



# ANNUAL REPORT

## 2021/2022



This is the 2021/2022 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

## PERFORMANCE 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 549  
Halfway House  
1685

## Contact telephone numbers

+27 10 020 3910

## Website address

[www.zadna.org.za](http://www.zadna.org.za)

## External Auditors information

Makhadzi Consulting Inc.  
Ground Floor  
Southdowns Ridge Office Park  
Irene  
Centurion  
0149

## 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 name space (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, non-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 name space (DNS root zone), which includes the operation of root name servers.

**Minister:**

means the Minister of Communications and Digital Technologies;

**Makhadzi:**

means the external auditors Makhadzi Consulting 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.

# CHAIRPERSON'S FOREWORD



CHAIRPERSON OF THE BOARD

Ms Palesa Legoze

During the course of the 2021/2022 financial year organisations and businesses experienced an adjustment to the “new normal.” Some of them recovered from the effects of the pandemic while others, unfortunately, had to terminate their business activities and operations. This in turn, resulted in job losses as businesses could not generate sufficient revenue.

Throughout these challenging times, the Board of Directors continued to oversee and guide the organisation to ensure that .za continued to provide commercial and non-commercial registrants with a reliable and affordable online presence. At the same time we ensured the financial stability of the Authority, that corporate governance processes were followed, and that the stakeholders’ needs were prioritised and properly addressed.

During the year in review, **the South Africa Domain Name Authority (ZADNA) obtained a clean audit,**

**achieving 79%** of its annual targets.

The .za domain namespace retained the growth it achieved in the prior year. This stagnation of the namespace was due to low retention of registered domain names. **This called for more visibility of the .za brand and domain name registration education campaigns across the country to entice renewal and new registrations.**

As an organisation that strives to be the Smart Regulator, the Authority embarked on industry market studies and an analysis of socio-economic factors that impact and contributes to the growth of the namespace. Benchmark of top-level domain name regulations and global best practice policies to curb the abuse of the Internet country-code top-level domain. These were supported by the Board and Management's participation in various global policy formulation platforms and local engagements and interventions.

Among the organisation's key focuses for the year, the Board of Directors and Management worked tirelessly to ensure that the .za Registry-Registrar Licensing Regulations were gazetted for public comments in preparation for the promulgation of the Regulations which will enable the Authority to license the accredited .za channel partners.

This moment coincided with **the most significant milestone of the organisation as it celebrated 20 years of the establishment of ZADNA through the Electronic Communications and Transactions Act (ECT) of 2002**, which mandated the organisation to manage and administer the .za namespace.

In July 2021, the organisation started with the process to appoint a new Registry Operator. We invited interested parties to bid to take over the role of the .za commercial Registry Operator. We have earmarked the appointment of the successful service provider for the upcoming financial year.

This process may have caused frustration among our key stakeholders; however, the Management guaranteed that

the namespace remained stable and uninterrupted while transitioning from the old to the new service provider during the transition period. To date, we have not experienced any downtime of the South African internet. For that, we thank and honour the Stakeholders who supported the organisation and their robust engagements that ensured that we were able to execute our mandate, while simultaneously protecting the rights of ordinary citizens.

### Key highlights

- (a) Ensured access to the internet through the school digitisation programmes
- (b) Empowered communities through awareness and training programmes
- (c) .za Regulations
- (d) Improved stakeholder engagement

On behalf of the Board, we extend special gratitude to the Ministry and Department of Communications and Digital Technologies of South Africa, Members of ZADNA, Channel Partners, the Management of ZADNA and our Workforce for contributing to advancing the mandate of the Authority.

Yours truly,



Ms. Palesa Legoze  
Chair Person of the Board  
ZA Domain Name Authority

# CEO'S FOREWORD



## CEO

Mr Molehe Michael Wesi

Many people perceived the 2021/22-financial years as a period in which the impact of the Covid-19 pandemic became a visible, palatable burden on businesses. Additionally, this period also afforded us the opportunity to map the way forward.

While discussions on economic recovery and stimulation continue, we recognised that the internet and internet-enabled technology are central to this. These discussions also reaffirmed the importance of the .za domain and the need to enable the dispensation of its mandate.

This shows that .ZADNA, with the aid of its various stakeholders within the Domain Name Services (DNS) value chain, was able to maintain the .za namespace growth as it was predicted during the last financial period, amidst industry speculation indicating that the DNS industry will experience a protraction in numbers. This is against the backdrop of undergoing and taking on both significant and impactful initiatives which are strides towards .ZADNA realising its aspirations as captured in its impact statement, through which .ZADNA aspires:

**“ To contribute to economically prosperous and empowered communities by enabling a regulated, secure and vibrant ZA domain name space. ”**

These efforts and many others cited and acknowledged in this report culminated in an

achievement rate of **79%** of our targets,

translating to .ZADNA achieving 11 of the 14 annual targets. This achievement is testament to .ZADNA's commitment to furthermore achieve its vision, and ensuring it has the expected impact.

## A REGULATED, SECURE AND VIBRANT ZA DOMAIN NAME SPACE

During the 2021/22 financial year, .ZADNA tirelessly worked on the draft .ZA Registry and Registrar Licensing Regulations and Procedure to ensure that a legally sound and constitutionally grounded regulations are produced for public commentary. This was successfully done as confirmed by the approval to gazette the regulations for public participation as granted by the Honourable Minister of the Department of Communications and Digital Technologies. This momentous achievement comes at a time when protection of the vulnerable within our digital space is of the utmost importance.

This regulatory landmark is complemented by .ZADNA's technical astuteness shown through no failure of its .ZA Zone IT infrastructure. This IT infrastructure comprises of five (5) nameservers in total, three (3) of which are Anycast servers and two (2) which are Unicast.

**While the .ZA namespace saw marginal growth of the commercial Second Level Domains where the space grew by 4 703 for the 2021/22 financial year compared to the prior period.**

This growth brought the total number of  
**1 339 988**  
registrations by 31 March 2022.

This is noteworthy because the space as indicated above did not experience any reduction as predicted and managed to retain the significant growth it has accrued. This affirms the resilience and trust businesses and individuals have in .ZA as their preferred ccTLD.

### A. Economically prosperous and empowered communities

For the year under review, .ZADNA **successfully rolled-out forty-three (43) awareness campaigns and forty articles/news reports about this organisation appeared on and in various media outlets.** It was achieved by using hybrid marketing, communication and public relations interventions. Through these efforts .ZADNA has accessed and reached **around 8 597 544 individuals, mainly South African.** During the same period we conducted **24 Registrar-Reseller training sessions, empowering 800 South Africans,** the majority being female (433 out of the 800). Due to this effort, we managed **to produce 18 Resellers and one (1) Registrar.**

For the year under review, .ZADNA continued to keep the various stakeholders engaged through **32 internet engagements across the country,** focusing on online child protection, digital skills, women empowerment and access and accessibility to the internet. While performing our duty, nineteen domain names were resolved and finalised in an effort to protect those that use the namespace.

## B. Financial judiciousness

.ZADNA continued to show a good and stable financial performance during the 2021/22 financial year as shown in the attached 2020/2021 Audited Financial Statements (Part D). .ZADNA managed to keep its expenditure within its budget and collected revenue timeously .ZADNA receives its funding from the co.za, net.za, org.za and web.za per domain name revenue. This was achieved while retaining the surplus at a manageable level.

The 2021/2022 budget was based on the R15.00 per domain name fee. This was further reaffirmed by the clean (unqualified) audit which was achieved for the 2021/21 financial year, without any irregular and fruitless expenditure.

### CHALLENGES AND SHORTCOMINGS

The 2021/22 financial year came with its fair share of challenges; this is shown in .ZADNA's inability to achieve three of its fourteen targets, which include the promulgation of the registry and registrar licensing framework, **the namespace growth of 25 000 domain, and increasing the namespace by 0.25% through the CIPC channel.** Therefore, resources will be allocated to ensure that the registry-registrar licensing framework will be completed within the next year and in addition, marketing campaigns will be initiated to ensure that the domain name registration target is met in the following financial years and the target through the CIPC channel will be met through consistent training efforts, optimisation of service management processes, and enhancement of the platform.

## THE YEAR(S) AHEAD

In the 2022/2023 financial year it is envisaged as the year when the majority of the five (5) year strategic objectives will be met, provided the current momentum is maintained. We will continue to learn from our shortcomings and failures and turn our blind spots into our strengths. This is while we continue to optimise our current partnerships and forge new partnerships to advance the ambitions of ZADNA and those of the namespace.

For the 2022/2022 financial year, inclusion and accessibility while empowering communities will be central to our activities. This will be achieved while we improve our research capabilities to become thought leaders in our sector, region and globally.

All of this would not be possible if it was not for the .ZADNA Staff. Thank you Colleagues, your efforts are recognised and I see and appreciate you all.

To the Board of Directors, your guidance is highly appreciated, the Department of Communication and Digital Technologies, thank you for setting the tone and for the support; the ZADNA Members, thank you for your balance and critical inputs and guidance. My thanks also go to our partners, other government departments and entities.

Yours truly,



Mr Molehe Michael Wesi  
Chief Executive Officer

ZA Domain Name Authority

## 1.5

**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 Makhadzi Consulting Inc.
- ✓ 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 2022.



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Mr Molehe Michael Wesi

Chief Executive Officer

The ZA Domain Name Authority

## 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 that we do (we do the right thing).

**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 name space;
- (b) Comply with international best practice in the administration of the .za domain name space;
- (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 name space;
  - (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 stipulate from time to time by way of a notice in the Government 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 name space 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) To make recommendations to the Minister in relation to policy on any matter relating to the .za domain name space when requested to do so; and
- (l) Continually evaluate the effectiveness of the ECT Act and any developments added in terms thereof towards the management of the .za domain name space."

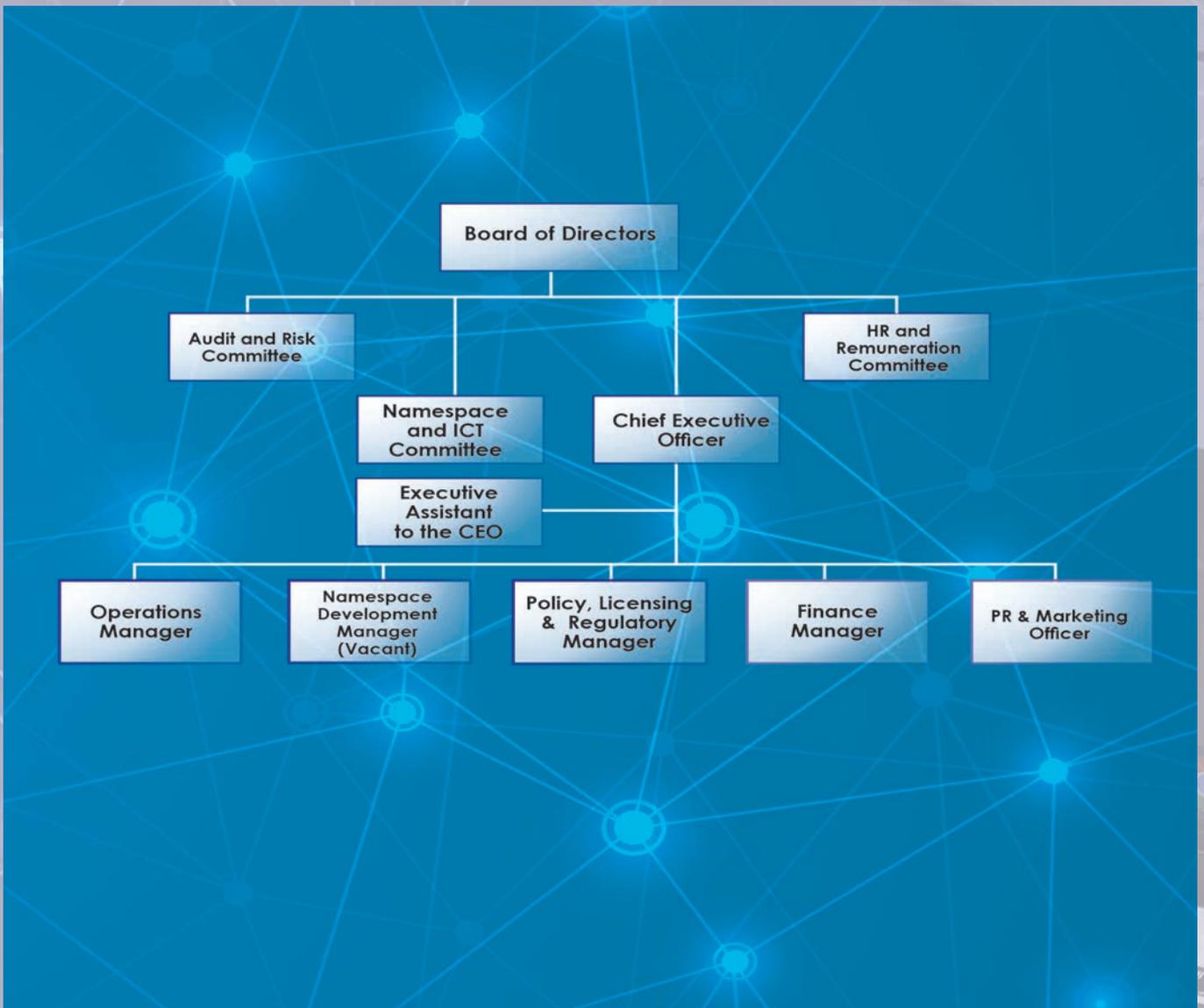
**Section 65(1) forms the core mandate of ZADNA, but in addition to it, Section 68 gives ZADNA an ability to make wide-ranging regulations as follows:**

“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;
- (e) The terms of the domain name registration agreement which registries and registrars must adopt and use in registering domain names, including issues pertaining to 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 name space technical audits;
- (j) Such other matters relating to the .za domain name space 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 ZADMA was allocated 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.





# PART B

## PERFORMANCE INFORMATION

## OVERVIEW OF THE PUBLIC ENTITY'S PERFORMANCE

ZADNA's 2021/2022 APP was based on the abovementioned stipulations of the Act and ADR Regulations. Under each strategic goal there is 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.

**A total of 19 disputes were lodged in 2021/2022 financial year.**

The ADR process also adds credibility and integrity to the ZA name space because the ADR process allows for intellectual property (IP) owners to reclaim their names from squatters, thus protecting 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 R20 000. Experience shows that the single adjudicator settlement is overwhelmingly, the most preferred option.

The SA Institute of Intellectual Property Law (SAIIPL) 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.

During the 2021/2022 financial year nineteen disputes were lodged. All the details of these disputes including the parties, domain names and adjudicator decisions are listed in Figure 1.

### 2.1.1.2 ADR Disputes in 2021/2022

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 to commercial SLDs.

19 Disputes were lodged in the 2021/2022 financial year (**Figure 1**). All the details including the dispute parties, disputed domain names and adjudicator decisions are listed below.

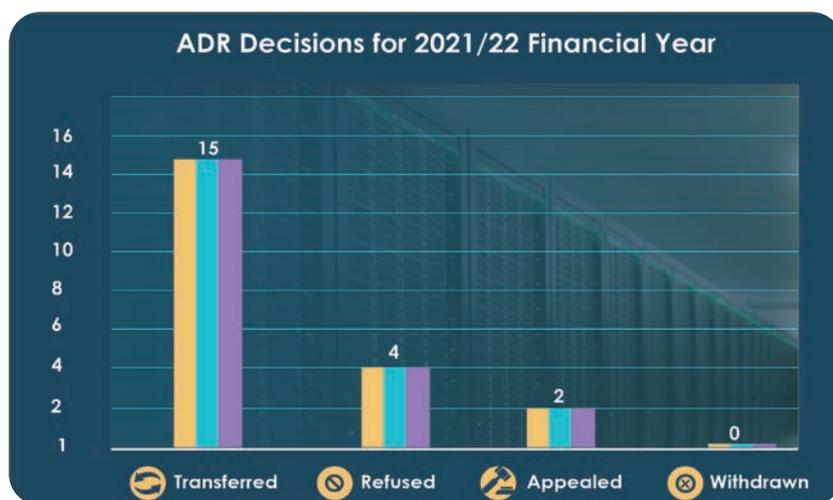


Figure 1: ADR decision for 2021/2022

A total of 19 disputes reached actual adjudication, with 15 decisions accounting for 78% of the disputes, which resulted in the transfer of the disputed domain names to the complainants. The transfer of the four disputes accounting for 22% of the disputes were refused, and two of the refused disputes accounting for 11% of the disputes were appealed. No withdrawals were made.

