster recovery mitigation controls, to ensure the continuity and resilience of the zone. Furthermore, ZADNA Management is considering attaining hybrid infrastructure for .za hosting.

2.1.3.3 ZADNA .za Security Issues

The Registry lock feature was deployed on co.za SLDs and is fully functional for the registrar to take advantage of. Registrants should request for their domain names to be locked via their respective registrars.

ZADNA agreed with Denic Data Escrow service in August 2020 through ZACR to implement and administer its Data Escrow service. The Data escrow service provision ensures that the commercial registry data is stored with a neutral party, by way of taking deposits of registry data to the escrow provider every evening. The first full deposit was confirmed to have been completed on 5 October 2020. This initiative bolstered the resilience of the namespace.

2.1.4 Communications and Awareness

To deliver on its constitutional mandate “enhance public awareness on the economic and commercial benefits of domain name registration”, ZADNA continuously empowers communities and stimulates .za domain name registrations growth through awareness and communication campaigns.

For the year under review, ZADNA targeted to achieve nine (9) awareness campaigns and nine (9) media coverages. Although the country faced numerous challenges posed by Covid 19 at the beginning of this financial year, ZADNA managed to implement its deliverables and exceeded the set targets by achieving 16 awareness campaigns and 12 media coverages.

ZADNA conducted five (5) face-to-face awareness events in the Eastern Cape, Limpopo and North West Province; and 11 online awareness campaigns promoting the usage of .za and the .za Registrar-Reseller Training. It obtained media coverage on Community Radio, Commercial Radio, Online ICT and Business Publications, and Print Business Publication.

2.1.5 CONCLUSION

ZADNA’s performance during 2020/21 has been satisfactory, as the majority of the annual targets were met as at 31 March 2021 considering most were missed in Q2 and Q3, more so the 2020/21 APP was readjusted to account for the impact of the global pandemic.

This achievement resulting in an overall 90% (9 annual targets met out of 10) achievement rate.

90%
**OVERALL
ACHIEVEMENT**

9/10
**ANNUAL
TARGETS MET**



PART C: CORPORATE GOVERNANCE AND OPERATIONS

3.1 HUMAN RESOURCES

3.1.1. INTRODUCTION

Human Resources is a strategic function of the organisation and contributes immensely to creating, enforcing, and inculcating high-performance culture. The employee life cycle from entry to exit, is managed by Human Resources.

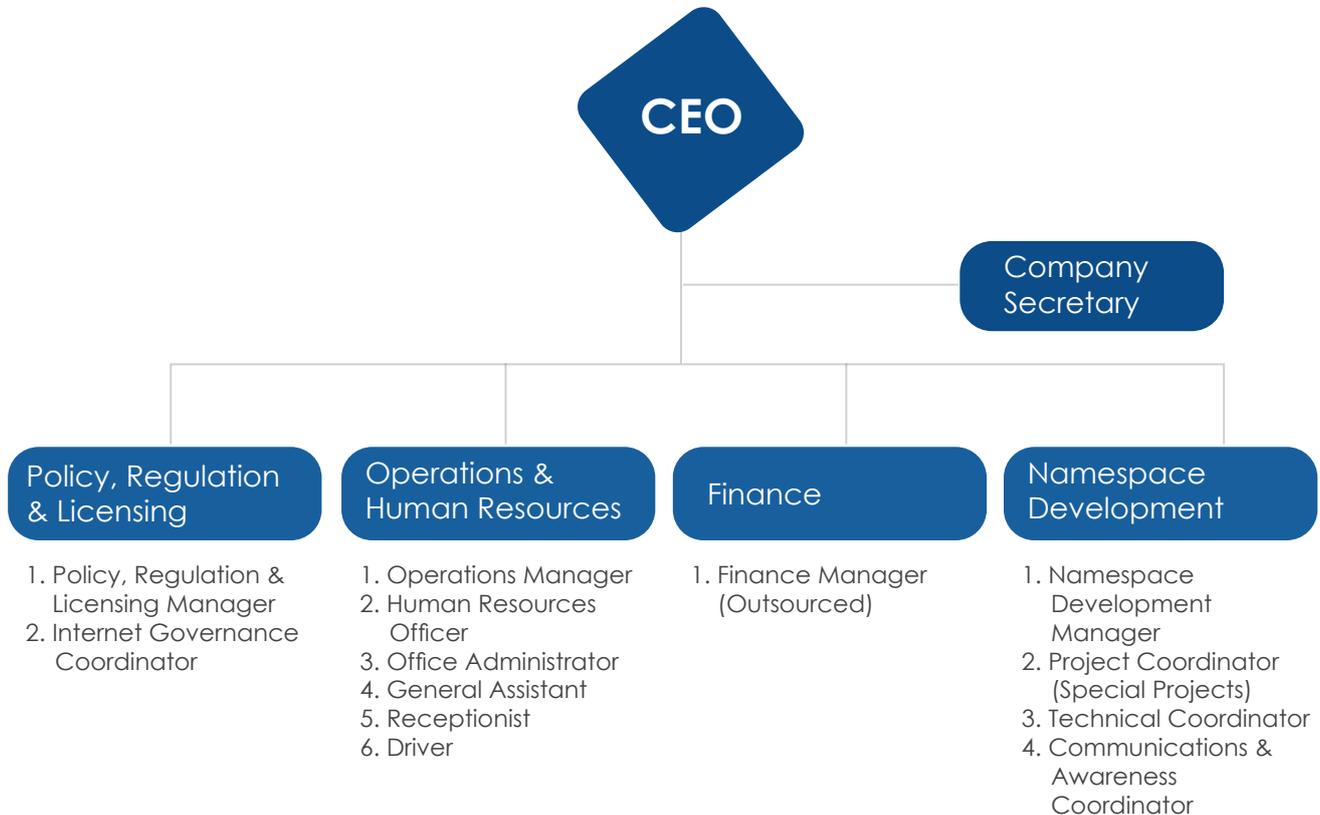


Figure 7: ZADNA Organogram

3.1.2. OVERVIEW OF HR MATTERS

a. Workforce planning

The total staff complement for 2020/2021 was 13, which consisted of seven permanent staff, two outsourced service providers in HR and Finance, and four interns. The total number of filled positions based on the approved structure was 19. The overall percentage vacancy rate at the end of the financial year was 31,58%.

Within this period, ZADNA made six appointments, including the appointment of the CEO, the Policy, Licensing and Regulations Manager, outsourced HR Consultant and three interns.

In terms of terminations, ZADNA recorded three terminations. Two of the terminations were a result of resignations, and the third was due to ill-health.

b. Employee engagement

ZADNA conducted quarterly Employee Engagement Surveys, which are a strategic imperative for the organisation and form part of the APP targets.

The results of each survey aim to shape continuous improvement efforts related to attracting, developing, and retaining talent at ZADNA and present opportunities for process improvement going forward.

c. Organisational Development

ZADNA embarked on an organisational review process, which resulted in the approval of a new organogram. The process included re-profiling job descriptions, job grading and recruitment for new and vacant positions.

d. Performance Management System (PMS)

As part of instilling a high-performance culture, ZADNA reviewed its existing performance management system in August 2020. Following its approval, the rollout of the new framework was implemented. Subsequently, new policy and performance agreement templates were introduced, and staff workshops were conducted.

e. Reward management

ZADNA has a renewed focus on enhancing the administration of remuneration and benefits processes, which includes the periodic benchmarking of salaries, annual determination of performance bonuses, leave management and employee benefits.

In May 2020, ZADNA appointed an external HR and Remuneration Consultant provider to introduce the employee benefits structure (pension fund and medical aid), conduct remuneration benchmarking and develop salary scales.

f. Review of policies

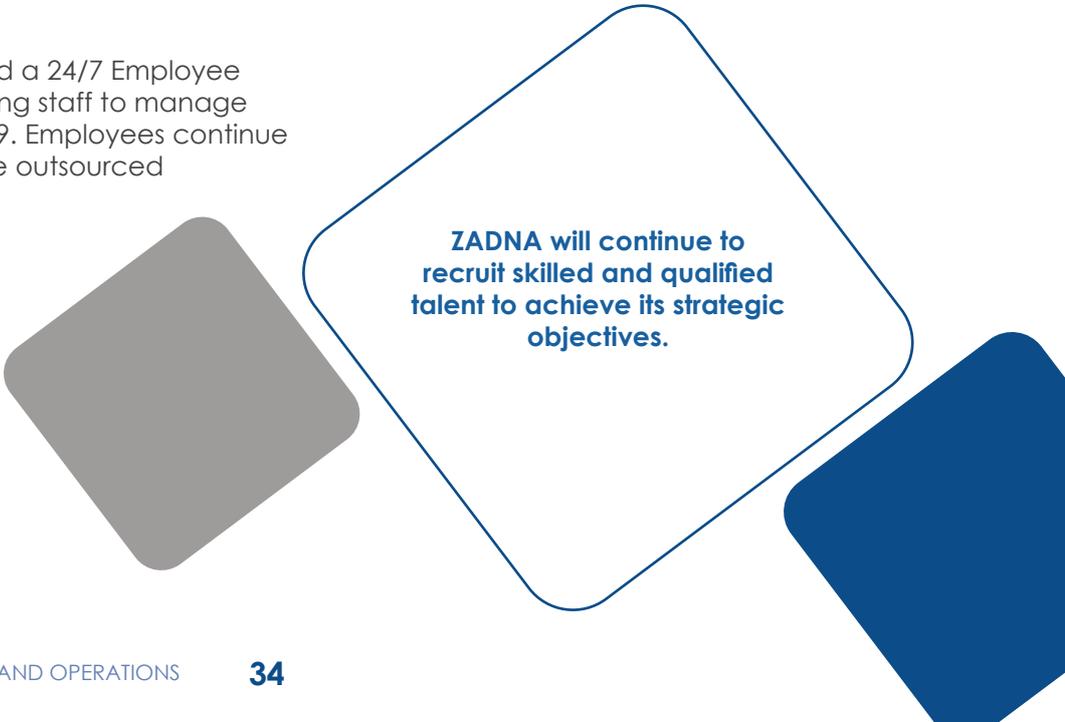
HR updated and developed several policies within the period under review. The Leave Management Policy was reviewed and updated to ensure compliance with changes in legislation. The allocation of leave days was adjusted to enhance employee work-life balance and job performance. In addition, the Performance Management Framework and Policy was developed, approved, and workshopped with the staff.

g. Employee wellness

The new financial year was met with the COVID-19 pandemic and the challenge of balancing national lockdown restrictions against operational demands.