**Table 1: List of ADR Decisions- 2021/2022 financial year**

No	CASE NAME	CASE NUMBER	DOMAIN NAME	OUTCOME
1.	NJR Steel Services (Pty) Ltd vs Richard Bezdek	ZA2021-0417	de-fence.co.za	Transferred
2.	Constantia Insurance Company Limited vs Edward Carlos	ZA2021-0418	constantiainsurance-group.co.za	Transferred
3.	SBV Services (Pty) Ltd Vs SBV Financial Solutions	ZA2021-0421	sbvgroup.co.za	Transferred
4.	ZipRecruiter Inc. vs Chenggong Li	ZA2021-0422	ziprecruiter.co.za	Transferred
5.	Capitec Bank Limited vs Mike Morgan	ZA2021-0427	capitecbank.co.za	Transferred
6.	United States Polo Association vs Olivia Pullen	ZA2021-0424	uspoloassn.co.za	Transfere
7.	The South African Revenue Services (SARS) vs Philip Ray Kotze Vermeullen	ZA2021-0429	debtmgt-sars.co.za	Transferred
8.	Khan's Chemical Industry CC vs Don Millar	ZA2021-0419	thedonpizza.co.za	Dispute Refused and so was the Appeal
9.	Belgotex Floorcoverings (Pty) Ltd vs Dominik Mikula	ZA2021-0426	belgotexcarpets.co.za	Transferred
10.	Ramsay media (Pty) Ltd vs Alastair Macmurray	ZA2021-0428	car.co.za	Dispute Refused and so was the Appeal
11.	L'Occitane International S.A. vs Qifeng Sun	ZA2021-0434	erborian.co.za	Transferred
12.	The Hub (Pty) Ltd vs Thembani Maluleke	ZA2021-0436	thehubstores.co.za	Transferred
13.	Neil Ellis vs Berman Jenna	ZA2022-0437	neilellis.co.za	Transferred

No	CASE NAME	CASE NUMBER	DOMAIN NAME	OUTCOME
14.	Netking Holdings (Pty) Limited vs Chris Henning	ZA2021-0433	aquanetsa.co.za	Disputed Refused
15.	The Himalaya Drug Company (Pty) Ltd	himalayaproducts.co.za	rolex.org.za	Transferred
16.	Tshepiso Samuel Mogolo Ntjele Modise vs Koriney Kgolane	ZA2021-0432	lphc.org.za	Dispute Refused
17.	National Brands Limited vs Carolyn Boyes	ZA2022-0439	houseofcoffee.co.za	Transferred
18.	Rolex SA vs Authentic Watches cc	ZA2022-0441	rolex.org.za	Transferred
19.	Vorwerk International AG vs J M	ZA2022-0438	thermomix-shop.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.

Three mediation requests were made for this financial year. However, all the mediation disputes were referred for arbitration as parties could not reconcile.

### 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. ZADNA is midway with the implementation of the Project and will be carrying out a public participation process to source input from the industry players and the general public on the Draft Registry and Registrar Regulations and Procedures it has developed. It is ZADNA's aspiration that the Final Regulations are promulgated in the latter part of the next financial year.



### 2.1.1.5. Internet Governance (IG)

This is a non-legislative mandate of ZADNA set out in the Annual Performance Plan. There were 13 activities expected to be carried out during the financial year 2021/2022. This target was exceeded resulting in an overall 32 activities held. The 32 IG engagement activities comprise of the following:

- There were sixteen (16) activities carried out country-wide with a focus on awareness on child online safety. These activities were implemented during the Child Protection Week and at during the Deputy Minister's Outreach campaigns. They considered the needs and rights of children and engaged learners, teachers, and parents on both the rights of children to be protected from online harm and the right of children to access and use the internet.
- ZADNA carried out a radio interview on the role played by ZADNA on the internet space and online etiquette on 22 April 2021.
- ZADNA published an article on TechCentral aimed to warn the public about the dangers and effects of abusive domain-name registrations, particularly on a brand's identity and reputation on 10 May 2021.
- ZADNA presented on digital skills at the Maluti TVET College on 13 May 2021.
- ZADNA held a Roundtable Discussion to discuss Domain Name Abuse Beyond Intellectual Property (IP) Infringement aimed at creating awareness about issues of cybercrime and domain name abuse in South Africa on 27 July 2021.
- ZADNA held an Introductory Meeting with the Secretariat of the Internet Governance Forum (IGF) to understand the participation of ZADNA and the South African Internet Governance Forums (ZAIGF) in the National and Regional Initiatives (NRIs) platform. The meeting was held on 08 August 2021.
- ZADNA and ZAIGF Multi-Stakeholder Committee hosted the Women in Internet Governance Brunch to encourage women and girls to participate in national Internet Governance Forum Initiatives on 16 August 2021.
- ZADNA in partnership with the University of Johannesburg held a webinar on Shaping Internet Governance to discuss challenges that African countries face relating to internet governance on 20 August 2021.
- ZADNA participated at the Women's Month Webinar to discuss the impact of Gender-Based Violence in South Africa and safe content consumption in the era of digital content creation and distribution on 27 August 2021.



- ZADNA and the ZAIGF convened the School of Internet Governance under the theme: Access, Accessibility, and Digital Inclusion from 08-10 November 2021.
- ZADNA, the ZAIGF and DCDT convened the Annual South African Internet Governance Forum under the theme: Access, Accessibility, and Digital Inclusion From 11-12 November 2021.
- ZADNA in partnership with NEMISA held an outreach to empower participants on the importance of using a .ZA domain name on 25 November 2021.
- ZADNA participated at the National and Regional IGF Initiative: Coordination Session set out achieved country-specific goals, challenges and suggest ways for improvements within the internet governance space held on 06 December 2021.
- From 06-10 December 2021, ZADNA organised the Global Internet Governance Forum Remote Hub to allow South African participants to partake on discussions at the Forum.
- ZADNA presented on the safe use of the internet for high school students during the Safer Internet Day engagement on 08 February 2022.
- ZADNA launched the .ZA Schools Online Project aimed at bridging the gap between public and private school for online learning held in Free State on 11 March 2022.
- ZADNA presented at the Youth 4IR Awareness, Careers, and Digital Business Awareness Strategy Engagement. The aim was to deepen the youth's understanding of 4IR and the opportunities it presents for careers, innovation, and entrepreneurship held on 17 March 2022.

The total reach for all face-to-face -targets achieved is 1989. The reach for listenership across the radio stations is +/- 5 867 000 and 149 for online engagements.

## 2.1.2. .ZA NAMESPACE DEVELOPMENT

### Commercial SLDs performance

There was a significant decline of the domain names registered during the first quarter of the 2021/2022 financial year as ZADNA recorded 3.07% of commercial domain name registrations in a single quarter.

The following quarter saw further decline in the commercial registrations as the domain registrations went further down by -3.64%.

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 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 0% of the quarterly target was met. During this quarter, a significant number of domains were lost. However, the fourth quarter experienced an uptick where 309.04% of new registrations were recorded.

#### (a) Growth of commercial SLDs as at 31 March 2022: Table 2

<b>co.za</b>	<b>1 310 052</b>
web.za	1 721
<b>net.za</b>	<b>2 289</b>
org.za	25 926
<b>Total</b>	<b>1 339 988</b>

Table 2A: Commercial SLD Performance for 2021/2022

	2018/19	2019/20	2020/21	2021/22
<b>Total Domains</b>	1 217 563	1 257 983	1 335 285	1 339 988

Table 2B

As the table above shows, the commercial namespace grew by 133 609 between the financial year 2018/2020 and 2021/2022.

There was a significant decline of the domain names registered during the first quarter of the 2021/2022 financial year as ZADNA recorded 3.07% of commercial domain name registrations in a single quarter.

The following quarter saw further decline in the commercial registrations as the domain registrations went further down by -3.64%.

Although this was not proven, the cause of the decrease in registration could be attributed to the fact that most companies were returning to the office from Covid-19 lockdown and its easing of restrictions.

During the third quarter, the .za domain registrations experienced a significant decline and only 0% of the quarterly target was met. During this quarter, a significant number of domains were lost. However, the fourth quarter experienced an uptick where 309.04% of new registrations were recorded.

## Growth of commercial SLDs as at 31 March 2022

co.za	web.za	net.za	org.za
1 310 052	1 721	2 289	25 926

Table 2C

Total .za 1 339 988



Figure 1: Comparison of 2020/21 & 2021/22 Creations and deletions

As depicted from the above figure, there has been a trend in deletions during quarter 3 of each financial year followed by a spike in the following quarter. This is due to the returning of staff members from holiday. Most of the registrants tend to not remember to renew their domain names which lead to huge amount of deletions during Q3.

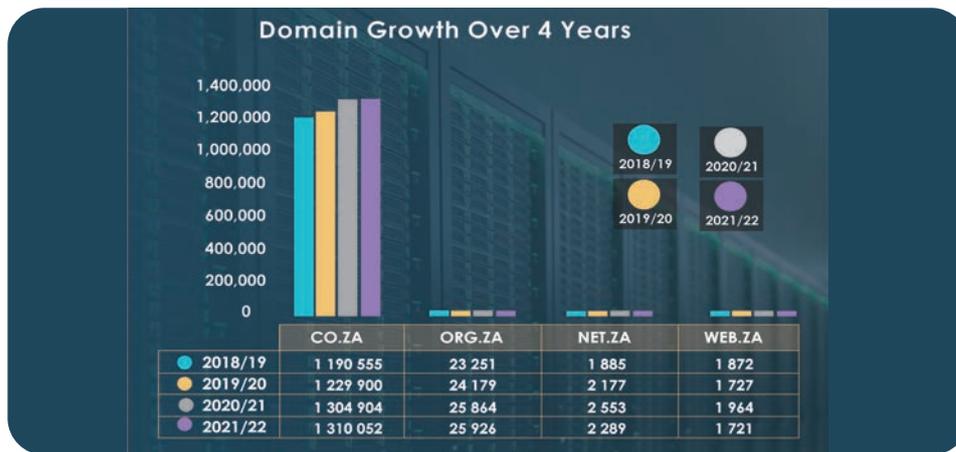


Figure 2: Total Registrations in the commercial SLDs over 4 years.

As depicted in **Figure 2**, .za commercial domains experienced significant growth during the 2021/2022 financial year throughout the SLDs. This growth is experienced despite the COVID-19 effects from March 2020.

(b) **Commercial SLD registrations**

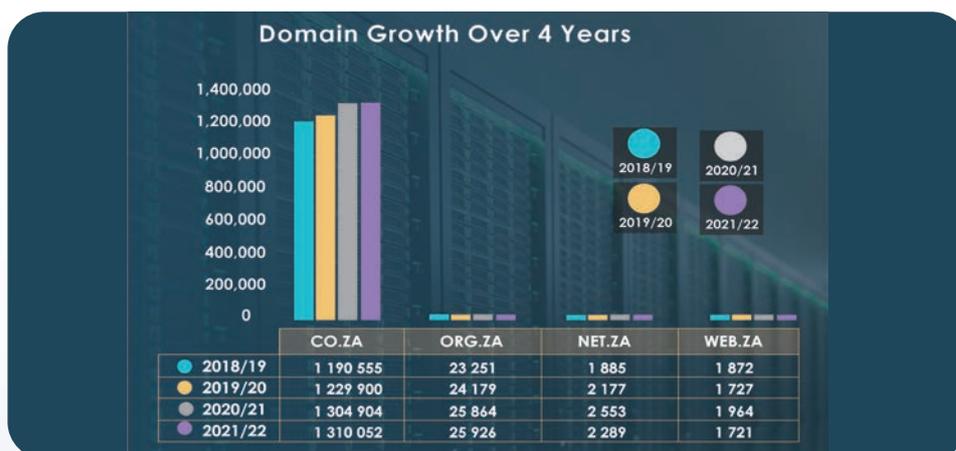


Figure 3: Total registrations in commercial SLDs

By 31 March 2021, commercial SLDs totalled 1 335 285. As depicted in Figure 4, .za commercial domains experienced significant growth during the 2020/2021 financial year. This considerable growth is attributed to COVID-19 restrictions which changed the working environment from being office-bound to mostly working from home. By 31 March 2022, commercial SLD totalled 1 339 988

(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 set 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 was observed in the commercial domains.



Figure 4 provides a summary of the commercial domain movement for the year. The target for domain registrations was set at 25 000 and this was not met. There was a notable decline starting from the first quarter of the financial year through the third quarter. Only the fourth quarter experienced growth as over the namespace grew by 188.18%

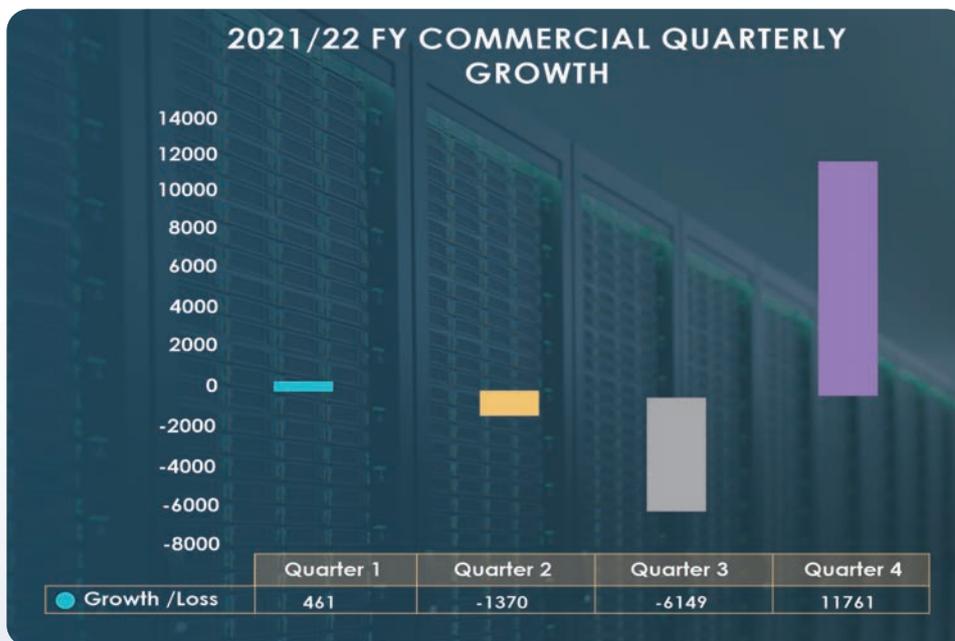


Figure 5: 2021/22 FY Quarterly breakdown of Commercial Domain registrations

### 2.1.2.1. Non-commercial SLD performance

Figure 6 provides a graphical depiction of the growth rate of the non-commercial domains for the 2021/2022 financial year as reported by the SLDs administrators. There has been a significant growth in the non-commercial domain namespace except for the MIL.ZA has not been growing over a number of years.

Non-commercial SLDs do not attract registration and renewal fees. Due to the set up of Non-commercial SLDs, they do not attract a high number of registrations as they are mostly closed and intended for a specific intention. Moreover, Non-commercial SLDs are set up in such a way that there is no renewal process. Instead, domain names are not necessarily allocated on a first-come-first-served basis.