Remote working was necessary to ensure our staff remain healthy and safe in the workplace. In addition, ZADNA introduced reasonably practical and flexible workplace measures such as rotational shifts, working from home and flexible start hours to maintain the requisite capacity of staff on site. Management, through HR continues to share communication on managing COVID-19 in the workplace.

Lastly, the Authority introduced a 24/7 Employee Assistance Programme, allowing staff to manage their wellness amidst COVID-19. Employees continue to receive support through the outsourced wellness service provider.



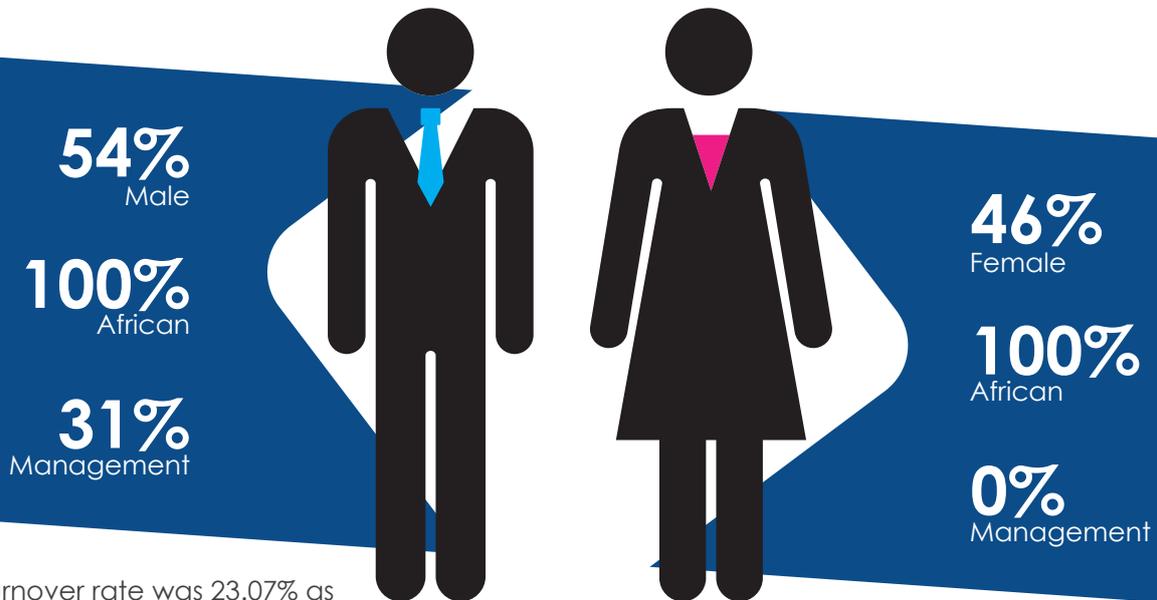
ZADNA will continue to recruit skilled and qualified talent to achieve its strategic objectives.

3.1.3 HR STATISTICS

The demographic composition of ZADNA's workforce improved in terms of gender, and currently stands at a split of 46% female employees and 54% male employees.

The organisation employs more Africans than the required national demographics (Figure 8). However, ZADNA plans to achieve a demographic inclusive of all races in the near future.

ZADNA is committed to employment equity targets that reflect the demographics of our nation across all occupational levels. As such, a recruitment plan has been developed to address any deficiencies in our diversity.



The turnover rate was 23.07% as there were two resignations and one termination due to ill-health during the year under review.

Figure 8: Employee demographic composition

a. Training and development

Objective	Annual Training Expenditure	No. of Employees Trained	Average Training Cost per Employee ¹
Training and development	R200 000	11	18 182

b. Employment and vacancies

Level	No. of Employees	Approved Posts	Vacancies	% of Vacancies
Top Management	1	1	0	0%
Senior Management	1	1	0	0%
Professionally qualified	2	3	1	33,3%
Skilled	4	9	5	55,5%
Semi-skilled ²	4	4	0	0%
Unskilled	1	1	0	0%
Total	13	19	6	31,58%

¹The training plan does not include the training of outsourced service providers.

²Interns graded Paterson B level.

c. Employment changes

Level	Employment at Beginning of Period	Appointments	Terminations	Employment at End of Period
Top Management	0	1	0	1
Senior Management	1	0	0	1
Professionally qualified	2	1	1	2
Skilled	5	1	2	4
Semi-skilled	1	3	0	4
Unskilled	1	0	0	1
Total	10	6	3	13

d. Reason for staff leaving

Termination Reasons	No. of Employees	Percentage (%)
Death	0	0%
Resignation	2	15,38%
Dismissal	0	0%
Retirement	0	0%
Ill-health	1	7,69%
Expiry of contract	0	0%
Total	3	23,07%

3.1.4 INTERNSHIP PROGRAMME

ZADNA runs a 12-month internship programme aimed to develop the previously disadvantaged South African youth by providing them with workplace experience.

Each year ZADNA appoints four interns and places them in various functions such as Admin/ Operations, Information Technology, Marketing and HR.

Table 5: ZADNA interns in 2020/2021

Intern Name	Commencement Date	Focus Area
Boitumelo Sikhosana	16/11/2020	Public Administration
Grace Diphare	16/11/2020	Marketing
Thabani Ngcobo	16/11/2020	IT
Onke Ntloko	Extended from 2019/20	Human Resources

3.2 CORPORATE GOVERNANCE

3.2.1 INTRODUCTION

ZADNA's corporate governance model embodies provisions of the King IV Code of Corporate Governance (King IV Code), in addition to legislative requirements governing the Authority, and the Companies Act.

ZADNA continues to show governance prudence for the year under review, by following best practices in corporate governance through its oversight structures. The following governance committees help ensure that ZADNA meets its strategic objectives and operates in line with its mandate:

- Board of Directors;
- Audit and Risk Committee;
- HR and Remuneration Committee (HRREMCO); and
- Namespace and ICT Committee (NICOM).

3.2.2 BOARD OF DIRECTORS

The Minister appoints ZADNA non-executive Directors (NEDs) as stipulated in Section 62 of the ECT Act. The Act stipulates that the Minister should appoint nine NEDs. The current NEDs for the year under review are as detailed in Table 6.

Table 6: Current ZADNA Directors

Board of Directors	Tenure	Date appointed	Tenure expiry
1. Ms Palesa Legoze (Chairperson)	4 years	1 November 2019	31 October 2023
2. Ms Veronica Motloutsi (Deputy Chairperson)	4 years	1 November 2019	31 October 2023
3. Ms Sizo Mzizi	4 years	1 November 2019	31 October 2023
4. Ms Malekgoloane Malapane	4 years	1 November 2019	31 October 2023
5. Ms Anriette Esterhuysen	4 years	1 November 2019	31 October 2023
6. Mr Nicholas Msibi (ARC Chairperson)	4 years	1 November 2019	31 October 2023
7. Mr Rendani Mbuyha	4 years	1 November 2019	31 October 2023
8. Prof Kasturi Moodaliyar	4 years	1 November 2019	31 October 2023
9. Prof Daniel Mashao	4 years	1 November 2019	31 October 2023

The tenure is determined in the ZADNA Articles of Association and ranges from 3 to 4 years. The Articles allow each Director to serve a maximum of 2 tenures in succession. In the current Board, Mr Nicholas Msibi is serving a second term. The CEO of ZADNA is also an ex officio member of the Board and is currently the only executive of the company. For the year under review, ZADNA utilised company secretarial services provided by IKB Company Secretaries.

3.2.3 BOARD MEETINGS

During 2020/2021 the Board met every quarter and had special meetings. Table 7 lists the Board meetings that were held and the type of meetings that were convened.

Table 7: Board meetings in 2020/2021

Board meeting date	Type of meeting
24 April 2020	This was an ordinary meeting
14 August 2020	This was an ordinary meeting
28 August 2020	This was a special meeting
02 September 2020	This was a special meeting
14 September 2020	This was a stakeholder engagement meeting
23 October 2020	This was an ordinary meeting
18-19 November 2020	This was an annual strategic workshop
28 January 2021	This was an ordinary meeting
09 March 2021	This was a special meeting

3.2.4 BOARD COMMITTEES

During 2020/2021 the Board Committees met every quarter and had special meetings. Table 8 lists the Board Committees meetings that were held.

Table 8: Board Committees meetings in 2020/2021

Committee	No. of ordinary meetings held	No. of special meetings held	No. of members	Name of Members
Audit and Risk Committee	4	2	5	Mr Nicholas Msibi (Chairperson) Ms Sizo Mzizi Ms. Malekgoloane Malapane
HR and Remuneration Committee (HRREMCO)	4	1	3	Ms. Malekgoloane Malapane (Chairperson) Ms. Anriette Esterhuysen Ms. Kasturi Moodaliyar
Namespace and ICT Committee	4	0	5	Ms Veronica Motloutsi (Chairperson) Mr Nicholas Msibi Prof Daniel Mashao Mr Rendani Mbuva Ms Palesa Legoze

3.2.5 DIRECTOR ATTENDANCE REPORT

Table 9 below outlines the attendance of meetings by individual Directors during the year.