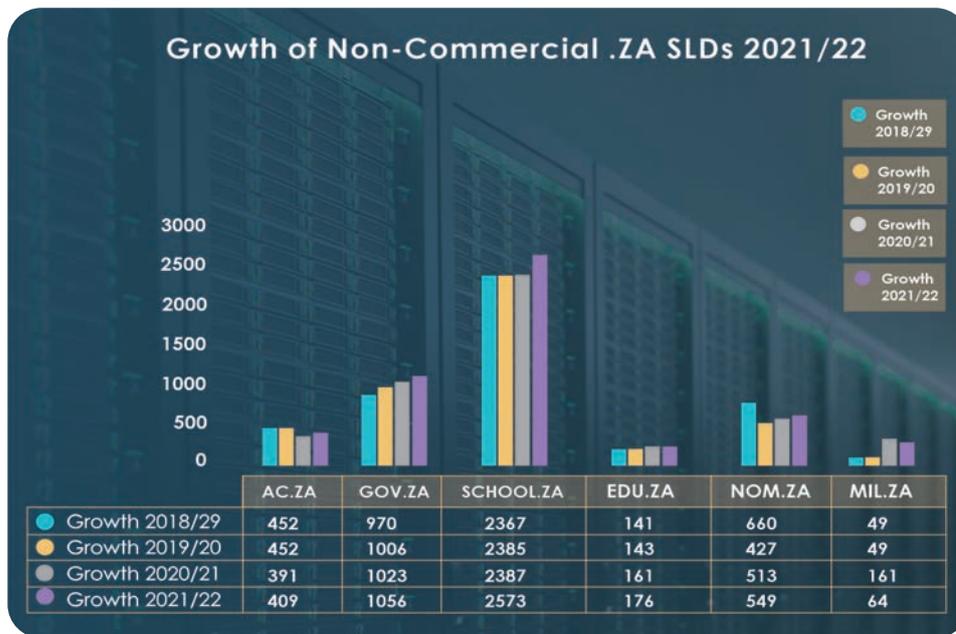


Figure 6: Growth of Non-Commercial .ZA SLDs 2021/22

### 2.1.2.2. Registrar Market Expansion

The number of accredited registrars has dropped from 686 to 684, between the financial year 2021/22 as depicted in **Figure 6**. 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.

The decline in the number of accredited registrars is attributable to the impact of the COVID-19 and the ever rising cost of living. Despite ZADNA's effort to skill the community through the Registrar Reseller training initiative.





Figure 7: Growth in .ZA registrar accreditation

### 2.1.2.3. CIPC Domain Name Collaboration

Companies and Intellectual Property Commission (CIPC) system has been reported to be down on numerous occasions, that is where customers are unable to access their domain name registration.

The accumulative number of CIPC domain name registration is 662 which gives 20.37% for the 2021/22 financial year. In the effort to reach the set target for the financial year, ZADNA conducted Activation drive in two of the CIPC service station for a period of two weeks. The intervention saw a slight improvement in registrations and deletions.

CIPC advised that they are in a process to build a solution that will eliminate the domain registration issues. Bizportal will replace the current system.

The completion and rollout of the BizPortal will lead to an increase of CIPC domain name registration in the coming FY and beyond. This is as a result of poor performance including countless errors experienced by end users on the registration through this platform in the past FY.

### 2.1.2.4. dotCities

The dotCities namespace has been experiencing a significant increase in the domain name registrations throughout the financial year 2021/22. **Figure 8** depicts the domain name registrations in the dotCities namespace lead by .capetown gTLD with 4018 domain names registered.



Figure 8: dotCities growth

## 2.1.3 TECHNICAL OPERATIONS

### 2.1.3.1 Nameserver infrastructure

The ZA Root Zone is served with three secondary nameservers – two are Anycast and one is Unicast.

Nameserver	Entity
za1.dnsnode.net	Netnod
za-ns.anycast.pch.net	PCH
nsza.is.co.za	Internet
	Internet

Table 3: 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 at no cost due to the small size of .za zone file that only has 19 SLDs on its records.

### 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 separate data centres.

The above setup is optimised for business continuity, and disaster recovery mitigation control, to ensure the continuity and resilience of the zone. Furthermore, ZADNA Management considered a hybrid infrastructure for .za hosting, whereby the hidden primary master is in the form of a mixture of Virtual servers and physical servers authoritative to the .za TLD

### 2.1.3.3 Nameserver uptime

All the nameservers authoritative to .za had a 100% uptime, with no failure reported during the FY 2021/22. This also applies to the Unicast Nameserver.

### 2.1.3.4 .za Security Issues

The .ZA domain is secured with Domain name Security Extensions (DNSSEC). This security feature creates trust within the DNS space which provides security between the parent and child communication in the DNS space. The signing of the .za root for the SLDs will thus create trust between the parent and a child zone within the .za namespace. Several .ZA SLDs are DNSSEC signed and allows for third level domains to also be DNSSEC signed.

The Denic Data Escrow service continues to serve as an Escrow provider for the commercial SLDs. This allows for escrow incremental and full deposits to be made on a daily basis for a registry backup purposes.

## 2.1.4 COMMUNICATIONS AND AWARENESS

As part of .zadna's mandate, the Authority must enhance public awareness of the economic and commercial benefits of domain name registration and comply with international best practices in the administration of the .za domain namespace; license and regulate registries and registrars and publish guidelines on .za domain namespace.

To ensure that the .za namespace remains competitive and to fulfil the requirements of the ECT Act, .zadna embarks on various public relations and marketing initiatives that create awareness of the organisation's role and educate the South African public on the benefits of having an online presence to create a top-of-mind awareness about the .za domain name, to drive domain name registration for businesses and brands, increasing awareness of .zadna's projects and the latest developments in terms of the .za namespace.

Furthermore, .zadna continuously seeks mass marketing opportunities to promote usage of the .za brand, inform marginalised communities of available career and business opportunities within the .za namespace industry, and educate communities on issues of interest such as the .za alternative dispute resolutions and domain name abuse.

ZADNA managed to implement its deliverables and exceeded the set targets by achieving 43 awareness campaigns and 40 media coverages.

ZADNA conducted 38 face-to-face awareness events in the Western Cape, Limpopo, North West, Northern Cape, Mpumalanga, Free State, KZN and Gauteng Province; and five (5) online awareness campaigns promoting usage of .za and of the .za registrar-reseller Training. It further obtained media coverage on Community Radio, Online ICT and Business Publications, and on Print Business Publication.



Figure 9: Annual Audience Reach



Figure 10: Annual Reach Per Locality and Platform

### 2.1.5 REGISTRAR-RESELLER TRAINING

The Registrar Reseller training is conducted to promote the transformation of the ISPs and create access to the .za domain namespace market. The training is aimed at empowering Young people, women, and people with disability, and Small and medium Small, Medium and Micro Enterprises (SMMEs), particularly on disadvantaged areas such as townships and rural areas.

REGISTRAR RESELLER TRAINING	
Total MALE	367
Total FEMALE	433
TOTAL	800

Table 4: Recipients of the Registrar Reseller Training

#### OUTCOME OF THE TRAINING

- 18 resellers established as result of these training in FY 2021-2022
- 1 Accredited Registrar established.
- Most of the resellers were established through virtual training than in-contact training. Amongst the resellers, Oner Hosting successfully accredited to become a registrar.

Figure 10: Outcome of the training

Figure 10 above depicts the outcome of the training per measured per province. It is clear that Gauteng is above all other provinces with 89% of the participants coming from Gauteng.



Figure 11: Virtual Registrar Training

Figure 11 above depicts the outcome of the virtual registrar reseller training for the 2021/22 financial year. More resellers were produced from the virtual training, as is depicted in the figure above.

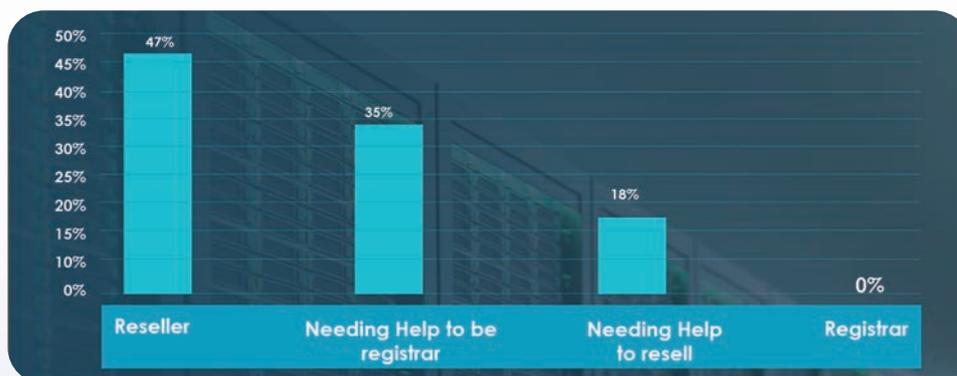


Figure 12: Trained vs Accredited

## Challenges

ZADNA registrar Reseller training focus on disadvantaged people across the country, particularly those that are from the rural areas. Most of the participants that receive this training do not have the necessary infrastructure to start a Registrar business as a result of lack funding.

## Mitigations

ZADNA will consider collaborating with other entities in order to mitigate the challenge, by involving NYDA to assist with funding of young people who are interested in the Registrar business. In this way, they will have to go through the Business Management course which is offered by NYDA to equip them with business management skills necessary for the DNS industry. After successful completion of Business Management course, they will be eligible to apply for funding through NYDA. Moreover, ZADNA will assist them in waiving the R5000.00 accreditation fee which ZA Central Registry (ZACR) normally charges for every entity wishing to be accredited in the commercial namespace.

**IMPACT ANALYSIS**



**Table 5: Impact Analysis of Registrar Training offered by ZADNA**

**Table 5** above depicts the analysis of the registrar Reseller training in terms of namespace growth and providing the young people of the country with the necessary skills. The number of training-sessions conducted did not only provide the young people with skills, but also allowed them to tap into the DNS market by becoming resellers of the domain names despite the hard and difficult economic conditions exacerbated by the Covid pandemic. This training is conducted to assist learners to become aware of the different domain namespace across the globe and for them to consider extending their businesses into the online platform.

**2.1.7 Research topics for the 2021/22 FY**

.ZADNA is mandated in its capacity as the regulator of the .ZA country code top-level (ccTLD) domain to administer and manage the .za domain namespace as per the Electronic Communication and Transactions Act 2002 (ECT Act).

Section 65 of the ECT Act requires .ZADNA to conduct research that enables it to keep abreast with developments in South Africa and the rest of the world with regard to the domain name system.

**Situation analysis**

To fulfil the above requirement, .ZADNA annually identifies research focus areas relating to the .za domain namespace and/or other ccTLDs.

The research aids the .ZADNA staff to strategically consider measures to put in place to improve the namespace, and the recommendations are then considered by the .ZADNA Governance Structures. This is to ascertain how the research findings respond to the entity’s strategic objectives toward its betterment. **In the 2021/22 financial year, the following focus areas were considered:**

## FOCUS AREA NO. 1:

### UNDERSTANDING GROWTH AND DELETION PATTERN OF DOMAIN REGISTRATIONS

ZADNA conducted a research study to determine the cause of the continuous drop in registrations.

The study sought to recommend strategies and interventions that could mitigate the decline of domains in the namespace.





## FOCUS AREA NO. 2:

### REPUTATIONAL IMPACT OF REGISTRANTS WHO ARE VICTIMS OF ABUSIVE/OFFENSIVE REGISTRATIONS

This research explored how abusive/offensive registrations impact Registrants' reputations. Generally, an increase in domain name infringement was observed between 2007 and 2021. However, the increase was significantly evident from 2010 to 2021, with an estimated 85% rise in complaints.

Malicious domains were noted as one of the primary resources leveraging attacks over the Internet. These malicious domains used for constructing malicious URLs are a prevalent and severe threat to cyberspace security.

#### The following recommendations were made in this research study:

It is essential to explore the mandatory acquisition of registrant personal information during the registration in order to easily track them when complaints are lodged. This will further reduce the registration of abusive/offensive registrations carried out knowingly due to the gap in information acquisition when registering a domain name.

It was further recommended that, Registry Operators must "periodically conduct a technical analysis to assess whether domains in the ccTLD are being used to perpetrate security threats, such as pharming, phishing, malware, and botnets."

Furthermore, there is a need to harmonise several pieces of legislation, particularly the Protection of Personal Information Act (POPIA), the Electronic Communications and Transactions Act (ECTA), and the Alternative Dispute Resolution (ADR) Regulations.

## FOCUS AREA NO. 3:

### DNS OVER HTTPS USAGE BY CCTLDS AND GTLDS

ZADNA conducted a benchmark study to investigate how ccTLDs and gTLDs use the DNS over HTTPS (DoH). The purpose of the study was to determine the impact of the DoH on the domain namespace.

It was identified that to enhance the security and reliability of the .za namespace, new protocols and controls have to be investigated to determine their relevance to the namespace, and one such protocol is DoD. This study also focused on determining which ccTLDs and gTLDs are aware of the DoH and have deployed it in their respective namespace.

It was recommended that DoH be implemented to prevent man-in-the-middle eavesdropping on the requests and/or exploiting the user's personal data without prior consent.

It was further recommended that DNS operators who are .ZA Registrars be encouraged to enable their DNS resolvers to be DoH aware, thereby giving their customers the option to browse their webpages securely.



## FOCUS AREA NO. 4:

### KEY CONSIDERATIONS FOR ZADNA'S MERGER

This research report is considered private and confidential and the contents thereof cannot be shared publicly.





**.zadna**  
Domain Name Authority



# PART C

## CORPORATE GOVERNANCE AND OPERATIONS

## HUMAN RESOURCES

### 3.1.1 Introduction

Like many organisations, ZADNA faced many challenges during the year due to the COVID-19 pandemic. Challenges experienced in Human Resources (HR) included working remotely and maintaining employee morale.

As part of our COVID-19 Response Team, HR assisted in developing and implementing a response plan to ensure employees' health and safety, in line with the Occupational Health and Safety Act 85 of 1993, which states that "every employer shall provide and maintain as far as reasonably practicable, a working environment that is safe and without risks to the health of his employees".

#### Human Resources Strategic Objectives

- Human Resources is a strategic function at ZADNA and contributes immensely to creating, enforcing and forming a high-performance culture. The function oversees the key strategic areas pertaining to recruitment, organisational development, performance management, training and development as well as reward management.
- ZADNA's key HR strategic objectives for the reporting period were to increase the staff satisfaction (incorporating manager effectiveness) index to 80% and measure the progress and impact of the implemented recommendations of the prior year's engagement results.

#### The Human Resources Plan and Performance against Key Performance Areas

This section focuses on the HR activities carried out during the period under review in relation to the outlined HR strategy.

PLANNED ACTIVITY	COMMENTS
<p>Increase staff satisfaction (incorporating manager effectiveness) index to be equal to or greater than 80% Skhumbuzo Nkos</p>	<p>In the period under review, ZADNA undertook an Employee Engagement and Satisfaction Survey where outcomes included:</p> <ul style="list-style-type: none"> <li>• Confidence in senior leadership is positive, with a median score index of 4 out of 5 (i.e., 80%).</li> <li>• Current good wellness needs to be supplemented with psychological support, stress reduction programmes and better work-life balance (i.e., flexible work hours).</li> </ul>

PLANNED ACTIVITY	COMMENTS
	<ul style="list-style-type: none"> <li>The culture of innovation is not experienced at a team level, and management can do more to encourage autonomy and allow for creativity and novel idea generation.</li> </ul>
Climate and culture survey recommendations report implemented	ZADNA implemented the following programmes: <ul style="list-style-type: none"> <li>Innovation challenge</li> <li>Brown bag sessions</li> <li>Multivitamin and supplements</li> </ul>

### 3.1.2. Overview of HR Matters

An annual HR operational plan shapes the continuous improvement efforts related to attracting, developing, and retaining talent at ZADNA and presents opportunities toward process improvement. Progress against the annual HR plan is outlined below.

#### a) Recruitment and Selection

ZADNA's staff complement grew from 11 permanent employees in 2020/21 to 18 in 2021/22, consisting of 14 employees and four interns. In addition, two outsourced service providers were heading up the HR and Finance departments.

Within the reporting period, ZADNA made seven permanent appointments, including the appointment of the Finance Manager, Compliance and Regulatory Officer, ICT Coordinator, Marketing and Awareness Assistant, Personal Assistant to the CEO, and the Receptionist.

Through the YES Program, ZADNA sourced one Finance intern, bringing the total number of interns to four.

#### b) Organisational Structure

Two positions were added to the approved organisational structure in the year under review. These are - the Compliance and Regulatory Officer to support the Policy, a Licensing and Regulations department to implement Registry and Registrar Licensing frameworks; and the Receptionist to support the front office and operations administration. Further, the organisation decided to insource the Finance and HR departments, and a Finance Manager was appointed.

#### c) Organisational Development

##### Learning and development:

ZADNA employees continue to attend training sessions in line with their training and development plans. LinkedIn Learning was introduced to allow employees to access on-demand high quality online learning at their convenience. The learning and development budget also provided study assistance to employees studying towards formal qualifications

#### **d) Performance and reward management**

The Performance Management framework guides performance planning, facilitation, review, reporting, and reward and recognition.

No changes were made to the Framework during the year under review. However, the organisation did review its performance rewarding process. As a result, the newly developed Remuneration Policy was updated to ensure that individual performance is recognised and rewarded according to the organisation's overall performance.

#### **e) Review of Policies**

HR policies that were due for review were reviewed and updated in line with labour laws. There are still policies pending recommendation by the HRREMCO for approval by the Board.

#### **f) Employee Wellness**

To support employees, create a conducive work environment and support work-life balance for its employees, ZADNA continues to offer an Employee Assistance Programme (EAP). Many employees experienced challenges during the year, and a significant increase in EAP utilisation was noticed.

Through the EAP, employees can access trauma counselling services on personal and work challenges, including stress, financial issues, legal issues, relationships, family matters and health issues.

The organisation also initiated a multivitamin drive where employees receive a month's supply of multivitamins over three months. This was to support/ encourage employees to protect themselves from weakened immune systems and other seasonal flu/ cold bugs.

ZADNA continued with its flexible work arrangements where rotational shifts, working from home, and flexible start hours to maintain the requisite staff capacity on-site. On 01 February, ZADNA introduced a Vaccination Policy for all staff.

#### **g) Internship programme**

Each year ZADNA aims to appoint four interns and place them in various functions such as Admin/ Operations, Information Technology, Marketing and PR and HR.

Two of the four interns were recruited and placed in the IT/ Technical and Finance functions for the reporting period. Two other interns were already placed in Admin/ Operations and Marketing and PR.

During the period under review, two interns successfully completed their work contracts, despite the implementation of lockdown regulations necessitating remote working arrangements.

#### **Challenges**

Employee engagement was one of the main HR challenges during the year under review. Although many staff members attest to higher productivity levels while working remotely, the absence of physical, in-person interactions regularly may result in employees feeling disconnected.

Social distancing requirements and strict limitations on gatherings, and other health and safety measures to limit the virus's spread were likely to further increase a feeling of isolation were implemented. Thus, the decision to move towards a flexible work arrangement was approved and implemented, and the rollout of the Vaccination Policy.

### 3.1.3 HR Statistics

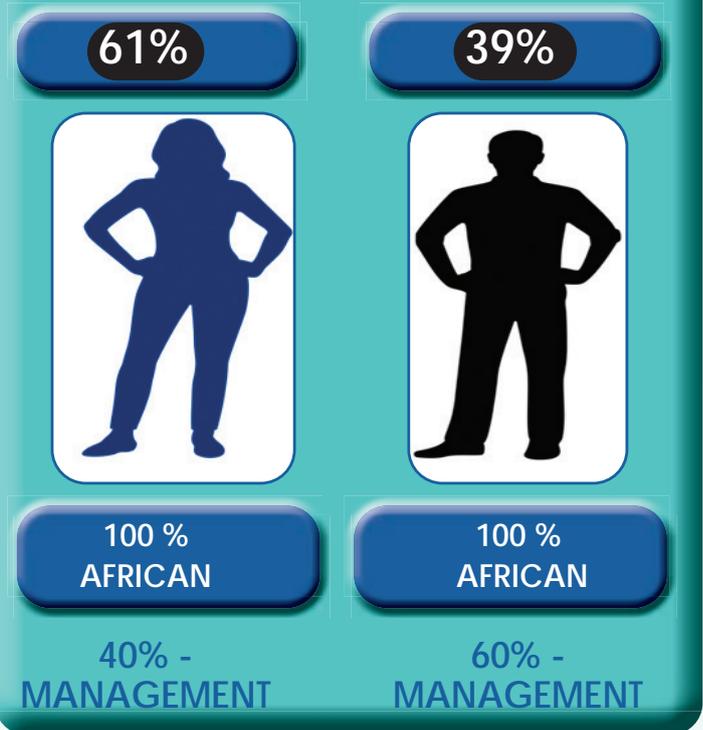
ZADNA is committed to employment equity targets that reflect the demographics of our nation across all occupational levels. As such, a recruitment plan has been developed to address any deficiencies in our diversity.

Employment equity aims to promote equal opportunity and fair treatment in employment through the elimination of unfair discrimination. In order to achieve this, ZADNA plans to identify affirmative action measures to redress the disadvantages in employment experienced by designated groups, to ensure that they are equally represented on all levels of the workforce.

HR aims to give preference to a female candidate for the Manager: NSD vacancy provided that she is the most suitably qualified candidate. This will assist with the under-representation of women on the Senior Management occupational level. Furthermore, ZADNA has employed a female on the Senior Management occupational level in the capacity of Finance Manager.

ZADNA also commits to diversifying this target more and reaching other designated groups such as White, Indian, brown and disabled persons.

#### Employment and gender diversity



## Training and development

Objective	Annual Training Expenditure	No. of Employees Trained	Average Training Cost per Employee
Training and development	R209 000	18	18 182

### EMPLOYMENT AND VACANCIES

Level	No. of Employees	Approved Posts	Vacancies	% of Vacancies
Top Management	1	1	0	0
Senior Management	3	4	1	5,0
Junior Management	1	1	0	0
Skilled	7	8	1	5,0
Semi-skilled	5	5	0	0
Unskilled	1	1	0	0
Total	18	20	2	10,0

### EMPLOYMENT CHANGES

Level	Employment at Beginning of Period	Appointments	Terminations	Employment at End of Period
Top Management	1	0	0	1
Senior Management	2	1	0	3
Junior Management	1	0	0	1
Skilled	3	4	0	7
Semi-skilled	3	2	3	2
Unskilled	1	0	0	1
Total	11	7	3	15

### REASONS FOR STAFF LEAVING

Termination reasons	No. of Employees	Percentage (%)
Death	0	0
Resignation	1	5,5
Dismissal	0	0
Retirement	0	0
Ill-health	0	0
Expiry of contract	2	11,1
Total	3	16,6

1. The training plan does not include training of outsourced service providers.
2. Includes fixed term position: - Receptionist
3. Interns graded Paterson B level and classified as semi-skilled.
4. IT/ Technical intern resigned in January 2022
5. PR & Marketing and Operations Intern contracts expired in November 2021

## 3.2.1 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
- Name space and ICT Committee (NICOM).

### 3.2.2 Audit and Risk

ZADNA has once again enjoyed a clean audit report with minimum immaterial audit findings for the period under review; this is because the entity continues to implement adequate controls to address identified risks and monitor the audit and risk environment.

The Board assumes ultimate oversight and accountability for risk governance, which is discharged through the Audit and Risk Committee (ARC). Through the ARC, an effective Combined Assurance model has been put in place, with the external assurance provided by Makhadzi Inc and internal assurance provided by Nexia SAB&T.

All our risks are currently between Low and Medium; we have no risks that we have identified as extremely high and/or critical.

Below is our risk heat map for the period under review and how we have responded to some of our risks identified as major and requiring immediate attention.

Figure 13: ZADNA Risk Heat Map

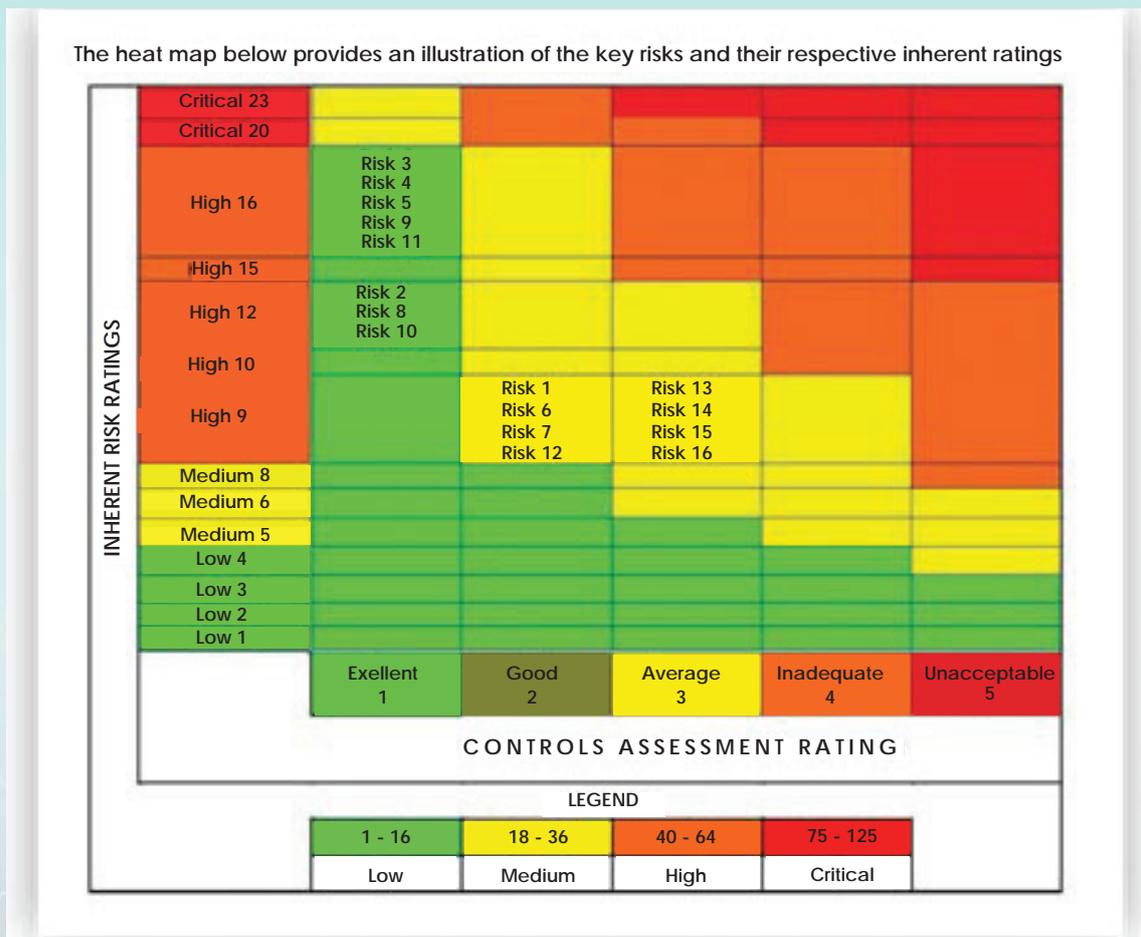


Figure 13 indicates the inherent ratings of ZADNA risks to unbundle the Medium rated risks and to provide assurance that mitigation plans and controls exist for these risks. The section that follows summarises the sampled risks and the rules in place. Internal Audit has tested these to be in place and assessed.

<b>Risk #12</b>	<ul style="list-style-type: none"> <li>• COVID-19</li> <li>• Impact - 4</li> <li>• Likelihood - 3</li> <li>• Inherent Risk Rating - 12</li> <li>• Control Effectiveness – Good</li> </ul>
	<b>CONTEXT</b>
	<p>i. Although we have identified Covid 19 as a potential deterrent that will make it difficult for the entity to achieve some of its strategic objectives as well as high exposure to other associated risks, ZADNA has put in place enough measures to mitigate against those risks to provide an environment that is safe for all its employees and all people we do business with.</p>

<b>Risk #13</b>	<ul style="list-style-type: none"> <li>• Perception of ZADNA among external stakeholders</li> <li>• Impact - 4</li> <li>• Likelihood - 3</li> <li>• Inherent Risk Rating - 12</li> <li>• Control Effectiveness – Good</li> </ul>
	<b>CONTEXT</b>
	<ul style="list-style-type: none"> <li>i. Inadequate stakeholder management, as well as negative media coverage, has resulted in a lack of information or misinformation about ZADNA in the media or among external stakeholders and external business partners</li> <li>ii. ZADNA has put in place enough engagements through its communication platforms as well as tracking the .za and ZADNA through mail alerts to use any opportunity to provide positive insight on any negative news.</li> </ul>

<b>Risk #14</b>	Impact of changes in the TLD environment, including the new TLD rounds and pricing offerings offered by TLD registries that operate in South Africa.
	<ul style="list-style-type: none"> <li>• Impact - 4</li> <li>• Likelihood - 3</li> <li>• Inherent Risk Rating - 27</li> <li>• Control Effectiveness – Medium</li> </ul>
	<b>CONTEXT</b>
	<ul style="list-style-type: none"> <li>i. Inadequate monitoring of the TLD environment has resulted in the inability to track changes in the TLD environment; this has resulted in NewTLD rounds and pricing offerings offered by TLD registries that operate in South Africa. We have continuously benchmarked the impact of ccTLDs on introducing the new gTLDs delegated to have more control over this.</li> </ul>

### 3.2.3 Stakeholder Relations and Management

ZADNA had invested time and resources to improve its stakeholder relations and management. Furthermore, ZADNA has prioritised the formation of key strategic partnerships which will enable ZADNA to have meaningful and impactful projects, activities, and products and services to offer to its markets.

In 2021 ZADNA introduced quarterly stakeholder engagements for its members and the Domain Name System (DNS) industry, which resulted in ZADNA successfully implementing thematic engagements such as:

- (a) WHOIS Changes under POPIA – Impact on South African Registrants and Law Enforcement Agencies.
- (b) Domain Name Abuse Beyond IP infringement
- (c) DNS Forum.

Furthermore, in the 2021/2022 financial year ZADNA identified strategic partners and entered into new agreements with five (5) entities to enable ZADNA to fulfil its mandate and advance its strategic initiatives. The current partner agreements enabled ZADNA to leverage on partners' existing markets and create an opportunity for ZADNA to present its products and programmes to new markets that have never been exposed to ZADNA's offerings.

To ensure that ZADNA understands and listens to the views and expectations of its stakeholders, the Authority conducted a preliminary study in a form of a questionnaire. The questionnaire was disseminated to ZADNA members, and the feedback received through the study will be incorporated into ZADNA's annual planning of activities in the 2022/2023 financial year.

### 3.2.4 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**.

### 3.2.4 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**

DIRECTOR	TENURE	DATE APPOINTED	TENURE EXPIRY
<b>BOARD OF DIRECTORS</b>			
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. <b>Dr Rendani Mbuyha</b>  We should also state that Dr Mbuyha resigned February 2022	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.