Table 9: Director Attendance Report

Period	Name Of Directors	Board	ARC	ICT	HRREMCO
April 2020 to March 2021	Ms Palesa Legoze	9	1	4	2
	Ms Sizo Mzizi	9	5	0	0
	Ms Veronica Motloutsi	9	0	4	0
	Ms Malekgoloane Malapane	9	4	0	3
	Ms Anriette Esterhuysen	8	0	0	3
	Ms Rendani Mbavhu	9	0	2	0
	Prof. Kasturi Moodaliyar	9	0	0	5
	Prof. Daniel Mashao	9	0	4	0
	Mr Nicholas Msibi	9	5	4	0





The ZA Domain Name Authority (NPC)
(Registration number 2003/021150/08)
Annual Financial Statements
For the year ending 31 March 2021

General Information

Country of incorporation and Domicile South Africa

Nature of Business & Principle Activities The regulation and management of the ZA domain name space

Directors	Name	Status
	Ms P Legoze (Chairperson)	Active
	Mr N Msibi (ARC Chair)	Active
	Ms V Motloutsi	Active
	Prof D Mashao	Active
	Prof K Moodaliyar	Active
	Ms M Malapane	Active
	Mr R Mbuva	Active
	Ms S Mzizi	Active
	Ms A Esterhysen	Active

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Midrand
1685

Business Address 44 Grand Central Road
Sanofi House
First Floor
Midrand
1685

Postal address PO Box 4620
Halfway House
Midrand
Gauteng
1685

Bankers ABSA

Auditors Rakoma and Associates Inc
Chartered Accountant (SA)
Registered Auditors
Fourways

Company Registration Number 2003/021150/08

Level of Assurance To be audited by Rakoma and associates.
as per requirements of the Companies act 71 of 2008.

Preparer The Financial statements were compiled by :
Synergy Capital (Pty) Ltd
Chartered Accountant (SA)

Contents

The report and statement set out below comprise of the financial statements presented to the directors and members:

Index	Page
Directors' Responsibilities and Approval	4
Directors' Report	5
Auditor's Report	6-8
Statement of Financial Position	9
Statement of financial performance	10
Statement of Changes in Equity	11
Statement of Cash flow	12
Accounting Policies	13-17
Notes to the annual financial statements	17-21
Detailed Statement of profit and loss and other comprehensive Income	22

The ZA Domain Name Authority (NPC)
(Registration number 2003/021150/08)
Annual Financial Statements
For the year ending 31 March 2021

DIRECTORS' RESPONSIBILITIES AND APPROVAL

The Directors are required by the Companies Act 71 of 2008, to maintain adequate accounting records and are responsible for the content and integrity of the financial reporting and related information. It is their responsibility to ensure that the financial reports fairly presents the state of affairs of the company as at the end of the financial year and the results of its operations and cash flows for the period then ended, in conformity with International Financial Reporting Standard. The External Auditor is engaged to express an independent opinion on the Annual Financial Statements.

The Annual Financial Statements are prepared in accordance with International Financial Reporting Standards and are based upon appropriate accounting policies consistency applied and supported by reasonable and prudent judgements and estimate.

The Directors acknowledge that they are ultimately responsible for the company's system of internal control and place considerable importance on maintaining a strong control environment. To enable the directors to meet these responsibilities, the board of directors sets standards for internal control aimed at reducing the risk of errors or loss in a cost effective manner. The standards include the proper delegation of responsibilities within a clearly defined framework, effective accounting procedures and adequate segregation of duties to ensure an acceptable level of risk. These controls are monitored throughout the company and all employees are required to maintain the highest ethical standards in ensuring the company's business is conducted in a manner that in all reasonable circumstances is above reproach. The focus of risk management in the company is on identifying, assessing, managing and monitoring all known forms of risks across the company. While operating risk can not be fully eliminated, the company endeavours to minimise it by ensuring that appropriate infrastructure, controls, systems and ethical behaviour are applied and managed within predetermined procedures and constraints.

The Directors are of the opinion , based upon information and explanations given by management, that the system of internal control provides reasonable assurance that the financial records may be relied on for the preparation of financial statements. However any system of internal control can provide only reasonable, and not absolute assurance against material misstatements or loss.

The Directors have reviewed the company's cashflow forecast for the year ending 31 March 2022 and in the light of this review and the current financial position, they are satisfied that the company have access to adequate resources to continue in operational existence for the foreseeable future.

The External Auditor is responsible for independently auditing and reporting on the company's Annual Financial Statements .The Annual Financial Statements have been examined by the External Auditors.

The Annual Financial Statements have been prepared on the going concern basis, since the Directors have every reason to believe that the company has adequate resources in place to continue in operation for the foreseeable future.

Approval of the Annual Financial Statements .

The Annual Financial Statements are set out in pages 9 to 22, and have been approved by the board on the 29th Of July 2021 .



Board Chairperson :
Ms Palesa Legoze
Date: 31 July 2021.....



Audit Risk Committee Chairperson:
Mr Nicholas Mslbi
Date : 31 July 2021.....

The ZA Domain Name Authority (NPC)
(Registration number 2003/021150/08)
Directors Report
For the year ending 31 March 2021

The Directors present their report for the financial year ending 31 March 2021. This report forms part of the Annual Financial Statements.

1. Business and operations

The company is engaged in the business of Domain name regulation. The company operates principally in South Africa.

2. Financial results

The results of the entity and the state of its affairs are set out in the attached financial statements and do not, in our opinion, require further comments.

3. Equity

The company is incorporated without any share capital.

4. Events subsequent to year end

Non-Adjusting events: Subsequent to year end a transfer to the Investment account was actioned as per the board of directors resolution, which was made during the financial year, the process was finalised on the 7th of April 2021 and a 62 months fixed deposit of R1 2000 000 at 8,63% was made with Nedbank.

5. Going concern basis

During March 2020 the coronavirus outbreak became a global pandemic and it has had a significant negative effect on the global economy and financial markets as many countries have imposed travel restrictions and quarantine measures as well as ordered non-essential businesses to temporarily close in an effort to slow down the spread of the virus. The pandemic as well as the measures taken to combat it have increased risks related to business operations across all sectors.

To date .Zadna has not been exposed to a material business operations risk as a result to the pandemic and its operating model remains the same. The Board of Directors are convinced that pandemic and its events do not lead to a material uncertainty that may cast significant doubt on the entity's ability to continue as a going concern, and the authority has not had significant negative economic impact. The Annual Financial Statements have therefore been prepared on the going concern basis, since the Directors have every reason to believe that the entity has adequate resources in place to continue operating in the foreseeable future.

6. Directors

The Directors of the company during the accounting period and up to the date of this report were as follows:

Name	Nationality	Status
Ms P Legoze (Chairperson)	RSA	Active
Mr N Msibi (ARC Chair)	RSA	Active
Ms V Motloutsi	RSA	Active
Prof D Mashao	RSA	Active
Prof K Moodaliyar	RSA	Active
Ms M Malapane	RSA	Active
Mr R Mbuyha	RSA	Active
Ms S Mzizi	RSA	Active
Ms A Esterhysen	RSA	Active

7. Auditors

Rakoma and Associates Inc were retained as External Auditors of the Company for the year ending 31 March 2021.

8. Company Secretary

The company secretariat as at year ending 31 March 2021 were IKB Company Secretaries (PTY)LTD.

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF THE ZA DOMAIN NAME AUTHORITY (NPC)

Opinion

We have audited the financial statements of The ZA Domain Name Authority (NPC) set out on pages x to xx, which comprise the statement of financial position as at 31 March 2021, and the statement of financial performance, statement of changes in equity and statement of cash flows for the year then ended, and notes to the financial statements, including a summary of significant accounting policies.

In our opinion, the financial statements present fairly, in all material respects, the financial position of The ZA Domain Name Authority (NPC) as at 31 March 2021, and its financial performance and cash flows for the year then ended in accordance with International Financial Reporting Standards and the requirements of the Companies Act of South Africa.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (ISAs). Our responsibilities under those standards are further described in the Auditor's Responsibilities for the Audit of the Financial Statements section of our report. We are independent of the company in accordance with the Independent Regulatory Board for Auditors' Code of Professional Conduct for Registered Auditors (IRBA Code) and other independence requirements applicable to performing audits of financial statements in South Africa. We have fulfilled our other ethical responsibilities in accordance with the IRBA Code and in accordance with other ethical requirements applicable to performing audits in South Africa. The IRBA Code is consistent with the corresponding sections of the International Ethics Standards Board for Accountants' International Code of Ethics for Professional Accountants (including International Independence Standards). We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Other information

The directors are responsible for the other information. The other information comprises the information included in the document titled "The ZA Domain Name Authority NPC Annual Financial Statements for the year ended 31 March 2021", which includes the Directors' Report as required by the Companies Act of South Africa, which we obtained prior to the date of this report. Other information does not include the financial statements and our auditor's report thereon. Our opinion on the financial statements does not cover the other information and we do not express an audit opinion or any form of assurance conclusion thereon.

Chairman of the Board: EM Rakoma CA (SA)

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Polokwane,
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*Registered name : Rakoma and Associates Incorporated

*A complete list of Directors and Partners is available upon request.

Company Registration: 2002/024847/21

Web: www.rakoma.co.za

www.linkedin.com/company/rakoma-and-associates-inc

www.facebook.com/RakomaInc

Email (General information):

info@rakoma.co.za

05-06-17-ver2



In connection with the audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit, or otherwise appears to be materially misstated. If, based on the work we have performed, we conclude that there is a material misstatement of this other information; we are required to report that fact. We have nothing to report in this regard.

Responsibilities of the directors for the Financial Statements

The directors are responsible for the preparation and fair presentation of the financial statements in accordance with International Financial Reporting Standard and the requirements of the Companies Act of South Africa, and for such internal control as the directors determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the directors are responsible for assessing the company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the directors either intend to liquidate the company or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the Financial Statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance but is not a guarantee that an audit conducted in accordance with International Standards on Auditing will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

As part of an audit in accordance with International Standards on Auditing, we exercise professional judgement and maintain professional scepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the company's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the directors.



- Conclude on the appropriateness of the directors' use of the going concern basis of accounting and based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the company's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the company to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

We communicate with the directors regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

Rakoma & Associates Inc.