### 3.2.5 Board Meetings

During 2021/2022 the Board met in all quarters 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 2021/2022**

BOARD MEETING DATE	TYPE OF MEETING
29 April 2021	This was an ordinary meeting
06 May 2021	This was a special meeting
19 June 2021	This was a special meeting
11 July 2021	This was a special meeting
29 July 2021	This was a normal meeting
31 August 2021	This was an Annual General Meeting (AGM)
28 October 2021	This was a normal meeting
05-06 November 2021	This was a Strategic Planning meeting
28 January 2022	This was an ordinary meeting
09 February 2022	This was a special meeting
03 March 2022	This was a special meeting



### 3.2.6 Board Committees

During 2021/2022 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 2021/2022**

COMMITTEE	NO. OF ORDINARY MEETINGS HELD	NO. OF SPECIAL MEETINGS HELD	NO. OF MEMBERS	NAME OF MEMBERS
Audit and Risk Committee	7	3	5	<ul style="list-style-type: none"> <li>Mr Niholas Msibi (Chairperson)</li> </ul>
HR and Remuneration Committee (HRREMCO)	4	0	3	<ul style="list-style-type: none"> <li>Ms. Malekgoloane Malapane (Chairperson)</li> <li>Ms. Anriette Esterhuysen</li> <li>Ms. Kasturi Moodaliyar</li> </ul>
Namespace and ICT Committee	7	4	5	<ul style="list-style-type: none"> <li>Ms Veronica Motloutsi (Chairperson)</li> <li>Mr Nicholas Msibi</li> <li>Prof Daniel Mashao</li> <li>Mr Rendani Mbuva.</li> <li>Ms Palesa Legoze</li> </ul>

### 3.2.7 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	NAME OF MEMBERS
April 2021 to March 2022	Ms Palesa Legoze	11	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 Mbuva	9	0	2	0
	Prof. Kasturi Moodaliyar	9	0	0	5
	Prof. Daniel Mashao	9	0	4	0
	Mr Nicholas Msibi	11	7	4	0



**.zadna**  
Domain Name Authority



# PART D

## ANNUAL FINANCIAL STATEMENTS



## **THE ZA DOMAIN NAME AUTHORITY NPC**

**THE ZA DOMAIN NAME AUTHORITY NPC  
(Registration Number 2003 / 021150 / 08)  
Annual Financial Statements  
for the year ended 31 March 2022**

### **Audited Financial Statements**

in compliance with the Companies Act of South Africa

# THE ZA DOMAIN NAME AUTHORITY NPC

(Registration Number 2003 / 021150 / 08)

Annual Financial Statements for the year ended 31 March 2022

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# THE ZA DOMAIN NAME AUTHORITY NPC

(Registration Number 2003 / 021150 / 08)

Annual Financial Statements for the year ended 31 March 2022

## General Information

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<b>Country of Incorporation and Domicile</b>	South Africa
<b>Registration Number</b>	2003 / 021150 / 08
<b>Nature of Business and Principal Activities</b>	The regulation and management of the ZA domain name space
<b>Directors</b>	Ms P Legoze (Board Chairperson) Mr N Msibi (ARC Chairperson) Ms V Motloutsi Prof D Mashao Prof K Moodaliyar Ms M Malapane Ms S Mzizi Ms A Esterhuysen Mr R Mbuva (Resigned 1 March 2022)
<b>Registered Office</b>	44 Grand Central Road Sanofi House First Floor Midrand 1685
<b>Postal Address</b>	PO Box 4620 Halfway House Midrand Gauteng 1685
<b>Bankers</b>	ABSA
<b>Tax Number</b>	9149669153
<b>Value Added Tax Number</b>	4110263821
<b>Level of Assurance</b>	These financial statements have been audited in compliance with the applicable requirements of the Companies Act of South Africa.
<b>Auditors</b>	Makhadzi Consulting Inc Ground Floor Southdowns Ridge Office Park Irene, Centurion 0149

# THE ZA DOMAIN NAME AUTHORITY NPC

(Registration Number 2003 / 021150 / 08)

Annual Financial Statements for the year ended 31 March 2022

## General Information

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**Company Secretary**

IKB Company Secretaries (PTY)LTD  
Woodview Office Park  
Unit 9, Ground Floor  
Woodmead

**Preparer**

The Financial statements were compiled by  
ZADNA

# THE ZA DOMAIN NAME AUTHORITY NPC

(Registration Number 2003 / 021150 / 08)

Annual Financial Statements for the year ended 31 March 2022

## Directors' Responsibilities and Approval

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The directors are required by the Companies Act of South Africa to maintain adequate accounting records and are responsible for the content and integrity of the annual financial statements and related financial information included in this report. It is their responsibility to ensure that the annual financial statements satisfy the financial reporting standards with regards to form and content and present fairly the statement of financial position, results of operations and business of the company, and explain the transactions and financial position of the business of the company at the end of the financial year. The annual financial statements are based upon appropriate accounting policies consistently applied throughout the company and supported by reasonable and prudent judgements and estimates.

The directors acknowledge that they are ultimately responsible for the system of internal financial control established by the company and place considerable importance on maintaining a strong control environment. To enable the directors to meet these responsibilities, the directors set standards for internal control aimed at reducing the risk of error 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 risk across the company. While operating risk cannot 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.

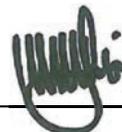
The directors are of the opinion, based on the information and explanations given by management, that the system of internal control provides reasonable assurance that the financial records may be relied on for the preparation of the annual financial statements. However, any system of internal financial control can provide only reasonable, and not absolute, assurance against material misstatement or loss. The going-concern basis has been adopted in preparing the financial statements. Based on forecasts and available cash resources the directors have no reason to believe that the company will not be a going concern in the foreseeable future. The financial statements support the viability of the company.

The annual financial statements have been audited by the independent auditing firm, Makhadzi Consulting Inc, who have been given unrestricted access to all financial records and related data, including minutes of all meetings of the shareholder, the directors and committees of the directors. The directors believe that all representations made to the independent auditor during the audit were valid and appropriate. The external auditor's unqualified audit report is presented on pages 7 to 8.

The annual financial statements set out on pages 9 to 30, and the supplementary information set out on pages 31 to 32 which have been prepared on the going concern basis, were approved by the directors and were signed on 29 July 2022 on their behalf by:



Ms P Legoze (Board Chairperson)



Mr N Msibi (ARC Chairperson)

# THE ZA DOMAIN NAME AUTHORITY NPC

(Registration Number 2003 / 021150 / 08)

Annual Financial Statements for the year ended 31 March 2022

## Directors' Report

---

The directors present their report for the year ended 31 March 2022.

### 1. Review of activities

#### Main business and operations

The company is in the regulation and management of the ZA domain name space. There were no major changes herein during the year.

The operating results and statement of financial position of the company are fully set out in the attached financial statements and do not in our opinion require any further comment.

### 2. 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 will occur in the ordinary course of business.

The directors believe that the company has adequate financial resources to continue in operation for the foreseeable future and accordingly the annual financial statements have been prepared on a going concern basis.

The directors have satisfied themselves that the company is in a sound financial position and that it has access to sufficient borrowing facilities to meet its foreseeable cash requirements.

The company earned a net surplus for the year ended 31 March 2022 of R2,901,381 (2021 surplus: R5,472,475).

### 3. Events after reporting date

On the 01 April 2022, the contract with ZACR, a company providing registry service to the entity was terminated, and a clause to invoke assistance for six months was activated while negotiations with the preferred provider is ongoing.

Furthermore, a transfer to investment account was actioned as per board of directors' resolution, which was made at financial year-end, the process was concluded on the 01 April 2022 and 12 months fixed deposit of R 3 500 000 at an interest rate of 6,6% was made with ABSA bank.

#### Impact of COVID-19

Government intervention appears to be slowing the spread of COVID-19 at different speeds in different countries. In South Africa, the National State of Disaster was lifted on 5 April 2022. Its effects will still be felt for a long time to come. It is however not possible to make an accurate estimate of its full financial effect for the year as the virus' infection rate and impact on macro-economic conditions are uncertain

### 4. Directors' interest in contracts

To our knowledge none of the directors had any interest in contracts entered into during the year under review.

# THE ZA DOMAIN NAME AUTHORITY NPC

(Registration Number 2003 / 021150 / 08)

Annual Financial Statements for the year ended 31 March 2022

## Directors' Report

---

### 5. Authorised and issued share capital

The company is incorporated without any share capital.

### 6. Directors

The directors of the company during the year and up to the date of this report are as follows:

Ms P Legoze (Board Chairperson)

Mr N Msibi (ARC Chairperson)

Ms V Motloutsi

Prof D Mashao

Prof K Moodliyar

Ms M Malapane

Ms S Mzizi

Ms A Esterhuysen

Mr R Mbuyha (Resigned 1 March 2022)

### 7. Secretary

The company designated secretary is IKB Company Secretaries (PTY)LTD.

### 8. Independent Auditors

Makhadzi Consulting Inc were appointed as independent auditors of THE ZA DOMAIN NAME AUTHORITY NPC.



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Ground Floor Southdowns Ridge Office  
Park, Irene, Centurion, 0149, South Africa

SAICA no: 30734014 IRBA no: 948846-0000

## Independent Auditor's Report

### To the Members of The ZA Domain Name Authority NPC (ZADNA)

#### Opinion

We have audited the financial statements of The ZA Domain Name Authority NPC (ZADNA) set out on pages 9 to 21, which comprise the statement of financial position as at 31 March 2022, and the statement of profit or loss and other comprehensive income, the statement of changes in equity and the 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 (ZADNA) as at 31 March 2022, 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 director is responsible for the other information. The other information comprises the information included in the document titled "The ZA Domain Name Authority NPC (ZADNA) Annual Financial Statements for the year ended 31 March 2022", which includes the Director's Report, and the statement of Director's Responsibilities and Approval as required by the Companies Act of South Africa, which we obtained prior to the date of this report, and the supplementary information set out on pages 17 to 20. The 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.

In connection with our 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 Director for the Financial Statements

The director is responsible for the preparation and fair presentation of the financial statements in accordance with International Financial Reporting Standards and the requirements of the Companies Act of South Africa, and for such internal control as the director determines 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 director is 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 director either intends to liquidate the company or to cease operations, or has 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 ISAs 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 ISAs, 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 director.
- Conclude on the appropriateness of the director's 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 director 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.



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**Makhadzi Consulting**  
**Lindelani Mbambale-Mathobo**  
**Director / Partner**  
**Registered Auditor**

14 July 2022

**Southdowns ridge office park**  
**Cnr John Vorster &, Nellmapuis Dr**  
**Irene**  
**Centurion**  
**0149**

# THE ZA DOMAIN NAME AUTHORITY NPC

(Registration Number 2003 / 021150 / 08)

Financial Statements for the year ended 31 March 2022

## Statement of Financial Position

Figures in R

	Notes	2022	2021
<b>Assets</b>			
<b>Non-current assets</b>			
Property, plant and equipment	4	720,251	363,190
Financial Assets at amortised cost	7	12,000,000	2,000,000
<b>Total non-current assets</b>		<b>12,720,251</b>	<b>2,363,190</b>
<b>Current assets</b>			
Trade and other receivables	6	3,954,990	8,131,194
Cash and cash equivalents	8	14,063,530	16,076,987
<b>Total current assets</b>		<b>18,018,520</b>	<b>24,208,181</b>
<b>Total assets</b>		<b>30,738,771</b>	<b>26,571,371</b>
<b>Equity and liabilities</b>			
<b>Equity</b>			
Accumulated surplus		28,171,085	25,269,704
<b>Liabilities</b>			
<b>Current liabilities</b>			
Trade and other payables	9	2,567,686	1,301,667
<b>Total equity and liabilities</b>		<b>30,738,771</b>	<b>26,571,371</b>

## THE ZA DOMAIN NAME AUTHORITY NPC

(Registration Number 2003 / 021150 / 08)  
Financial Statements for the year ended 31 March 2022

### Statement of Comprehensive Income

Figures in R	Notes	2022	2021
Revenue	12	20,071,561	16,079,448
Other income	13	55,395	71,969
Administrative expenses	15	(1,417,143)	(1,524,262)
Other expenses	16	(17,039,193)	(9,696,937)
<b>Surplus from operating activities</b>		<b>1,670,620</b>	<b>4,930,218</b>
Finance income	17	1,230,761	542,257
<b>Surplus for the year</b>		<b>2,901,381</b>	<b>5,472,475</b>

# THE ZA DOMAIN NAME AUTHORITY NPC

(Registration Number 2003 / 021150 / 08)

Financial Statements for the year ended 31 March 2022

## Statement of Changes in Equity

Figures in R	Accumulated surplus	Total
<b>Balance at 1 April 2020</b>	19,797,229	19,797,229
<b>Changes in equity</b>		
Surplus for the year	5,472,475	5,472,475
Total comprehensive income for the year	5,472,475	5,472,475
<b>Balance at 31 March 2021</b>	<b>25,269,704</b>	<b>25,269,704</b>
<b>Balance at 1 April 2021</b>	25,269,704	25,269,704
<b>Changes in equity</b>		
Surplus for the year	2,901,381	2,901,381
Total comprehensive income for the year	2,901,381	2,901,381
<b>Balance at 31 March 2022</b>	<b>28,171,085</b>	<b>28,171,085</b>

# THE ZA DOMAIN NAME AUTHORITY NPC

(Registration Number 2003 / 021150 / 08)

Financial Statements for the year ended 31 March 2022

## Statement of Cash Flows

Figures in R

	Notes	2022	2021
<b>Net cash flows from operations</b>	21	<b>7,429,102</b>	<b>2,685,476</b>
Interest received		1,230,761	399,768
<b>Net cash flows from operating activities</b>		<b>8,659,863</b>	<b>3,085,244</b>
<b>Cash flows (used in) / from investing activities</b>			
Purchase of property, plant and equipment		(680,824)	(172,761)
Purchase of other non-financial asset		(10,000,000)	2,000,000
Decrease in Non-current receivables		-	5,771,258
<b>Cash flows (used in) / from investing activities</b>		<b>(10,680,824)</b>	<b>7,598,497</b>
<b>Cash flows from financing activities</b>			
Decrease from other financial liabilities		7,504	-
<b>Cash flows from financing activities</b>		<b>7,504</b>	<b>-</b>
<b>Net (decrease) / increase in cash and cash equivalents</b>		<b>(2,013,457)</b>	<b>10,683,741</b>
Cash and cash equivalents at beginning of the year		16,076,987	5,393,246
<b>Cash and cash equivalents at end of the year</b>	8	<b>14,063,531</b>	<b>16,076,987</b>

# THE ZA DOMAIN NAME AUTHORITY NPC

(Registration Number 2003 / 021150 / 08)

Financial Statements for the year ended 31 March 2022

## Accounting Policies

---

### 1. General information

THE ZA DOMAIN NAME AUTHORITY NPC ('the company') is in the regulation and management of the ZA domain name space.

The company is incorporated as a Private company and domiciled in South Africa. The address of its registered office is 44 Grand Central Road, Sanofi House, First Floor, Midrand, 1685.

### 2. Basis of preparation and summary of significant accounting policies

The financial statements of THE ZA DOMAIN NAME AUTHORITY NPC have been prepared in accordance with the International Financial Reporting Standards and the Companies Act of South Africa. They are presented in South African Rand.

The principal accounting policies applied in the preparation of these annual financial statements are set out below. These policies have been consistently applied to all the years presented, unless otherwise stated.

#### 2.1 Property, plant and equipment

Property, plant and equipment is stated at historical cost less accumulated depreciation and any accumulated impairment losses. Historical cost includes expenditure that is directly attributable to bringing the asset to the location and condition necessary for it to be capable of operating in the manner intended by the directors.

The company adds to the carrying amount of an item of property, plant and equipment the cost of replacing parts of such an item when that cost is incurred if the replacement part is expected to provide incremental future benefits to the company. The carrying amount of the replaced part is derecognised. All repairs and maintenance are charged to surplus or deficit during the period in which they are incurred.

After initial recognition, the company measures certain classes of property, plant and equipment using the cost model. The measurement base is set out in the table below. Property, plant and equipment measured in accordance with the cost model is shown at cost less accumulated depreciation and any accumulated impairment losses.

Revaluations are made with sufficient regularity to ensure that the carrying amount does not differ materially from that which would be determined using fair value at the end of the reporting period. Increases in the carrying amount are recognised in other comprehensive income and accumulated in equity under the heading of revaluation surplus, except where the increase reverses a revaluation decrease of the same asset previously recognised in surplus or deficit. Decreases in the carrying amount are recognised in surplus or deficit except where the decrease reverses any credit balance existing in the revaluation surplus in respect of that asset in which case the decrease is recognised in other comprehensive income and reduces the amount accumulated in equity under the heading of revaluation surplus.

Asset class	Measurement base	Useful life / depreciation rate
Motor vehicles	Straight Line	5 Years
Fixtures and fittings	Straight Line	6 Years
Office equipment	Straight Line	3 Years
Computer equipment	Straight Line	3 Years
IT Equipment	Straight Line	3 Years

# THE ZA DOMAIN NAME AUTHORITY NPC

(Registration Number 2003 / 021150 / 08)

Financial Statements for the year ended 31 March 2022

## Accounting Policies

---

### *Basis of preparation and summary of significant accounting policies continued...*

The assets' residual values, useful lives and depreciation methods are reviewed, and adjusted prospectively if appropriate, if there is an indication of a significant change since the last reporting date.

An asset's carrying amount is written down immediately to its recoverable amount if the asset's carrying amount is greater than its estimated recoverable amount.

Gains and losses on disposals are determined by comparing the proceeds with the carrying amount and are recognised within 'other gains / (losses)' in the statement of comprehensive income.

## 2.2 Financial instruments

### **Trade and other receivables, Financial assets at amortised cost, Loan 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 cash flows 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.

### **Cash and cash equivalents**

Cash and cash equivalents includes cash on hand, demand deposits and other short-term highly liquid investments with original maturities of three months or less. These are initially and subsequently recorded at fair value.

### **Trade and other payables**

Trade payables are recognised initially at the transaction price and subsequently measured at amortised cost using the effective interest method.

### **Other financial liabilities**

Other financial liabilities are recognised initially at the transaction price, including transaction costs except where the liability will subsequently be measured at fair value.

Where the fair value of other financial liabilities can be measured reliably without undue cost or effort, these liabilities are subsequently measured at fair value with the changes in fair value being recognised in surplus or deficit.

Debt instruments are subsequently stated at amortised cost. Interest expense is recognised on the basis of the effective interest method and is included in finance costs.

Other financial liabilities are classified as current liabilities unless the company has an unconditional right to defer settlement of the liability for at least 12 months after the reporting date.

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## Accounting Policies

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*Basis of preparation and summary of significant accounting policies continued...*

### 2.3 Leases

#### Definition

A lease is an agreement whereby the lessor conveys to the lessee in return for a payment or series of payments the right to use an asset for an agreed period of time. A finance lease is a lease that transfers substantially all the risks and rewards incidental to ownership of an asset. Title may or may not eventually be transferred. An operating lease is a lease other than a finance lease.

#### Classification

A lease is classified as a finance lease when it transfers substantially all the risks and rewards incidental to ownership. A lease is classified as an operating lease when it does not transfer substantially all the risks and rewards incidental to ownership.

#### Finance leases as lessee

At the commencement of the lease term, finance leases are recognised as assets and liabilities in the statements of financial position at the lower of the fair value of the leased property or the present value of the minimum lease payments, each determined at the inception of the lease. The discount rate used in calculating the present value of the minimum lease payments is the interest rate implicit in the lease, if this is practicable to determine. Where it is not, the incremental borrowing rate of the company is used. Any initial direct costs are added to the amount recognised as an asset.

Minimum lease payments are apportioned between the finance charge and the reduction of the outstanding liability. The finance charge is allocated to each period during the lease term so as to produce a constant periodic rate of interest on the remaining balance of the liability. Contingent rents are charged as expenses in the periods in which they are incurred.

A finance lease gives rise to depreciation expense for depreciable assets as well as finance expense for each accounting period. Depreciation is charged in accordance with the policy set out for property, plant and equipment and intangible assets (whichever is applicable).

#### Operating leases as lessee

Lease payments under an operating lease are recognised as an expense on a straight-line basis over the lease term unless another systematic basis is more representative of the pattern of the benefit obtained.

### 2.4 Provisions and contingencies

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

### 2.5 Revenue

Revenue is measured at the fair value of the consideration received or receivable. Revenue is shown net of value-added tax, returns, rebates and discounts.

# THE ZA DOMAIN NAME AUTHORITY NPC

(Registration Number 2003 / 021150 / 08)

Financial Statements for the year ended 31 March 2022

## Accounting Policies

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### *Basis of preparation and summary of significant accounting policies continued...*

#### 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 (Registry fees) as amended from time to time. ZACR must pay 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 by an EPP Registrar will be due and payable on the commitment to the Central Registry System.

#### Transaction Fee Payment Terms

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

Interest income is recognised using the effective interest method. Interest income refers to interest accrued over time through a business's investment in financial instruments. Interest income is recognised when earned.

Other Income is recognised when realised and earned, not necessarily when received.

## 2.6 Employee benefits

### Short-term employee 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.

## 3. Critical accounting estimates and judgements

Estimates and judgements are continually evaluated and are based on historical experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances.

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Financial Statements for the year ended 31 March 2022

## Accounting Policies

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### *Critical accounting estimates and judgements continued...*

#### **Critical accounting estimates and assumptions**

The company makes estimates and assumptions concerning the future. The resulting accounting estimates will, by definition, seldom equal the related actual results. The estimates and assumptions that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next financial year are addressed below.

#### **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. Cash flow 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.

##### **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.

##### **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.

##### **Amendments to IAS 16, Property, plant and equipment**

'Property, plant and equipment' prohibit a company from deducting from the cost of property, plant and equipment amounts received from selling items produced while the company is preparing the asset for its intended use. Instead, a company will recognise such sales proceeds and related cost in profit or loss. The amendment was published during May 2020 and its effective period is annual periods beginning on or after 01 January 2022.

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## Accounting Policies

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### **Amendments to IAS 37, Provisions, contingent liabilities and contingent assets**

'Provisions, contingent liabilities and contingent assets' specify which costs a company includes when assessing whether a contract will be loss-making. The amendment was published during May 2020 and its effective period is annual periods beginning on or after 01 January 2022.

### **Amendments to 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.

### **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.

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## Notes to the Financial Statements Figures in R

### 4. Property, plant and equipment

#### Balances at year end and movements for the year

##### Reconciliation for the year ended 31 March 2022

##### Balance at 1 April 2021

	Motor vehicles	Fixtures and fittings	Office equipment	Computer equipment	Computer software	IT Equipment	Total
At cost	422,425	283,136	40,494	547,620	25,400	183,652	1,502,727
Accumulated depreciation	(339,530)	(204,192)	(40,494)	(453,340)	(15,197)	(86,784)	(1,139,537)
<b>Carrying amount</b>	<b>82,895</b>	<b>78,944</b>	<b>-</b>	<b>94,280</b>	<b>10,203</b>	<b>96,868</b>	<b>363,190</b>

##### Movements for the year ended 31 March 2022

Additions from acquisitions	-	134,280	25,850	481,566	-	39,128	680,824
Depreciation	(82,895)	(55,173)	(3,580)	(111,753)	(3,710)	(66,652)	(323,763)

##### Property, plant and equipment at the end of the year

	<b>-</b>	<b>158,051</b>	<b>22,270</b>	<b>464,093</b>	<b>6,493</b>	<b>69,344</b>	<b>720,251</b>
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##### Closing balance at 31 March 2022

At cost	422,425	417,416	66,344	1,029,186	25,400	222,779	2,183,550
Accumulated depreciation	(422,425)	(259,365)	(44,074)	(565,093)	(18,907)	(153,435)	(1,463,299)
<b>Carrying amount</b>	<b>-</b>	<b>158,051</b>	<b>22,270</b>	<b>464,093</b>	<b>6,493</b>	<b>69,344</b>	<b>720,251</b>

##### Reconciliation for the year ended 31 March 2021

##### Balance at 1 April 2020

	Motor vehicles	Fixtures and fittings	Office equipment	Computer equipment	Computer software	IT Equipment	Total
At cost	422,424	283,136	40,494	478,349	14,200	91,291	1,329,894
Accumulated depreciation	(255,045)	(156,999)	(40,494)	(407,598)	(14,200)	(21,061)	(895,397)
<b>Carrying amount</b>	<b>167,379</b>	<b>126,137</b>	<b>-</b>	<b>70,751</b>	<b>-</b>	<b>70,230</b>	<b>434,498</b>

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(Registration Number 2003 / 021150 / 08)  
Financial Statements for the year ended 31 March 2022

## Notes to the Financial Statements

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<i>Property, plant and equipment continued...</i>						
<b>Movements for the year ended 31 March 2021</b>						
Additions from acquisitions	-	-	69,271	11,130	92,361	172,761
Increase (decrease) through net exchange differences	-	-	-	-	(65,723)	(65,723)
Depreciation	(84,484)	(47,193)	(45,742)	(927)	-	(178,346)
<b>Property, plant and equipment at the end of the year</b>	<b>82,895</b>	<b>78,944</b>	<b>94,280</b>	<b>10,203</b>	<b>96,868</b>	<b>363,190</b>
<b>Closing balance at 31 March 2021</b>						
At cost	422,425	283,136	547,620	25,400	183,652	1,502,727
Accumulated depreciation	(339,530)	(204,192)	(453,340)	(15,197)	(86,784)	(1,139,537)
<b>Carrying amount</b>	<b>82,895</b>	<b>78,944</b>	<b>94,280</b>	<b>10,203</b>	<b>96,868</b>	<b>363,190</b>

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### 5. Financial assets

#### 5.1 Carrying amount of financial assets by category

	Financial assets at amortised cost	Financial assets at fair value	Total
<b>Year ended 31 March 2022</b>			
Other financial assets (Note 7)	12,000,000	-	12,000,000
Trade and other receivables excluding non-financial assets (Note 6)	-	3,808,362	3,808,362
Cash and cash equivalents (Note 8)	-	14,063,530	14,063,530
	<b>12,000,000</b>	<b>17,871,892</b>	<b>29,871,892</b>
<b>Year ended 31 March 2021</b>			
Other financial assets	2,000,000	-	2,000,000
Trade and other receivables excluding non-financial assets (Note 6)	-	7,674,594	7,674,594
Cash and cash equivalents (Note 8)	-	16,076,987	16,076,987
	<b>2,000,000</b>	<b>23,751,581</b>	<b>25,751,581</b>

The entity does not have any financial assets that have been pledged as security.

### 6. Trade and other receivables

#### 6.1 Trade and other receivables comprise:

Trade receivables	2,066,397	1,707,341
Accrued Income	1,001,553	142,487
Prepaid expenses	93,384	93,384
Deposits	271,119	245,818
Employee costs in advance	8,000	-
Central Registry Arbitration	429,153	5,578,948
Vodacom IT Equipment	32,140	-
Value added tax	53,244	363,216
	<b>3,954,990</b>	<b>8,131,194</b>

#### 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 counter party default rates. The majority of trade receivables pertain to one specific counter party 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 bad debts 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.

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*Trade and other receivables continued...*

### 6.2 Age Analysis

Current	3,129,193	1,707,341
1 Month past due	-	-
2 Months past due	-	-
3 Months past due	-	-
over 3 Months past due	825,797	5,578,948

### 7. Financial Assets at amortised cost

**Financial Assets at amortised cost incorporates the following balances:**

Long term investment with Nedbank	12,000,000	2,000,000
	<b>12,000,000</b>	<b>2,000,000</b>

R 12m Long-term Fixed deposit with Nedbank is for 60 Months at the rate of 8,63% p/a, Maturity date is 09 April 2026

### 8. Cash and cash equivalents

#### 8.1 Cash and cash equivalents included in current assets:

#### Cash

Balances with banks	7,405,452	15,619,360
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#### Other cash and cash equivalents

**6,658,078**      **457,627**

**14,063,530**      **16,076,987**

#### 8.1 Detail of cash and cash equivalent balances

#### Bank balances

Bank balances	7,405,452	15,619,360
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#### Other cash and cash equivalents

ABSA Call Account	6,376,314	197,200
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ABSA ADR Bank Account	276,824	255,399
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Petty Cash	4,940	5,028
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<b>Total</b>	<b>6,658,078</b>	<b>457,627</b>
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### 9. Trade and other payables

Trade and other payables comprise:

Trade creditors	1,260,966	1
Provision for leave pay	837,127	517,778
Accrued Expenses	-	360,076
Accrued Directors Fees	14,000	-
Provision for Audit Fees	192,400	189,482
PAYE	229,032	102,665
Accrued Salaries	33	-
UIF	5,879	2,398
Vodacom IT Equipment Payable	-	93,514
ABSA Credit Card	28,249	35,753
<b>Total trade and other payables</b>	<b>2,567,686</b>	<b>1,301,667</b>

### 10. Financial liabilities

Carrying amount of financial liabilities by category

	financial liabilities at fair value	Total
<b>Year ended 31 March 2022</b>		
Trade and other payables excluding non-financial liabilities (Note 9)	2,567,686	2,567,686
<b>Year ended 31 March 2021</b>		
Trade and other payables excluding non-financial liabilities (Note 9)	1,301,667	1,301,667

### 11. Taxation

No provision has been made for the 2022 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. Revenue

Revenue comprises:

ZA Central Registry Fees	20,071,561	16,079,448
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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.

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<b>13. Other income</b>		
<b>Other income comprises:</b>		
Other income	50,395	-
ADR fees received	5,000	8,750
Insurance claim received	-	53,427
Insurance out bonus	-	9,792
<b>Total other income</b>	<b>55,395</b>	<b>71,969</b>
<b>14. Employee cost</b>		
<b>14.1 Employee cost comprises:</b>		
Salaries & Wages	4,391,148	3,026,241
PAYE	1,565,409	1,065,348
UIF	46,722	27,058
Severance Payment	-	124,409
Medical Aid	255,707	109,015
Leave pay	123,351	-
Salaries and wages - Other	3,168	-
Bonus	195,999	-
Provident Fund	565,134	94,060
	<b>7,146,638</b>	<b>4,446,131</b>
<b>14.2 Directors comprises:</b>		
Directors fees	1,361,379	1,131,533
Stakeholders related allowances	20,942	66,808
	<b>1,382,321</b>	<b>1,198,341</b>
<b>15. Administrative expenses</b>		
<b>Administrative expenses comprise:</b>		
Accounting fees	437,406	533,913
Audit Fees - Internal	-	160,000
Audit Fees - External	192,546	214,516
Bank charges	19,555	17,229
Computer Expenses / IT Hosting	363,787	200,193
Secretarial fees	351,828	355,048
Subscriptions : IoDSA	16,900	23,748
Telephone & Internet	35,121	19,615
<b>Total administrative expenses</b>	<b>1,417,143</b>	<b>1,524,262</b>

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### 16. Other expenses

#### Other expenses comprise:

Advertising	179,509	-
Africa Internet Governance Forum (AfrIGF)	7,762	-
Africa Internet/DNS Summit	30,132	-
Compliance	48,725	84,413
Depreciation	323,763	244,070
Discount allowed	80	-
DTPS Meeting and Events	53,912	71,608
Employee benefit expenses	8,528,959	5,644,472
Fines and Penalties - SARS	69,655	13,721
ICANN Contribution .ZA South Africa	-	26,789
Insurance	152,910	110,566
Internship programme	211,860	149,568
Legal expense	524,111	242,001
Motor vehicle expense	12,896	1,563
Motor vehicle tracking	206	2,259
Namespace Awareness	413,408	359,694
Namespace Dev Registra Reseller	104,619	130,548
Office refurbishment	280	3,875
Office Supplies	56,188	56,150
Parliament Events and Travel	-	45,250
Postage	523	-
Printing and stationery	44,795	63,400
Professional Fees	732,177	405,934
Promotions	11,400	-
Recruitment Agencies	-	110,880
Rent paid	1,193,505	933,617
Repairs and maintenance	4,893	400
RLF Project	1,626,488	161,265
SA Internet Governance Forum	223,459	34,264
SA School of Internet Governance	87,383	24,500
Staff Engagement and Meeting catering	447,427	98,096
Strategic Planning Session	172,759	105,235
Training	152,791	262,066
Travel - Local	1,017,824	33,432
Website	33,493	31,543
ZA Infrastructure and DNSSEC	571,301	245,758
<b>Total other expenses</b>	<b>17,039,193</b>	<b>9,696,937</b>