Director: Collins Malunga

Registered Auditor

Date: 2 August 2021

Ground Floor Building B Monte Circle Office Park

178 Monte Casino Boulevard

Fourways

2191

The ZA Domain Name Authority (NPC)

(Registration number 2003/021150/08)

Annual Financial Statements

For the year ending 31 March 2021

STATEMENT OF FINANCIAL POSITION AT 31 March 2021

	Note(s)	As at 31st March 2021	As at 31st March 2020
Figures in Rand		R	R
Assets			
Non-current assets		363 190	6 205 756
Property, plant and equipment	2	363 190	434 498
ZACR Receivable	3	-	5 771 258
Current assets		26 208 181	16 548 597
Financial asset at amortised cost	10	2 000 000	4 000 000
Trade and other Receivables	3	8 131 194	7 155 349
Cash and cash equivalents	4	16 076 987	5 393 248
Total assets		26 571 372	22 754 353
Equity and Liabilities		25 269 705	19 797 230
Accumulated Surplus		25 269 705	19 797 230
Liabilities			
Current Liabilities		1 301 667	2 957 122
Trade and other Payables	5	1 301 667	2 957 122
Total Equity and liabilities		26 571 372	22 754 353

The ZA Domain Name Authority (NPC)

(Registration number 2003/021150/08)

Annual Financial Statements

For the year ending 31 March 2021

STATEMENT OF FINANCIAL PERFORMANCE

Figures in Rand	Note(s)	For the Period Ending	For the Period Ending
		31 March 2021	31 March 2020
		R	R
Revenue	7	16 079 448	14 926 000
Other Income	6	71 969	8 571
Investment Income	9	542 257	354 849
Total income		16 693 674	15 289 420
Operating Expenses	8	(11 221 200)	(12 755 596)
Operating Surplus		5 472 475	2 533 824
Surplus before taxation		5 472 475	2 533 824
Taxation	11	-	-
Total Comprehensive Surplus		5 472 475	2 533 824

The ZA Domain Name Authority (NPC)
(Registration number 2003/021150/08)
Annual Financial Statements

STATEMENT OF CHANGES IN EQUITY

Figures in Rand	Note	Accumulated Surplus/(Deficit)	Total Equity
Balance at 1 April 2017		11 122 200	11 122 200
Deficit for the Period		(3 458 088)	(3 458 088)
Prior year Adjustment		5 820 535	5 820 535
Balance at 01 April 2018		13 484 647	13 484 647
Surplus for the Period		2 787 141	2 787 141
Prior Period Error		991 618	991 618
Balance at 01 April 2019 restated		17 263 406	17 263 406
Surplus for the period		2 533 824	2 533 824
Balance at 01 April 2020		19 797 230	19 797 230
Surplus for the Period		5 472 475	5 472 475
Balance at 31 March 2021		25 269 705	25 269 705

The ZA Domain Name Authority (NPC)
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Annual Financial Statements

STATEMENT OF CASH FLOWS

Figures in Rand		For the Period Ending 31 March 2021	For the Period Ending 31 March 2020
	Note (s)	R	R
Cashflows from operating activities			
Cash used in operations	12	2 685 475	297 947
Interest Income		399 768	205 319
Net cashflow from operating activities		3 085 243	503 266
Cashflows from investing activities			
Purchase of property plant and equipment	2	(172 761)	(155 026)
Decrease in Non-current receivable	3	5 771 258	4 957 487
Increase/(Decrease) in financial assets at amortised cost	10	2 000 000	(4 000 000)
Net cashflow from investing activities		7 598 496	802 461
Cashflows from financing activities			
Net cashflow from financing activities		-	-
Total cash movement for the period		10 683 739	1 305 726
Cash at the beginning of the period		5 393 248	4 087 521
Total cash at end of the period	4	16 076 987	5 393 248

The ZA Domain Name Authority (NPC)
(Registration number 2003/021150/08)
NOTES TO THE ANNUAL FINANCIAL STATEMENTS
For the year ending 31 March 2021

1. Accounting Policies

Basis of preparation and summary of significant accounting policies.

The Financial Statements have been prepared on a going concern basis in accordance with the International Financial reporting Standards, and the South African Companies Act 71 2008. The Financial Statements have been prepared on a historical cost basis, and incorporated in the principal accounting policies set out below. The Financial Statements are presented in South African Rand.

The Annual Financial Statements were authorised for issue on the 29th July 2021.

Authorisation for issue of Financial Statements was given by the board of directors .

The Entities Directors do not have the power to amend the Financial Statements after issue.

These accounting policies are consistent with the previous period.

1.1 Significant Judgements and source of estimation uncertainty

Critical judgement in applying accounting policies

In preparing the Annual Financial Statements, management is required to make estimate and assumptions that affects the amounts represented in the Annual financial statements and related disclosure. Use of available information and the application of Judgement is inherent in the formation of estimates. Actual results in the future could differ from these estimates which may be material to the Annual Financial Statements. Significant judgements include:

Trade receivables, financial asset at amortised cost, Loans and receivables.

The company assesses its trade receivables, financial assets at amortised cost and loans and receivables at the end of each reporting period and shall recognise a loss allowance for expected credit losses on accounts receivables. The company makes judgements as to whether there is observable data indicating a measurable decrease in the estimated future cashflows from a financial asset.

The Impairment for Trade receivables, held to maturity investments and loans and receivables is calculated on a portfolio basis, based on historical loss ratio, adjusted for national and industry-specific economic conditions and other indicators present at the reporting date that correlate with defaults on the portfolio. These annual loss ratios are applied to loan balances in the portfolio and scaled to the estimated loss emergence period.

Fair Value Estimation

The Carrying value less impairment provision of trade receivables and payables are assumed to Approximate their fair values. The fair value of Financial liabilities for disclosure purposes is estimated by discounting the future contractual cash flows at the current market interest rate that is available to the company for similar financial instruments.

Impairment Testing

The company reviews and tests the carrying value of assets when events or changes in circumstances suggest that the carrying amount may not be recoverable. Assets are grouped at the lowest level for which identifiable cashflows are largely independent of cash flows of other assets and liabilities. If there are indicators that imparement may have occurred, estimates are prepared of expected future cashflows for each group assets. Expected future cashflows used to determine the value in use of tangible assets are inherently certain and could materially change over time.

Provisions

Provisions were raised and management determined an estimate based on the information available.

The ZA Domain Name Authority (NPC)
(Registration number 2003/021150/08)
Notes to the Annual Financial Statements
For the period Ending 31 March 2021

1.2 **Property, Plant and Equipment**

Property, plant and equipment are tangible assets which the company holds for its own use or for rentals to other and which are expected to be used for more than one period.

An item of property, plant and equipment is recognised as an asset when it is probable that future economic benefits associated with the item will flow to the company, and the cost of the item can be measured reliably.

Property, Plant and equipment is initially measured at cost.

Cost Includes costs incurred initially to acquire or construct an item of property, plant and equipment and costs incurred subsequently to add to, replace part of, or service it. If a replacement cost is recognised in the carrying amount of an item of property, plant and equipment the, carrying amount of the replaced part is derecognised.

Property, plant and equipment is subsequently stated at cost less accumulated depreciation and any accumulated impairment losses, except for land which is stated at cost less any accumulated impairment losses.

Depreciation of an asset commences when the asset is available for use as intended by management. Depreciation is charged to write off the asset's carrying amount over its estimated useful life to its estimated residual value, using a method that best reflects the pattern in which the assets economic benefits are consumed by the company.

The useful lives of items of property, plant and equipment have been assessed as follows.

Item	Depreciation Method	Average Useful life
Furniture and Fixtures	Straight Line	6 Years
Motor Vehicles	Straight Line	5Years
Office Equipment	Straight Line	3Years
IT Equipment	Straight Line	3Years
Computer Software	Straight Line	3Years
Cellphone Equipment	Straight Line	2Years

When indicators are present that the useful lives and residual values of items of property, plant equipment have been impaired since the most recent annual reporting date, they are reassessed. Any changes are accounted for prospectively as a change in accounting estimate.

An Item of property, plant and equipment is derecognised upon disposal or when no future economic benefit are expected from its continued use or disposal. Any gain or loss arising from the derecognition of an item of property plant and equipment determined as the difference between the net disposal proceeds, if any and the carrying amount of the item, is included in profit or loss when the item is derecognised.

1.3 **Financial Instruments**

Classification

The classification depends on the purpose for which financial instrument were obtained or incurred and recognised as a financial asset or liability. Classification is re-assessed on an annual basis, except for derivatives and financial assets designated as at fair value through profit and loss, which shall not be classified out of the fair value through profit loss.

Financial instruments are recognised initially when the company becomes a party to the contractual provisions of the instruments. In accordance to the substance of contractual arrangement the company recognises the financial instrument and classify it as a financial asset, a financial liability or an equity instrument. Financial instruments are measured initially at fair value. For Financial instruments which are not at fair value through profit and loss transaction costs are included in the initial measurement of the instrument.

Subsequent Measurement

Financial instruments are subsequently measured at amortised cost, with gains and losses arising from changes in fair value being included in profit or loss for the period. Net gains or losses on the financial instruments at fair value through profit or loss dividends and interest. Dividend income is recognised in profit or loss as part of other income when the company's right to receive payment is established.

The ZA Domain Name Authority (NPC)
(Registration number 2003/021150/08)
Notes to the Annual Financial Statements
For the period Ending 31 March 2021

Derecognition

Financial Assets are derecognised when the rights to receive cash flows from the investments have expired or have been transferred and the company has transferred substantially all risks and rewards of ownership.

Impairment of Financial Assets

At each reporting date the company assesses all financial assets, other than those at fair value through profit and loss, to determine whether there is objective evidence that a financial asset or group of financial assets has been impaired. For amounts due to the company, significant financial difficulties of the debtor, probability that the debtor will enter bankruptcy and default of payments are all considered indicators of impairment.

Impairment losses are recognised in profit or loss

Impairment losses are reversed when an increase in the financial asset's recoverable amount can be related objectively to an event occurring after the impairment was recognised. Subject to the restriction that the carrying amount of the financial asset at the date that the impairment is reversed shall not exceed what the carrying amount would have been, had the impairment not been recognised.

Trade and other receivables

Trade receivables are initially recognised at fair value, and subsequently measured at amortised cost using the effective interest rate method less any provision for impairment. Appropriate estimated irrecoverable amounts are recognised in profit or loss when there is objective evidence that the asset is impaired. Significant financial difficulties of the debtor, probability that the debtor will enter bankruptcy or financial reorganisation and default or delinquency in payments (more than 30 days overdue) are considered indicators that the trade receivables are impaired. The allowance recognised is measured in difference between the asset's carrying amount and the present value of estimated future cash flows discounted at the effective interest rate computed at initial recognition.