RLF Project shows significant increase as a result of cost associated with appointment of new service provider to provide registry services

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Financial Statements for the year ended 31 March 2022

## Notes to the Financial Statements

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### 17. Finance income

Finance income comprises:

Interest received	1,230,761	542,257
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### 18. Related parties

#### 18.1 Compensation paid to directors and prescribed officers (2022)

Director Name (NED)	Directors Allowance	Stake holder Related Allowance	Total remuneration	Amounts related to services rendered as a director of the company	Total remuneration
Ms P Legoze (Board Chairperson)	260,982	20,942	281,923	260,982	260,982
Mr N Msibi (ARC Chairperson)	208,000	-	208,000	208,000	208,000
Ms V Motloutsi	162,000	-	162,000	162,000	162,000
Prof D Mashao	82,000	-	82,000	82,000	82,000
Prof K Moodaliyar	118,000	-	118,000	118,000	118,000
Ms M Malapane	142,000	-	142,000	142,000	142,000
Ms S Mzizi	150,000	-	150,000	150,000	150,000
Ms A Esterhuysen	124,000	-	124,000	124,000	124,000
Mr R Mbuyha	114,000	-	114,000	114,000	114,000
<b>Total compensation paid to directors and prescribed officers</b>	<b>1,360,982</b>	<b>20,942</b>	<b>1,381,923</b>	<b>1,360,982</b>	<b>1,360,982</b>

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*Related parties continued...*

### 18.2 Compensation paid to directors and prescribed officers (2021)

Director Name (NED)	Directors Allowance	Stake holder Related Allowance	Total remuneration	Amounts related to services rendered as a director of the company	Total remuneration
Ms P Legoze (Board Chairperson)	206,146	38,113	244,259	206,146	244,259
Mr N Msibi (ARC Chairperson)	140,966	28,696	169,662	140,966	169,662
Ms V Motloutsi	120,990	-	120,990	120,990	120,990
Prof D Mashao	102,474	-	102,474	102,474	102,474
Prof K Moodaliyar	123,543	-	123,543	123,543	123,543
Ms M Malapane	107,090	-	107,090	107,090	107,090
Ms S Mzizi	100,130	-	100,130	100,130	100,130
Ms A Esterhuysen	115,961	-	115,961	115,961	115,961
Mr R Mbuva	114,232	-	114,232	114,232	114,232
<b>Total compensation paid to directors and prescribed officers</b>	<b>1,131,532</b>	<b>66,809</b>	<b>1,198,341</b>	<b>1,131,532</b>	<b>1,198,341</b>

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Financial Statements for the year ended 31 March 2022

## Notes to the Financial Statements

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*Related parties continued...*

### 18.3 Compensation paid to entity executive

	Salaries, bonuses and performance related payments	Amounts paid or payable to pension schemes	Total remuneration	Basic Salary	Provident Fund - (Company Contribution)	Total remuneration
Mr M M Wesi (CEO)	1,590,000	159,000	1,749,000	1,590,000	159,000	1,749,000
	<b>1,590,001</b>	<b>159,001</b>	<b>1,749,000</b>	<b>1,590,000</b>	<b>159,000</b>	<b>1,749,000</b>

# THE ZA DOMAIN NAME AUTHORITY NPC

(Registration Number 2003 / 021150 / 08)

Financial Statements for the year ended 31 March 2022

## Notes to the Financial Statements

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*Related parties continued...*

### 18.4 Compensation paid to entity executive (2021)

	Salaries, bonuses and performance related payments	Total remuneration	Basic Salary	Total remuneration
Mr M M Wesi (CEO)	1,100,000	1,100,000	1,100,000	1,100,000
Mr P MADAVHU (ACEO)	54,752	54,752	54,752	54,752
	<b>1,154,752</b>	<b>1,154,752</b>	<b>1,154,752</b>	<b>1,154,752</b>

### 19. Events after the reporting date

#### 19.1 Non-adjusting event 1

Termination of ZACR Contract

On the 01 April 2022, the contract with ZACR, a company providing registry service to the entity was terminated, and a clause to invoke assistance for six months was activated while negotiations with the preferred provider is ongoing.

#### 19.2 Non-adjusting event 2

Additional Investment Account

Transfer to investment account was actioned as per board of directors resolution, which was made at financial year end, the process was concluded on the 01 April 2022 and a 12 months fixed deposit of R 3 500 000 at interest rate of 6,6% was made with ABSA bank.

### 20. 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 will occur in the ordinary course of business.

The company earned a net surplus for the year ended 31 March 2022 of R2,901,381 (2021 surplus: R5,472,475).

# THE ZA DOMAIN NAME AUTHORITY NPC

(Registration Number 2003 / 021150 / 08)

Financial Statements for the year ended 31 March 2022

## Notes to the Financial Statements

Figures in R

	2022	2021
<b>21. Cash flows from operating activities</b>		
<b>Surplus for the year</b>	<b>2,901,381</b>	5,472,475
<b>Adjustments for:</b>		
Finance income	(1,230,761)	(399,770)
Depreciation and amortisation expense	323,763	244,070
Decrease from other financial liabilities	(7,504)	-
<b>Change in operating assets and liabilities:</b>		
Adjustments for increase in trade accounts receivable	(359,056)	(975,845)
Adjustments for decrease in other operating receivables	4,535,260	-
Adjustments for increase / (decrease) in trade accounts payable	1,260,965	(1,655,454)
Adjustments for increase in other operating payables	5,054	-
<b>Net cash flows from operations</b>	<b><u>7,429,102</u></b>	<b><u>2,685,476</u></b>
<b>22. Commitments</b>		
Leases - lessee		
Minimum Lease payments due		
-With one year	922,362	377,811
-in second to fifth year inclusive	475,868	-
	<u>1,398,230</u>	<u>377,811</u>

The commitment relates to Growth Point rentals, the contract ends on 31 August 2023. 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.

# THE ZA DOMAIN NAME AUTHORITY NPC

(Registration Number 2003 / 021150 / 08)

Annual Financial Statements for the year ended 31 March 2022

## Detailed Income Statement

Figures in R

	Notes	2022	2021
<b>Revenue</b>	12		
ZA Central Registry Fee		<u>20,071,561</u>	<u>16,079,448</u>
<b>Other income</b>	13		
ADR Fees Received		5,000	8,750
Insurance Outbonus		-	9,792
Outsurance Claim Payout		-	53,427
Sundry income		<u>50,395</u>	<u>-</u>
		<b>55,395</b>	<b>71,969</b>
<b>Administrative expenses</b>	15		
Accounting fees		(437,406)	(533,913)
Audit Fees - External		(192,546)	(214,516)
Audit Fees - Internal		-	(160,000)
Bank charges		(19,555)	(17,229)
Computer Expenses / IT Hosting		(363,787)	(200,193)
Secretarial fees		(351,828)	(355,048)
Subscriptions : loDSA		(16,900)	(23,748)
Telephone & Internet		<u>(35,121)</u>	<u>(19,615)</u>
		<b>(1,417,143)</b>	<b>(1,524,262)</b>

# THE ZA DOMAIN NAME AUTHORITY NPC

(Registration Number 2003 / 021150 / 08)

Annual Financial Statements for the year ended 31 March 2022

## Detailed Income Statement

Figures in R

	Notes	2022	2021
<b>Other expenses</b>	16		
Advertising		(179,509)	-
Africa Internet Governance Forum (AfriGF)		(7,762)	-
Africa Internet/DNS Summit		(30,132)	-
Compliance		(48,725)	(84,413)
Depreciation - property, plant and equipment		(323,763)	(244,070)
Directors Fees		(1,382,321)	(1,198,341)
Discount allowed		(80)	-
DTPS Meeting and Events		(53,912)	(71,608)
Employee costs - salaries		(7,146,638)	(4,446,131)
Fines and Penalties - SARS		(69,655)	(13,721)
ICANN Contribution .ZA South Africa		-	(26,789)
Insurance		(152,910)	(110,566)
Internship programme		(211,860)	(149,568)
Legal expense		(524,111)	(242,001)
Management fees		-	(110,880)
Motor vehicle expense		(12,896)	(1,563)
Motor vehicle tracking		(206)	(2,259)
Namespace Awareness		(413,408)	(359,694)
Namespace Dev Registra Reseller		(104,619)	(130,548)
Office refurbishment		(280)	(3,875)
Office Supplies		(56,188)	(56,150)
Operating lease expense		(1,193,505)	(933,617)
Parliament Events and Travel		-	(45,250)
Postage		(523)	-
Printing and stationery		(44,795)	(63,400)
Professional Fees		(732,177)	(405,934)
Promotions		(11,400)	-
Repairs and maintenance		(4,893)	(400)
RLF Project		(1,626,488)	(161,265)
SA Internet Governance Forum		(223,459)	(34,264)
SA School of Internet Governance		(87,383)	(24,500)
Staff Engagement and Meeting catering		(447,427)	(98,096)
Strategic Planning Session		(172,759)	(105,235)
Training		(152,791)	(262,066)
Travel - Local		(1,017,824)	(33,432)
Website		(33,493)	(31,543)
ZA Infrastructure and DNSSEC		(571,301)	(245,758)
		<b>(17,039,193)</b>	<b>(9,696,937)</b>
<b>Surplus from operating activities</b>		<b>1,670,620</b>	<b>4,930,218</b>
<b>Finance income</b>	17		
Interest received		1,230,761	542,257
<b>Surplus for the year</b>		<b>2,901,381</b>	<b>5,472,475</b>

# THE ZA DOMAIN NAME AUTHORITY NPC

(Registration Number 2003 / 021150 / 08)

Annual Financial Statements for the year ended 31 March 2022

## Detailed Income Statement

Figures in R

	Notes	2022	2021
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Printing and stationery		(44,795)	(63,400)
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Website		(33,493)	(31,543)
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		<b>(17,039,193)</b>	<b>(9,696,937)</b>
<b>Surplus from operating activities</b>		<b>1,670,620</b>	<b>4,930,218</b>
<b>Finance income</b>	17		
Interest received		1,230,761	542,257
<b>Surplus for the year</b>		<b>2,901,381</b>	<b>5,472,475</b>



# ANNEXURE A:

## ANNUAL PERFORMANCE REPORT

STRATEGIC GOAL	ANNUAL OBJECTIVE AND KEY TASKS	ACTUAL ACHIEVEMENT	CHALLENGES/COMMENTS	RECTIFICATION
SUSTAINABLE AND RESILIENT DOMAIN NAMESPACE	25 000 Domain names registered	Not Achieved	<p><b>ZACR annual domain name registration figures:</b></p> <p>ZADNA was not able to procure the annual target of 25 000 domain registrations. This can be ascribed to the fact that more .za commercial domains were deleted than created. A number of factors can be attributed to this: Firstly, because of the impact of the COVID-19 pandemic many companies were unable to renew their domain names effectively causing the restrictions thereof. During Q1 ZADNA only registered 461 domains in contrast to 1 370 domains in Q2. During Q3 6 149 domains were registered and during Q4 11 761.</p>	<p>ZADNA failed to meet the target of 25 000 domain. To rectify the situation, ZADNA is to embark on promoting the ZA domain name registration using its social media platforms, moreover, it will seek to partner with CIPC in promoting the ZA and to bring awareness to the SMMEs with the assistance from the PR and Marketing division</p>
SUSTAINABLE AND RESILIENT DOMAIN NAMESPACE	0.25% increase in net growth	Not Achieved	<p>CIPC annual domain name registration figures:</p> <p>The total growth for CIPC domain name registrations was 662 which is 20.37% of the target of 3250 domain name registered.</p>	<p>ZADNA failed to meet the target of 3250 domain registered through CIPC.</p> <p>To rectify the situation, ZADNA is to embark on promoting the ZA domain name registration using its social media platforms, moreover, it will seek to partner with CIPC in promoting the .co.za domain name registration through the CIPC platform and to bring awareness to the SMMEs with the assistance from the PR and Marketing division.</p>
EMPOWERED COMMUNITIES	Thirteen awareness events conducted	Achieved	<p><b>Thirty-eight completed awareness events and five completed awareness campaigns:</b></p> <ol style="list-style-type: none"> <li><b>06 May 2021: .zadna held an awareness outreach event at the Emangweni, Nkomazi local municipality in Mpumalanga</b></li> </ol> <ul style="list-style-type: none"> <li>This event was by .zadna in conjunction with Nkomazi High School. The aim of this event was to educate the teachers about .zadna's role and the importance of .za a country-code as a top level domain;</li> </ul>	

STRATEGIC GOAL	ANNUAL OBJECTIVE AND KEY TASKS	ACTUAL ACHIEVEMENT	CHALLENGES/COMMENTS	RECTIFICATION
			<ul style="list-style-type: none"> <li>• The awareness campaign was held at Nkomazi High School Lab from 12:00 pm until 15:00 pm;</li> <li>• Nkomazi High School educators attended this event;</li> <li>• This event reached over fifty people in terms of brand visibility and awareness;</li> <li>• A presentation was delivered to the attendees. Twenty people attended the presentation</li> <li>• This programme reached fifty people in terms of brand visibility and awareness;</li> <li>• Reached over thirty-two people in terms of one-on-one engagement and communication.</li> </ul> <p><b>4. 13 May 2021: International Girls in ICT Outreach Program at Phuthaditjhaba, Thabo Mofutsanyane Municipality, Free State Province.</b></p> <ul style="list-style-type: none"> <li>• The awareness outreach program was organised by the Department of Communications and Digital Technologies in conjunction with Thabo Mofutsanyane Municipality. The aim was to educate Girls ICT about digital skills and opportunities in the field. .zadna got an opportunity to educate the attendees about. zadna, its role and the importance of using .za as country-code on top level domain;</li> <li>• The awareness campaign took place at Maluti TVET college from 10:00 am until 13:00 pm;</li> <li>• Event attendees were mainly (educators?) and students;</li> <li>• This programme reached over 107 people in terms of brand visibility and presentation.</li> </ul>	

STRATEGIC GOAL	ANNUAL OBJECTIVE AND KEY TASKS	ACTUAL ACHIEVEMENT	CHALLENGES/COMMENTS	RECTIFICATION
			<p>5. <b>13 May 2021: International Girls In ICT outreach programme at Phuthaditjhaba, Thabo Mofutsanyane municipality, Free State:</b></p> <ul style="list-style-type: none"> <li>• The awareness outreach event was organised by the Department of Communications and Digital Technologies in conjunction with Thabo Mofutsanyane Municipality. The aim was to educate girls in ICT about digital skills and opportunities in the field; .zadna got an opportunity to educate the attendees about .zadna, its role and the importance of using .za as country-code on top level domain;</li> <li>• The awareness campaign took place at Maluti TVET college from 10:00 am until 15:00 pm;</li> <li>• Event attendees were mainly students</li> <li>• This programme reached over thirty-four people through one-on-one engagement and education in terms of brand visibility and presentation.</li> </ul> <p>6. <b>14 May 2021: International girls in ICT outreach programme at Phuthaditjhaba, Thabo Mofutsanyane municipality, Free State:</b></p> <ul style="list-style-type: none"> <li>• The awareness outreach event was organised by the Department of Communications and Digital Technologies in conjunction with Thabo Mofutsanyane Municipality to educate girls in ICT about digital skills and opportunities in the field. .zanda got an opportunity to educate the attendees about .zadna, its role and the importance of using .za as a country-code on top level domain;</li> </ul>	