The carrying amount of the asset is reduced through the use of an allowance account, and the amount of the loss is recognised in profit or loss within operating expenses. When a trade receivable is uncollectable, it is written off against the allowance account for trade receivables. Subsequent recoveries of amounts previously written off are credited against operating expenses in profit or loss.

Trade and other receivables are classified as accounts receivables, trade debtors and other receivables.

Trade and other payables

Trade payables are initially measured at fair value, and are subsequently measured at amortised cost, using the effective interest rate method.

Cash and cash equivalents

Cash and cash equivalents comprise cash on hand and demand deposits and other short-term highly liquid investments that are readily convertible to a known amount of cash and are subject to an insignificant risk of changes in value. These are initially and subsequently recorded at fair value.

1.4 **Leases-Lessee**

Leases will be recognised, measured, presented and disclosed using the single lessee accounting model, requiring lessors to recognise assets and liabilities for all leases unless the lease term is 12 Months or less or the underlying asset has a low value.

The ZA Domain Name Authority (NPC)
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Notes to the Annual Financial Statements
For the period Ending 31 March 2021

1.5 **Employee benefits**

Short-term employment benefits

The cost of short-term employee benefit (those payable within 12 months after the service is rendered, such as leave pay and sick leave, bonuses, and non-monetary benefits such as medical care). Are recognised in the period in which the service is rendered and are not discounted.

The expected cost of compensated absences is recognised as an expense as the employees render services that increase their entitlement or, in the case of non-accumulating absences, when the absence occurs.

The expected cost of profit sharing and bonus payments is recognised as an expense when there is a legal or constructive obligation to make such payments as a result of past performance.

1.6 **Provisions and contingencies**

Provisions are recognised when the company has a present obligation at the reporting date as a result of a past event; and the amount of the obligation can be estimated reliably.

Provisions are measured at the present value of the amount expected to be required to settle the obligation.

1.7 **Revenue- Registry fees**

ZA Central Registry (ZACR) must charge and collect, from Registrars, the relevant fees as stipulated in Schedule 3 of the ZA Central Registry Operating Agreement (Register Fees) as amended from time to time. ZACR must pay over to .ZADNA the relevant fees as stipulated in Schedule 4 (ZACR Registry Fees) as amended from time to time.

Register Payment Terms

Creates or Rewards committed through the Legacy System into Central Registry System will only be payable on receipt of payment. Creates or Rewards committed by an EPP Registrar will be due and payable on commitment to the Central Registry System.

Transaction Fee Payment Terms:

The legacy Transaction Fee (Legacy creates and renewals) will only be based on receipt of payment and not on the transaction itself. Creates, Renewals and/or Grace Period Refunds committed by an EPP Registrar into the Central Registry system, will be due upon commitment of the transaction. Creates, Renewals and/or Grace Period Refunds committed by an EPP Registrar into the Central Registry system, will be due upon commitment of the transaction. Creates, Renewals and/or Grace Period Refunds committed by an EPP Registrar into the Central Registry system, will be due upon commitment of the transaction.

Interest Income

Interest income refers to interest that is accrued over time through a business's investment in financial instruments. Interest income is recognized when it is earned.

Other Income

Other Income is recognized when realized and earned, not necessarily when received.

1.8 **Risk management**

Capital Risk

Capital risk is the risk that the company will not be able to continue as a going concern for the foreseeable future. Capital risk is managed by robust budgeting and forecasting to ensure that current retained earnings as well as funding to be received is sufficient to fund current planned activities in the foreseeable future. There are no externally imposed capital requirements. There have been no changes to what the entity manages as capital, the strategy for capital maintenance or externally imposed capital requirements from the previous year.

Liquidation Risk

The company's liquidity risk relates to the availability of funds for future commitments. The company manages liquidity risk by not entering into future commitments before funding for such expenditure is obtained. Cashflow forecasts are prepared and monitored to ensure adequate management of cash resources and short term investment maturities in order to ensure that cash resources are available when obligations become due.

The ZA Domain Name Authority (NPC)
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Notes to the Annual Financial Statements
For the period Ending 31 March 2021

Interest rate risk

The company is exposed to interest rate risk through its cash balances, loan funding and short term investments in fixed deposits. Changes in market interest rates affect the fair value of cash and investment assets. Interest rate risk is managed by matching the maturities of short term fixed deposits and the repayment of loan funding with management's expectations of future changes in interest rates, taking into account the company's liquidity needs.

Credit risk

Credit risk consists mainly of cash deposits, cash equivalents and trade debtors. The company's maximum exposure to credit risk is the carrying amount of cash and cash equivalents and trade and other receivables.

Credit risk is managed by only banking with financial institutions that have a good reputation and a very good credit rating.

1.9 **New standards and interpretations not yet adopted**

A number of new standards and amendments to existing standards have been issued but not yet effective for the reporting period and have not been applied in preparing these annual financial statements. Unless specifically noted to the contrary, these amendments are not expected to have a material impact on the company.

Amendment to IFRS 16 Leases – Covid-19-related Rent Concessions

The amendments to IFRS 16 provide relief to lessees from applying the IFRS 16 guidance on lease modifications to rent concessions arising as a direct consequence of the covid-19 pandemic, so long as specific conditions are met. In many cases, this will result in accounting for the concessions as variable lease payments in the period in which they are granted. The amendments are effective for annual reporting periods beginning on or after 1 June 2020, with earlier application permitted.

Amendments to IFRS 9, IAS 39 and IFRS 7 Interest Rate Benchmark Reform (IBOR) (Phase II)

The amendments address issues that might affect financial reporting after the reform of an interest rate benchmark, including its replacement with alternative benchmark rates. The amendments are as follows:

- Modifications to financial instruments and lease liabilities which arise as a direct consequence of IBOR reform are accounted for by updating the effective interest rate;
- Hedge accounting is not discontinued solely because of the IBOR reform. Hedging relationships must be amended to reflect modifications, and amended hedging relationships should meet all qualifying criteria to apply hedge accounting, including effectiveness requirements; and
- Additional disclosure requirements have been included.

The amendments are effective for annual reporting periods beginning on or after 1 January 2021, with earlier application permitted.

Amendments to IAS 37 Onerous Contracts – Cost of Fulfilling a Contract

The amendments to IAS 37 specify which costs an entity needs to include when assessing whether a contract is onerous or loss-making. Costs that are required to be included are those that relate directly to a contract to provide goods or services, and include both incremental costs, as well as an allocation of costs directly related to contract activities. The amendments are effective for annual reporting periods beginning on or after 1 January 2022, with earlier application permitted.

Amendment to IAS 16 Property, Plant and Equipment for proceeds received before intended use

The amendment to IAS 16 prohibits an entity from deducting from the cost of an item of PP&E any proceeds received from selling items produced while the entity is preparing the asset for its intended use. It further clarifies that an entity is 'testing whether the asset is functioning properly' when it assesses the technical and physical performance of the asset. The financial performance of the asset is not relevant to this assessment.

The amendment is effective for annual reporting periods beginning on or after 1 January 2022, with earlier application permitted.

Amendments to IFRS 3 Business Combinations

The Amendments to IFRS 3 intend to replace a reference to a previous version of the IASB's Conceptual Framework (the 1989 Framework) with a reference to the current version issued in March 2018 (the Conceptual Framework). The amendments are effective for annual reporting periods beginning on or after 1 January 2022, with earlier application permitted.

The ZA Domain Name Authority (NPC)
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Notes to the Annual Financial Statements
For the period Ending 31 March 2021

Amendments to IAS 1 Classification of liabilities as current or non-current

The amendments aim to help companies determine whether, in the statement of financial position, debt and other liabilities with an uncertain settlement date should be classified as current (due or potentially due to be settled within one year) or non-current. The amendments include clarifying the classification requirements for debt a company might settle by converting it into equity. The amendments are effective for annual reporting periods beginning on or after 1 January 2023, with earlier application permitted.

IFRS 17, Insurance contracts

This standard replaces IFRS 4, which currently permits a wide variety of practices in accounting for insurance contracts. IFRS 17 will fundamentally change the accounting by all entities that issue insurance contracts and investment contracts with discretionary participation features. The amendments are effective for annual reporting periods beginning on or after 1 January 2023, with earlier application permitted.

2. PROPERTY PLANT AND EQUIPMENT

	Year Ended 31 March 2021			Year Ended 31 March 2020		
	Cost/ Valuation	Accumulated depreciation	Carrying value	Cost/ Valuation	Accumulated depreciation	Carrying value
Furniture and Fixtures	283 136	(204 192)	78 944	283 136	(156 999)	126 137
Motor Vehicle	422 425	(339 530)	82 895	422 425	(255 045)	167 380
Office Equipment	40 494	(40 494)	-	40 494	(40 494)	-
Computer Equipment	547 620	(453 340)	94 281	478 349	(407 598)	70 751
Computer Software	25 400	(15 197)	10 203	14 270	(14 270)	-
IT Equipment	183 652	(86 784)	96 868	91 291	(21 061)	70 230
Total	1 502 726	(1 139 537)	363 190	1 329 965	(895 467)	434 498

Reconciliation of PPE 31 March 2021	Opening Balance	Additions	Disposal	Depreciation	Closing Balance
Furniture and Fixtures	126 137	-	-	(47 193)	78 944
Motor Vehicle	167 380	-	-	(84 485)	82 895
Office Equipment	-	-	-	-	-
Computer Equipment	70 751	69 271	-	(45 742)	94 280
Computer Software	-	11 130	-	(927)	10 203
IT Equipment	70 230	92 361	-	(65 723)	96 868
Total	434 498	172 761	-	(244 070)	363 190

Reconciliation of PPE 31 March 2020	Opening Balance	Additions	Disposal	Depreciation	Closing Balance
Furniture and Fixtures	173 330	-	-	(47 193)	126 137
Motor Vehicle	251 865	-	-	(84 485)	167 380
Office Equipment	4 546	4608	-	(9 154)	-
Computer Equipment	46 724	59127	-	(35 101)	70 751
Computer Software	-	-	-	-	-
IT Equipment	-	91291	-	(21 061)	70 230
Total	476 465	155 026	-	(196 994)	434 498

The ZA Domain Name Authority (NPC)
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Notes to the Annual Financial Statements
For the period Ending 31 March 2021

	For the Period Ending 31 March 2021	For the Period Ending 31 March 2020
3. Trade and other receivables		
Central Registry Arbitration	5 578 948	6 667 483
Trade receivable (ZACR)	1 707 341	
VAT Receivable	363 216	-
Deposits Refundable	245 818	245 818
Accrued Income	142 487	149 530
Prepaid Expense	93 384	925 18
	8 131 194	7 155 349

Credit quality of trade and other receivables

The credit quality of trade and other receivables that are neither past due or impaired can be assessed by reference to external credit rating if available or to historical information about counterparty default rates. The majority of trade receivables pertain to one specific counterparty of which the risk is assessed by directors on a continuous basis. The risk is currently assessed at being very low hence there have been no provision for baddebts or impairment on trade and other receivables.

Fair Value of Trade receivables

The fair value of trade receivable approximate their carrying value due on the short term maturity of these receivables.

Age Analysis

Current	1 707 341	1 517 687
1 Month past due	-	-
2 Months past due	-	-
3 Months past due	-	-
over 3 Months past due	5 578 948	10 921 054

Non-current Asset Receivable

ZACR settlement agreement receivable in instalments	-	5 771 258
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4. Cash and Cash Equivalents

Bank (Absa Cheques)	15 619 360	5 106 492
ABSA Call Account	197 200	-
Credit card	-	39 724
Petty Cash	5 027	5 080
Other Cash and Cash Equivalents (ADR Account)	255 399	241 951
	16 076 987	5 393 248

The fair value of Cash and Cash equivalents approximate their carrying value due to the short term maturity of these assets.

5. Trade and other Payables

Trade creditors	-	222 991
Vodacom IT Equipment payable	93 514	
ABSA – Credit Card	35 753	-
UIF	2 398	-
Accrued expenses	360 076	-
PAYE Expense payable	102 665	-
Provision for Directors Remuneration		87 980
Provision For Employees Bonus	322 490	167 874
VAT Liability	-	1 734 673
Provision for VAT Penalties and Interest	-	321 513
Provision For Audit fees	189 483	160 000
Accrual for leave pay	195 288	262 092
	1 301 667	2 957 122

6. Other Income

Insurance Outbonus	9 792	8 571
Insurance claim received	53 427	-
ADR Fees Received	8750	-
	71 969	8 571

The ZA Domain Name Authority (NPC)
(Registration number 2003/021150/08)
Notes to the Annual Financial Statements
For the period Ending 31 March 2021

7. Revenue

ZA Central Registry Fees	16 079 448	14 926 000
	16 079 448	14 926 000

Revenue is derived from domain name registry fees. ZACR must pay over to ZADNA the relevant fees as stipulated in Schedule 4 of ZACR Registry Fees as amended from time to time, in accordance to the .ZA Second level Domain (SLD) operating agreement concluded between ZADNA and ZACR in 2012. This agreement entitles ZADNA to receive revenue from ZACR on per domain name basis from, co.za, org.za, net.za , web.za domain name registrations at the rate of R12 excl VAT per annum.

8. Operating Expenses

	For The Period Ending 31 March 2021	For The Period Ending 31 March 2020
Employee cost		
Salaries & Wages	3 026 241	2 374 581
Employee Benefits	203 075	-
Severance Payment	124 409	-
Leave pay	195 288	262 092
Employee Bonus	322 490	167 874
PAYE	1 065 348	892 907
UIF	27 058	29 382
	4 963 910	3 726 837
Auditors Fees	160 000	174 736
Directors Remunerations	1 198 341	1 781 356
Other Operating Expenses	4 898 949	7 072 668
Total operating Expenses	11 221 200	12 755 596

9. Investment Revenue

Interest Income	542 257	354 849
	542 257	354 849

10. Financial asset at amortised cost

Absa Fixed Deposit	2 000 000	4 000 000
	2 000 000	4 000 000

The Investment is a 365 Days Fixed deposit with ABSA bank. The investment earns interest at 5,68 % per annum, capitalised at maturity. The maturity date of the Investment is the 21 April 2021.

11. Taxation

No provision has been made for the 2021 Tax year as the entity has been granted tax exemption by SARS in terms of section 10(1)(N) of the Income Tax Act. The Company is a registered Non Profit Company in terms of Schedule 1 and Section 10 of the companies Act, Act 71 of 2008 and section 122 of the companies Amendment Act , Act 3 of 2011.

12. Cash used in operations

Profit/(Loss) before taxation	5 472 475	2 533 824
Adjustments for:		
Depreciation and amortization	244 070	196 994
Interest Received	(399 770)	(205 319)
Changes in working capital		
Trade and other receivables	(975 845)	(2 451 433)
Trade and other payables	(1 655 454)	223 880
	2 685 475	297 947

The ZA Domain Name Authority (NPC)
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Notes to the Annual Financial Statements
For the period Ending 31 March 2021

13. Commitments

Leases – lessee

Minimum Lease payments due

-With one year	377 811	299 633
-in second to fifth year inclusive		-
	377 811	299 633

The commitment relates to Growth Point rentals, the contract ends on 31 August 2021, the lease is not capitalised as it expires within a year. A long term lease cannot be entered into currently in anticipation of the possible merger of entities as suggested by the Department of Communications and Digital Technology services.

14. Related Parties

In terms of the Act, the Minister of the Department of Communications and Digital Technology services is entitled to appoint directors .
Directors and Public Officers Remuneration.

Directors Remunerations

Executive

As at 31 March 2021

	Emoluments	Totals
*M WESI (CEO)	1 100 000	1 100 000
*P MADAVHU (ACEO)	54 745	54 745

As at 31 March 2020

P MADAVHU (ACEO)	149 656	149 656
V MPISANE (CEO)	388 316	388 316

*Mr M Wesi was appointed on 1 August 2020, while in the current period Mr P Madavhu acted during the period 1 April 2020 to 31 July 2020.

Directors Allowance

Non Executive

As at 31 March 2021

	Directors Allowance	Stakeholder Related Allowance	Total
Ms P Legoze (Chairperson)	206 146	38 113	244259
Mr N Msibi (ARC Chairperson)	140 966	28 696	169661
Ms V Motloutsi	120 990	-	120990
Prof D Mashao	102 474	-	102474
Prof K Moodaliyar	123 543	-	123543
Ms M Malapane	107 090	-	107090
Mr R Mbuvha	114 232	-	114232
Ms S Mzizi	100 130	-	100130
Ms A Esterhysen	115 961	-	115961
	1 131 533	66 808	1 198 341

Non Executive

As at 31 March 2020

	Directors Allowance	Stakeholder Related Allowance	Total
Ms P Legoze (Chairperson)	99 671	20 000	119671
Mr N Msibi (ARC Chairperson)	240 875	50 000	290875
Ms V Motloutsi	62 540	20 000	82540
Prof D Mashao	52 540	-	52540
Prof K Moodaliyar	67 080	20 000	87080
Ms M Malapane	59 454	20 000	79454
Mr R Mbuvha	62 540	20 000	82540
Ms S Mzizi	54 720	10 000	64720
Ms A Esterhysen	56 720	10 000	66720
Adv MJ Ralefatane (31 October 2019)	207 293	30 000	237293
Mr AM Brooks (31 October 2019)	113 540	20 000	133540
Ms N Dhevcharran (3 October 2019)	91 214	10 000	101214
Mr MR Khumalo (31 october 2019)	165 510	30 000	195510
Ms M Morata (31 Otober 2019)	140 579	30 000	170579
Dr YKN Mohutsioa- Mathabathe (17 May 2019)	17 080	-	17080
	1 491 356	290 000	1 781 356

Directors Allowance is in relation to directors and committee meetings.

Stakeholders related allowance is in relation to Special General, Annual and General Parliament meetings.

The ZA Domain Name Authority (NPC)
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Notes to the Annual Financial Statements
For the period Ending 31 March 2021

15. Going Concern

The Annual Financial Statements have been prepared on the basis of accounting policies applicable to a going concern. This basis presumes that funds will be available to finance future operations and that the realisation of assets and settlement of liabilities, contingent obligations and commitments which will occur in the ordinary course of business.

The ability of the company to continue as a going concern is dependent on a number of factors. The most significant of these is that the directors continue to procure funding for the ongoing operations of the company.

These conditions give rise to a material uncertainty which may cast significant doubt about the company's ability to continue as a going concern and therefore that it may be unable to realise its assets and discharge its liabilities in the normal course of business.

16. Categories of Financial Instruments

Categories of Financial Instruments AS AT 31 March 2021				
	Financial Assets at Amortised value	Financial Assets at Fair Value	Financial liabilities at amortised cost	Total
Assets				
Current assets				
Investment	2 000 000	-	-	2 000 000
Trade and other Receivables	7 767 978	-	-	7 767 978
Cash and cash equivalents	-	16 076 987	-	16 076 987
Total assets	9 767 978	16 076 987	-	25 844 965
Equity and Liabilities				
Current Liabilities				
Trade and other Payables	-	-	1 301 667	1 301 667
Total Equity and Liabilities	-	-	1 301 667	1 301 667

Categories of Financial Instruments as at 31 March 2020				
	Financial Assets at Amortised value	Financial Assets at Fair Value	Financial liabilities at amortised cost	Total
Assets				
Non-current Asset				
ZACR Receivable	5 771 258	-	-	5 771 258
Current assets				
Investment	4 000 000	-	-	4 000 000
Trade and other Receivables	7 155 349	-	-	7 155 349
Cash and cash equivalents	-	5 393 248	-	5 393 248
Total assets	16 926 607	5 393 248	-	22 319 855
Current Liabilities				
Trade and other Payables	-	-	2 957 122	2 957 122
Total Equity and Liabilities	-	-	2 957 122	2 957 122

Interest Risk Management	Exposure arising from	Possible disclosure	Management of risk
Market risk- Interest rate risk	Long-term Investments at variable rates	Sensitivity analysis	Long term investments are committed at fixed interest rates. Investing according to the Investment Policy that is approved by the board of directors.
Credit risk	Cash and cash equivalents and trade receivables	Ageing analysis. Credit ratings	Diversification of bank deposits, credit limits and letters of credit Investment guidelines for investments
Liquidity risk	Borrowings and other liabilities	Rolling cash flow forecasts Maturity analysis	Strict adherence to budgeting process Management intentionally creates reserves

The ZA Domain Name Authority (NPC)
(Registration number 2003/021150/08)
DETAILED STATEMENT OF FINANCIAL PERFORMANCE
For the year ending 31 March 2021

	For the period Ending 31 March 2021	For the period Ending 31 March 2020
	R	R
Revenue	Note 16 693 674	15 289 420
Central Registry	7 16 079 448	14 926 000
Interest Received	542 257	354 849
ADR Fees Received	8 750	-
Outbonus –Outsurance	9 792	8 571
Outsurance Claim	53 427	-
Total Income	16 693 674	15 289 420
Operating expenses	8 11 221 200	12 755 596
Accounting Fees	533 913	413 325
Africa Internet Governance Forum	-	49 043
Company Secretarial	355 048	-
Auditors Remuneration	160 000	174 736
Bank Charges	17 229	25 375
Conference Expenses	-	38 895
C & A I-Week	-	49 206
Website	31 543	-
Recruitment Agencies	110 880	50 905
Computer Expenses / IT Hosting	200 194	122 741
Compliance	84 413	188 322
Depreciation	244 070	196 994
DTPS Meeting and Events	71 608	130 975
Staff Engagement and Meeting catering	98 096	52 944
ICANN Contribution ,ZA South Africa	26 789	29 786
ICANN Travel /Accomodation / Subsistence	-	235 815
Insurance	110 566	87 421
Internship Program	149 568	85 570
Internal Auditors	214 516	153 888
Legal Fees	242 001	1 163 148
Loss on Fraudulent Transactions	-	6 146
Meeting Reimbursements /Directors Allowance	1 131 533	1 491 356
Motor Vehicle: Fuel & Oil	-	4 637
Motor Vehicle : Expenses & Maintainance	1 563	2 300
Motor Vehicle :Tracking	2 259	1 920
Namespace Awareness	359 694	803 844
Namespace Dev : Registrar- Reseller	130 549	441 193
Office Refurbishment	3 875	-
Office Supplies	56 150	33 041
PAYE	1 065 348	892 907
Parliament Events and Travel	45 250	172 399
Printing, Stationery and Supplies	63 400	110 725
Professional Fees	405 934	162 896
Penalty and Interest SARS PAYE	13 721	99 121
Provision for Penalty and Interest SARS VAT	-	120 390
Rent Paid	933 617	900 215
Repairs & Maintainance	400	13 041
Research	-	15 700
RLF Projects	161 265	-
Salaries & Wages	3 026 241	2 804 547
Staff Medical Aid	109 015	-
Staff Provident Fund	94 060	-
Severance Payment	124 409	-
SA Internet Governance Forum	34 264	253 083
SA School of Internet Governance	24 500	197 921
Stakeholders Relations & Board Travel	66 808	290 000
Strategic Planning session	105 235	-
Subscriptions : IoDSA	23 748	23 909
Telephone & Internet	19 615	94 978
Training staff	198 588	22 333
Training Directors	63 478	32 432
Travel / Accomodation Staff	33 432	188 878
Travel / Accomodation Directors	-	71 866
UIF	27 058	29 382
ZA Infrastructure & DNSSEC	245 758	225 349
Total Surplus	5 472 475	2 533 824
Surplus before taxation	5 472 475	2 533 824
Taxation	11 -	-
Surplus for the year	5 472 475	2 533 824



ANNEXURE A: ANNUAL PERFORMANCE REPORT

STRATEGIC GOAL	ANNUAL OBJECTIVE AND KEY TASKS	ACTUAL ACHIEVEMENT	CHALLENGES/COMMENTS	RECTIFICATION
EMPOWERED COMMUNITIES	25 000 domain names registered	Achieved	ZACR annual domain name registration figures: <ul style="list-style-type: none"> • Q1: 32 681 • Q2: 24 407 • Q3: 899 • Q4: 19 315 	N/A

STRATEGIC GOAL	ANNUAL OBJECTIVE AND KEY TASKS	ACTUAL ACHIEVEMENT	CHALLENGES/COMMENTS	RECTIFICATION
EMPOWERED COMMUNITIES	9 Awareness events conducted	Achieved	<p>5 COMPLETED AWARENESS EVENTS AND 11 COMPLETED AWARENESS CAMPAIGNS</p> <p>1. 15 October 2020: Outreach Event at VhaTsonga in Tzaneen, Limpopo Province. VhaTsonga was an event that was organised by the Department of Communication and Digital Technologies together with the Limpopo Government The event was aimed at embracing the VhaTsonga culture and it was attended by people from across Limpopo Attendees varied from the Royal House, MECs, Mayors, CEO, Ward Councilors, Entrepreneurs and Students Reached over 500 people in terms of brand visibility and awareness Reached over 50 people in terms of one-on-one engagement and communication</p> <p>2. 26 and 27 October 2020: Outreach Event at Bizana, Alfred Nzo District Municipality, Eastern Cape. The Bizana outreach event was organised by the Eastern Cape Provincial Government to commemorate the late Oliver Tambo, the event happened over two days at different locations within Bizana On the first day the event was held at OR Tambo Technical High School On the second day the event took place at Sinawe Boutique Hotel Event attendees were mainly Entrepreneurs, Government Officials and Students Reached over 400 people in terms of brand visibility and awareness Reached over 30 people in terms of one-on-one engagement and communication</p>	N/A

			<p>3. 26 November: Awareness Campaign and Training at Kgapane, Greater Letaba Municipality in Limpopo province. The awareness campaign and training was organised by ZADNA in collaboration with the Greater Letaba Municipality, to educate the community of Kgapane about ZADNA, the role of ZADNA and the importance of using .za country-code top level domain The awareness campaign and training was held at Kgapane Community Hall from 09:00 until 16:00. Event attendees were mainly Entrepreneurs and Students. Reached over 28 people in terms of brand visibility and awareness. Reached over 2 people in terms of one-on-one engagement and communication.</p> <p>4. 27 November 2020: Awareness Campaign and Training at Mokwakwaila, Greater Letaba Municipality in Limpopo Province The Awareness Campaign and Training was organised by ZADNA in collaboration with Greater Letaba Municipality, to educate the community of Mokwakwaila about ZADNA, the role of ZADNA and the importance of using .za country-code top level domain The awareness campaign and training was held at Mokwakwaila Community Hall from 09:00 until 16:00. Event attendees were mainly Students. Reached over 24 people in terms of brand visibility and awareness.</p> <p>5. 29-30 March 2021: Awareness Campaign and Training at Ganyesa, Kagisano Molapo Municipality in North West province. The awareness campaign and training was organised by Department of Communication & Digital Technologies in collaboration with Kagisano Molapo Municipality, to educate the community and students of Ganyesa about ZADNA, the role of ZADNA and the importance of using .za country-code top level domain The awareness campaign and training was held at Ganyesa Community Hall from 09:00 until 15:00.</p>	
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			<p>The awareness campaign and training were held at Ganyesa Community Hall from 09:00 until 15:00. Event attendees were mainly students. Reached over 100 people in terms of brand visibility and awareness. Reached over 85 people in terms of one-on-one engagement and communication.</p> <p>Awareness Campaigns: ZADNA embarked on .za awareness campaigns in outreach events that aim to create brand visibility and awareness of the .za brand and advance ZADNA's stakeholder engagement efforts.</p> <p>1. X2 Rotation Banners on SME South Africa for September: ZADNA ran a brand visibility campaign that is aimed at showcasing the importance of registering a .za domain name. The campaign commenced in September and is currently up on the SME South Africa homepage. The message of the digital banners was crafted to encourage business owners who are readers of the publication to utilise .za for their online business presence.</p> <p>2. X2 Banners on Business Integrator for three months (September, October and November): Ran a brand visibility campaign that is aimed at showcasing the importance of registering a .za domain name. The campaign commenced in September and will be up on the platform for three months.</p> <p>6. 13 November 2020 - Don't miss out on the opportunity to be part of the .za Register-Reseller training. The campaign reached over 3 735 people.</p>	
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			<p>7. 20 November 2020 - Registering a .za domain name is safe, secure and cost effective. The campaign reached over 2 760 people</p> <p>8. 16 December 2020 - Unlock Digital Opportunities with .ZA The Campaign reached over 5 051 people</p> <p>9. 22 January 2020 - ZA protects brand owners from abuse of their trademark and intellectual property through the .za ADR The campaign reached over 5 558 people</p> <p>10. 29 January 2020 - Kick-start the year with new skills by being part of the 2021 .za Registrar-Reseller virtual training The campaign reached over 9 387</p> <p>11. 4 February 2021 - How much do you know about online presence? The campaign reached over 24 808 people</p>	
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STRATEGIC GOAL	ANNUAL OBJECTIVE AND KEY TASKS	ACTUAL ACHIEVEMENT	CHALLENGES/COMMENTS	RECTIFICATION
EMPOWERED COMMUNITIES	9 Registrar reseller training conducted	Achieved	<p>15 REGISTRAR AND RESELLER TRAINING EVENTS WERE CONDUCTED</p> <ol style="list-style-type: none"> 1. 16 and 17 November 2020: Two-day training organised by Mafikeng Digital Innovation Hub (MDIHub) in North West province. 2. 26 November 2020: One day training organised by the Greater Letaba Local Municipality in Kgapane, Limpopo province. 3. 27 November 2020: One day training in Mokwakwaila, Limpopo province. 4. 7 December 2020: The training was attended by 27 participants comprising of 85.2% males and 14.8% females. 5. 9 of December 2020: The training was attended by 13 participants comprising of 69.2% males and 30.8% females. 6. 11 December 2020: The training was attended by 12 learners comprising of 83.3% males and 16.7% females. 7. 25 January 2021: Virtual/online Registrar-Reseller Training, with the same purpose as indicated above to a different group of attendees as indicated in the POE 8. 08 February 2021: Virtual/online Registrar-Reseller Training, with the same purpose as indicated above to a different group of attendees as indicated in the POE 	N/A

			<p>9. 17 February 2021: Virtual/online Registrar Reseller Training, with the same purpose as indicated above to a different group of attendees as indicated in the POE</p> <p>10. 1 March 2021: One-day training session for Youth in Nkantolo, Eastern Cape, on how to become .ZA domain names registrars and resellers. This was done to grow the .ZA namespace and to enhance public awareness on the economic and commercial benefits of domain name registration.</p> <p>11. 2 March 2021: One-day training session for Youth in Nkantolo, Eastern Cape, on how to become .ZA domain names registrars and resellers. This was done to grow the .ZA namespace and to enhance public awareness on the economic and commercial benefits of domain name registration.</p> <p>12. 3 March 2021: One-day training session for Youth in Nkantolo, Eastern Cape, on how to become .ZA domain names registrars and resellers. This was done to grow the .ZA namespace and to enhance public awareness on the economic and commercial benefits of domain name registration.</p> <p>13. 4 March 2021: One-day training session for Youth in Nkantolo, Eastern Cape, on how to become .ZA domain names registrars and resellers. This was done to grow the .ZA namespace and to enhance public awareness on the economic and commercial benefits of domain name registration.</p> <p>14. 29 March 2021: High-level registrar and reseller training for 27 Learners at Ganyisa Community Hall.</p> <p>15. 30 March 2021: High-level registrar and reseller training for 18 Learners at Ganyisa Community Hall.</p>	
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STRATEGIC GOAL	ANNUAL OBJECTIVE AND KEY TASKS	ACTUAL ACHIEVEMENT	CHALLENGES/COMMENTS	RECTIFICATION
EMPOWERED COMMUNITIES	9 Media Coverage	Achieved	<p>12 MEDIA COVERAGES CONDUCTED WHICH ARE AS FOLLOWS:</p> <p>1. Double Page Advertorial on Business Integrator Magazine: ZADNA published a two-page advertorial piece that talks about .za being a safe, resilient and robust namespace. This material was featured on page 57 of the September edition. The article further described the benefits of using a country code; explained how the authority protects .za domain name holders against cybersquatting and intellectual property abuse; and steps to be taken to report .za domain name abuse. https://mediaxpose.co.za/2020/09/15/za-is-safe-resilient-robust-and-complies-with-international-best-practice/</p> <p>2. Double Page Advert on Business Integrator Magazine: ZADNA published a double spread advert in the prime spot of the magazine. The advert described in detail why it is essential to have a .za domain name for online presence. Moreover, the material emphasised the security element of .za to ensure that users and potential users have faith in choosing .za as their preferred online presence for their businesses.</p> <p>3. X8 Live-Reads on KayaFM in September: The campaign commenced on 21 September on the KayaFM business show with x2 live-reads per day for four days. The message of the live reads was aimed at promoting usage</p> <p>4. X1 Banners on Business Tech for a month to create brand visibility of .za brand and to encourage businesses to utilise .za for their online business presence.</p>	N/A

			<p>5. X1 article for Business Tech: https://businesstech.co.za/news/industry-news/452376/why-a-za-domain-will-take-your-business-to-the-next-level/</p> <p>6. X1 article for SME South Africa: https://smesouthafrica.co.za/unlock-digital-opportunities-with-za-domains/</p> <p>7. X1 article for Eminentra: https://eminentra.co.za/why-za-domains-take-your-business-to-the-next-level/93397/</p> <p>8. X1 article for The Bharat Express News: https://www.thebharatexpressnews.com/why-a-za-domain-will-take-your-business-to-the-next-level/</p> <p>9. X1 article for Latest Nigerians News: https://www.latestnigeriannews.com/news/9178720/why-a-za-domain-will-take-your-business-to-the-next-level.html</p> <p>10. X1 article for My Broad Band: https://mybroadband.co.za/forum/threads/why-a-za-domain-will-take-your-business-to-the-next-level.1113256/</p> <p>11. X1 article for News.co.za: https://news.co.za/business/page/13</p> <p>12. 03 December 2020: Emalahleni Radio Interview. The interview was live on Emalahleni Community Radio at 19:30. ZADNA's CEO was providing information on why .za domain will take your business to the next level. The CEO discussed the domain registration process and the price that is being charged, additionally it clarified how one can become a registrar-reseller and the training that ZADNA offer, with an overview of the Domain Name Systems (DNS)</p>	
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STRATEGIC GOAL	ANNUAL OBJECTIVE AND KEY TASKS	ACTUAL ACHIEVEMENT	CHALLENGES/COMMENTS	RECTIFICATION
IMPROVED STAKEHOLDER ENGAGEMENT	2 strategic partnership agreement signed	Achieved	<p>2 STRATEGIC PARTNERSHIP AGREEMENTS WERE SIGNED WHICH ARE:</p> <ol style="list-style-type: none"> 1. Trade agreement with Proudly South Africa 2. MoA with Media, Information and Communication Technologies Sector Education and Training Authority (MICT SETA) 	N/A
	10 Internet Governance engagements conducted	Achieved	<p>12 IG ENGAGEMENT ACTIVITIES WERE HELD AND COMPRISE AS FOLLOWS:</p> <ol style="list-style-type: none"> 1. ZADNA made a presentation on "A secure and resilient Internet" at the 6th BRICS Ministers of Communications Meetings on 16 September 2020 2. On 25 February 2021, ZADNA convened a webinar discussing the issues on how the WhoIS platform can best ensure compliance with the legislation whilst at the same time guarantee access to required information by law enforcement officials. 3. ZADNA conducted a one-day workshop on Child Online safety in the Eastern Cape for 24 Learners on 1 March 2021. 4. ZADNA conducted a one-day workshop on Child Online safety in the Eastern Cape for 24 Learners on 2 March 2021. 5. ZADNA conducted a one-day workshop on Child Online safety in the Eastern Cape for 24 Learners on 3 March 2021. 6. ZADNA conducted a one-day workshop on Child Online safety in the Eastern Cape for 18 Learners on 4 March 2021. 	

			<p>7. ZADNA published an article in the Business Tech that explained WhoIS and why WhoIS must evolve to be POPIA compliant. It further discussed how online privacy laws can be unfolded and how can DNS abuse be lowered on 08 March 2021.</p> <p>8. On 12 March 2021, ZADNA took part in the Regulatory Chairpersons and CEOs Forum, the objective ZADNA in engaging was to create awareness on the Internet Governance mandate of ZADNA to other regulatory bodies and relevant digital domains organisations.</p> <p>9. In collaboration with the Internet Society (ISOC), Gauteng and Emerging Leaders in Internet Governance (ELIG), ZADNA held the South African Internet Governance Forum from 24 to 25 March 2021.</p> <p>10. On 25 March 2021, ZADNA conducted a radio engagement on Rock FM; the objective of this radio interview was to discuss and raise awareness on domain name abuse and Brand protection.</p> <p>11. On 29 March 2021, ZADNA conducted a radio engagement on Jozi FM; the objective of this radio interview was to discuss Digital Ethics and Behaviour.</p> <p>12. On 30 March 2021, ZADNA conducted a radio interview on Moretele FM; the objective of this radio interview was to discuss Digital Ethics and Behaviour, and Brand Protection</p>	
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STRATEGIC GOAL	ANNUAL OBJECTIVE AND KEY TASKS	ACTUAL ACHIEVEMENT	CHALLENGES/COMMENTS	RECTIFICATION
RESEARCH AND BENCHMARK STUDIES CONDUCTED ON POLICIES THAT SUPPORT ZADNA GROWTH	2 Research and 1 Benchmark studies conducted	Achieved	<p>1. ZADNA conducted Registry Data Access Protocol (RDAP) Research study during quarter 1 of 2020/21 Financial Year. The study compared Whois and RDAP functionality and their advantages and disadvantages. The study further investigates the resources needed for RDAP rollout in terms of the .ZA commercial SLDs.</p> <p>2. Conducted one Pricing Benchmark for ccTLDs: A Wholesale Pricing for Country Code Top Level Domains. African ccTLD pricing benchmark: Malawi; Kenya; Tanzania; Egypt. International ccTLD's: Australia; Germany; New Zealand; United Kingdom. It was noted that African Countries set their prices very high that the uptake of the registration becomes low compared to other ccTLDs in the world.</p> <p>3. Completed the research study on the topic High-level .ZA Commercial Second Level Domain market.</p>	N/A

STRATEGIC GOAL	ANNUAL OBJECTIVE AND KEY TASKS	ACTUAL ACHIEVEMENT	CHALLENGES/COMMENTS	RECTIFICATION
IMPLEMENTED REGISTRY AND REGISTRAR LICENSING FRAMEWORK	First draft Registry and registrar Licensing framework developed	Not Achieved	The target was not achieved because of the absence of the human resource constraints which have been resolved.	<ul style="list-style-type: none"> • Initiated a project to develop and incept the regulations, and in Q3, a procurement process was undertaken to appoint the Legal Service Provider and the Project Management Service Provider. More so, the project team has been convened. • Sourcing of the necessary skills and underestimation of the effort required • Appointment of the necessary Service provider to support this initiative and onboarded the Department Representative on the Project.

STRATEGIC GOAL	ANNUAL OBJECTIVE AND KEY TASKS	ACTUAL ACHIEVEMENT	CHALLENGES/COMMENTS	RECTIFICATION
IMPROVED ORGANISATIONAL MANAGEMENT PRACTICES	Implemented Climate and Culture survey	Achieved	<p>1. ZADNA appointed Sunguti Business Solution to assist ZADNA with, amongst others, conducting climate and culture surveys.</p> <p>2. ZADNA developed and conducted the climate and culture survey during Q2. The report showed The survey focused on eight (8) themes or areas of importance in driving employee engagement; these are Job satisfaction, Strategy alignment, Team Collaboration, Communication, Leadership and Management, Remuneration and Benefits, Resources and Training and development.</p> <p>3. From the climate and culture survey conducted during Q2, ZADNA recommendations were implemented after being approved by the Board and discussed with staff.</p> <p>4. ZADNA successfully concluded the climate survey centred on the CEO's 360 evaluation and their impact on culture and Management satisfaction index.</p>	N/A
	% of audit findings resolved within prescribed timelines recommendation	Achieved	<p>1. For the year under review, an accumulative 80% resolution rate was obtained by ZADNA</p>	N/A



Thank You

Your online presence is our business

.zadna
Domain Name Authority