STRATEGIC GOAL	ANNUAL OBJECTIVE AND KEY TASKS	ACTUAL ACHIEVEMENT	CHALLENGES/COMMENTS	RECTIFICATION
			<ul style="list-style-type: none"> <li>• The awareness campaign took place at Maluti TVET college from 10:00 am until 13:00 pm;</li> <li>• Event attendees were mainly (sentence not completed) and students;</li> <li>• This programme reached over 109 people in terms of brand visibility and presentation.</li> </ul> <p><b>7. 14 May 2021: International girls In ICT outreach programme at Phuthaditjhaba, Thabo Mofutsanyane Municipality, Free State:</b></p> <ul style="list-style-type: none"> <li>• The awareness outreach event was organised by the Department of Communications and Digital Technologies in conjunction with Thabo Mofutsanyane Municipality to educate girls in ICT about digital skills and opportunities in the field. zanda got an opportunity to educate the attendees about .zadna, its role and the importance of using .za as a country-code on top level domain;</li> <li>• The awareness campaign took place at at Maluti TVET college from 10:00 am until 15:00 pm;</li> <li>• Event attendees were mainly (sentence not finished) and students.</li> <li>• This programme reached over thirty-seven people in terms of brand visibility and presentation.</li> </ul> <p><b>8. 14 May 2021: .zadna outreach event at Phuthaditjhaba, Thabo Mofutsanyane Municipality, Free State</b></p> <ul style="list-style-type: none"> <li>• The awareness outreach event was organized by .zadna and Kgolathuto High to educate students about .zadna, the role of .ZADNA and the importance of using .ZA country-code top level domain</li> </ul>	

STRATEGIC GOAL	ANNUAL OBJECTIVE AND KEY TASKS	ACTUAL ACHIEVEMENT	CHALLENGES/COMMENTS	RECTIFICATION
			<ul style="list-style-type: none"> <li>• The awareness campaign took place at Kgolathuto High School Hall from 09:00 am until 12:00 pm;</li> <li>• Event attendees were mainly students.</li> <li>• This programme reached over 600 people in terms of brand visibility and presentation.</li> </ul> <p><b>10. 17 May 2021: World Telecommunications and Information Society day outreach programme at Dihlabeng, municipality, Free State:</b></p> <p>11. The awareness outreach event was organised by the Department of Communications and Digital Technologies in conjunction with Thabo Mofutsanyane Municipality. The aim was to educate students about digital skills and opportunities in the field. .zadna got an opportunity to educate the attendees about .zadna, its role and the importance of using .za as a country-code on top level domain;</p> <ul style="list-style-type: none"> <li>• The awareness campaign took place at the Bethlehem Town Hall College from 09:00 pm until 13:00 pm;</li> <li>• Event attendees were mainly students</li> <li>• This programme reached over sixteen people through one-on-one engagement and education in terms of brand visibility and presentation.</li> </ul> <p><b>12. 28 May 2021: School violence prevention outreach programme at Orange Farm, City of Johannesburg Metropolitan Municipality, Gauteng:</b></p> <p>13. The awareness outreach event was organised by the Department of Communications and Digital</p>	

STRATEGIC GOAL	ANNUAL OBJECTIVE AND KEY TASKS	ACTUAL ACHIEVEMENT	CHALLENGES/COMMENTS	RECTIFICATION
			<p>Technologies in conjunction with the City of Johannesburg Metropolitan Municipality. The aim was to educate students about the prevention of school violence. zanda got an opportunity to educate the attendees about .zanda, its role and the importance of using .za as a country-code on top level domain;</p> <ul style="list-style-type: none"> <li>• The awareness campaign took place at Tshepana High School from 10:00 am until 14:00 pm;</li> <li>• Event attendees were mainly students;</li> <li>• This programme reached over fifty-four people through one-on-one engagement and education in terms of brand visibility and presentation.</li> </ul> <p><b>14. 31 May 2021: Film &amp; Publication Board outreach event at Moshate Village, Magalakwa Municipality, Limpopo:</b></p> <ul style="list-style-type: none"> <li>• The awareness outreach event was organised by the Film &amp; Publication Board and Mogalakwena Municipality to educate parents about online safety. zanda also got an opportunity to educate parents about .zanda, its role and the importance of using .za as a country-code on top level domain;</li> <li>• The awareness campaign took place at the Aletuke Community Care Centre from 09:00 am until 13:00 pm;</li> <li>• Event attendees were mainly parents and SMME's;</li> <li>• This programme reached over twenty-three people in terms of brand visibility and presentation.</li> </ul>	

STRATEGIC GOAL	ANNUAL OBJECTIVE AND KEY TASKS	ACTUAL ACHIEVEMENT	CHALLENGES/COMMENTS	RECTIFICATION
			<p><b>15. 31 May 2021: Film &amp; Publication Board outreach event at Mokopane, Magalakwena Municipality, Limpopo;</b></p> <ul style="list-style-type: none"> <li>• The awareness outreach event was organised by the Film &amp; Publication Board and the Provincial Head Office of the SA Police Service in Limpopo to educate police officials about online safety and law enforcement. .zadna got an opportunity to also educate police officials about .zadna, the its role and the importance of using .za as a country-code on top level domain;</li> <li>• The awareness campaign took place at Park Inn Radisson Hotel from 09:00 am until 13:00 pm;</li> <li>• Event attendees were mainly police officials;</li> <li>• This programme reached over thirty-nine people in terms of brand visibility and presentation.</li> </ul> <p><b>16. 01 June 2021: .zadna outreach event at Polokwane, Capricorn District Municipality, Limpopo:</b></p> <ul style="list-style-type: none"> <li>• The awareness outreach event was organised by .zadna in conjunction with the National Prosecuting Authority of Polokwane to educate students about .zadna, Its role and the and the importance of using .za as a country-code on top level domain;</li> <li>• The awareness campaign was held at Kabelo High School from 14:00 pm until 15:00 pm;</li> </ul>	

STRATEGIC GOAL	ANNUAL OBJECTIVE AND KEY TASKS	ACTUAL ACHIEVEMENT	CHALLENGES/COMMENTS	RECTIFICATION
			<ul style="list-style-type: none"> <li>• Event attendees were mainly and students;</li> <li>• This programme reached over 125 people in terms of presentation and brand visibility.</li> </ul> <p><b>17. 01 June 2021: .zadna outreach event at Seshego, Capricorn District Municipality, Limpopo:</b></p> <ul style="list-style-type: none"> <li>• The awareness outreach event was organised by .zadna and the National Prosecuting Authority of Polokwane to educate students about .zadna, its role and the importance of using .za as a country-code on top level domain;</li> <li>• This outreache took place at Maseala Progressive School from 15:00 pm until 16:3 pm;</li> <li>• Event attendees were mainly students.</li> <li>• This programme reached over thirty people in terms of brand visibility and presentation.</li> </ul> <p><b>18. 03 June 2021: .zadna outreach event At Mphego, Thulamela Local Municipality, Limpopo:</b></p> <ul style="list-style-type: none"> <li>• The awareness outreach event was organised by .zadna and the National Prosecuting Authority of Thohoyandou to educate parents about .zadna, its role and the importance of using .za as a country-code on top level domain;</li> <li>• The awareness campaign was took place at Mphego Child Source Centre from 10:00 am until 12:00 pm;</li> <li>• Event attendees were mainly parents.</li> <li>• This programme reached over thirty people in terms of presentation and brand visibility.</li> </ul>	

STRATEGIC GOAL	ANNUAL OBJECTIVE AND KEY TASKS	ACTUAL ACHIEVEMENT	CHALLENGES/COMMENTS	RECTIFICATION
			<p><b>19. 03 June 2021: .zadna outreach event at Malavuwee, Thulamela Local Municipality, Limpopo:</b></p> <ul style="list-style-type: none"> <li>• The awareness outreach event was organised by .zadna and the National Prosecuting Authority of Thohoyandou to educate parents about .zadna, its role and the importance of using .za as a country-code on top level domain;</li> <li>• The awareness campaign took place at Malavuwe drop-in centre from 12:00 pm until 14:00 pm;</li> <li>• Event attendees were mainly parents;</li> <li>• This programme reached over thirty-two people in terms of presentation and brand visibility.</li> </ul> <p><b>20. 04 June 2021: .zadna outreach event at Mulezhe, Thulamela local municipality, Limpopo:</b></p> <ul style="list-style-type: none"> <li>• The awareness outreach event was organised by .zadna and the National Prosecuting Authority of Thohoyandou to educate parents about .zadna, its role and the importance of using .za as a country-code on top level domain;</li> <li>• The awareness campaign took place at the Mulezhe drop-in centre from 10:00 am until 12:00 pm;</li> <li>• Event attendees were mainly parents.</li> <li>• In terms of presentation and brand visibility, this programme reached over twenty-three people.</li> </ul>	

STRATEGIC GOAL	ANNUAL OBJECTIVE AND KEY TASKS	ACTUAL ACHIEVEMENT	CHALLENGES/COMMENTS	RECTIFICATION
			<p><b>21. 04 June 2021: .zadna Outreach Event At Mangumane, Thulamela Local Municipality, Limpopo:</b></p> <ul style="list-style-type: none"> <li>• The awareness outreach event was organised by .zadna and the National Prosecuting Authority of Thohoyandou to educate parents about .zadna, its role and the importance of using .za as a country-code on top level domain;</li> <li>• The awareness campaign was held at the Mangumane child source centre from 12:00 am until 14:00 pm;</li> <li>• Event attendees were mainly parents;</li> <li>• In terms of presentation and brand visibility this programme reached over thirty-five people.</li> </ul> <p><b>22.14 June 2021: KZN Innovation Tech Expo 2021 outreach event at Richards Bay, City of Mhlathuze Municipality, KwaZulu-Natal:</b></p> <ul style="list-style-type: none"> <li>• The awareness outreach event was organised by the Youth ICT Council and the Department of Communications and Digital Technologies to motivate people working in the ICT-sector, and to educate SMME's about digital skills and techniques;</li> <li>• .zadna got an opportunity to educate SMME's and people working in the IC-sector about .zadna, its role and the importance of using .za as a country-code on top level domain;</li> <li>• The awareness campaign took place at the Richard's Bay Industrial Zone from 09:00 am until 14:00 pm;</li> <li>• Event attendees were mainly people working in the ICT-sector and SMME's;</li> <li>• In terms of presentation and brand visibility this programme reached over twenty-nine people through one-on-one engagement and education</li> </ul>	

STRATEGIC GOAL	ANNUAL OBJECTIVE AND KEY TASKS	ACTUAL ACHIEVEMENT	CHALLENGES/COMMENTS	RECTIFICATION
			<p><b>23. 14 June 2021: Youth Master Class 2021 outreach event:</b></p> <ul style="list-style-type: none"> <li>• The awareness outreach event was organised by Government Communications and Information System in conjunction with the Department of Communications and Digital Technologies educate people working in the ICT-sector, SMME's about digital skills and techniques;</li> <li>• .zadna got an opportunity to educate the attendees about .zadna, its role and the importance of using .za as a country-code on top level domain;</li> <li>• The awareness campaign was held online from 14:00 pm until 16:00 pm;</li> <li>• Event attendees were mainly people working in the ICT-sector and SMME's</li> <li>• In terms of presentation and brand visibility this programme reached over 477 people.</li> </ul> <p><b>24.16 June 2021: Mhlatwana youth dialogue event in Cape Town, City of Cape Town Municipality, Western Cape:</b></p> <ul style="list-style-type: none"> <li>• The awareness outreach event was organised by the Department of Communications and Digital Technologies and the Lungile Mtshatwana Foundation;</li> <li>• .zadna got an opportunity to educate the attendees about .zadna, its role and the importance of using .za as a country-code on top level domain;</li> <li>• The awareness campaign took place at the Fire &amp; Ice Protea Hotel from 09:00 am until 15:00 pm;</li> <li>• Event attendees were mainly people working in the ICT-sector and SMME's.</li> <li>• In terms of presentation and brand visibility this programme reached over fifty people.</li> </ul>	

STRATEGIC GOAL	ANNUAL OBJECTIVE AND KEY TASKS	ACTUAL ACHIEVEMENT	CHALLENGES/COMMENTS	RECTIFICATION
			<p><b>25. 27 August 2021: .zadna awareness outreach event at Clarens, Dihlabeng local municipality, Free State:</b></p> <ul style="list-style-type: none"> <li>• The FPB organised this .zadna awareness outreach event as part of their women’s moth drive. .zadna received the opportunity to inform the female students of the University of Free State about its role and the importance of establishing .za as a country-code on top level domain;</li> <li>• The awareness campaign was held from 10:00 am until 15:00 pm at the Golden Gate Highlands National Park conference centre in Clarence;</li> <li>• The event was attended by sturents from the University of the Freestate; This programme reached over nineteen people attending the event.</li> </ul> <p><b>26. 02 September 2021:. zadna awareness Campaign on the website of Business Essentials:</b></p> <ul style="list-style-type: none"> <li>• An article about The .za domain name authority charts and the future of the .za namespace appeared on the website of Business Essentials;</li> <li>• The article focused on who .zadna is, and the agreement between. zadna and ZACR that ended on 01 April 2022. Therefore, .zadna issued a Request for Information (RFI) for technical operations. This request will be open for a period of time.</li> </ul>	

STRATEGIC GOAL	ANNUAL OBJECTIVE AND KEY TASKS	ACTUAL ACHIEVEMENT	CHALLENGES/COMMENTS	RECTIFICATION
			<p><b>27. 16 September 2021: zadna outreach Event at the Dannhauser local manucipality, KwaZulu-Natal:</b></p> <ul style="list-style-type: none"> <li>• The outreach program was organised by .zadna in conjunction with the NYDA of KwaZulu-Natal;</li> <li>• As part of the recently signed MOU, Nemisa collaborated with ZADNA;</li> <li>• .zadna educated the attendees about .zadna, its role and the importance of using .za as a country-code on top level domain;</li> <li>• The awareness campaign was held at the Dannhauser Community Hall from 08:30 am until 17:00 pm;</li> <li>• Event attendees were the youth of the Dannhauser community and students.</li> <li>• In terms of one-and-one engagements and communication over forty-seven people were reached.</li> </ul> <p><b>28. 21 September 2021: .zadna Outreach Event At Sol Plaatjie Local Municipality, Northern Cape Province.</b></p> <ul style="list-style-type: none"> <li>• The outreach program was organised by .zadna in conjunction with the Kimberly Technology Skills Centre.</li> <li>• Nemisa collaborated with ZADNA as part of the recently signed MOU.</li> <li>• .zadna educated the attendees about .zadna, its role and the importance of using .za as a country-code on top level domain;</li> <li>• The awareness campaign took place at the Abantu Community Hall from 10:00 am until 17:00 pm;</li> <li>• Event attendees were mainly the youth of the Galeshewe community.;</li> <li>• In terms of brand vsitibility and presentation over sixty-one people were reached.</li> </ul>	

STRATEGIC GOAL	ANNUAL OBJECTIVE AND KEY TASKS	ACTUAL ACHIEVEMENT	CHALLENGES/COMMENTS	RECTIFICATION
			<p><b>29.22 September 2021: .zadna outreach event at Phokwane local municipality, Northern Cape:</b></p> <ul style="list-style-type: none"> <li>• The outreach program was organised by .zadna in conjunction with the Kimberly Technology Skills Centre.</li> <li>• Nemisa collaborated with ZADNA as part of the recently signed MOU.</li> <li>• .zadna educated the attendees about .zadna, its role and the importance of using .za as a country-code on top level domain;</li> <li>• The awareness campaign was held at the All Saints Anglican Church from 10:00 am until 17:00 pm;</li> <li>• Event attendees were mainly the youth of the Pampierstad community;</li> <li>• In terms of presentation and brand visibility, this event reached over forty-seven people.</li> </ul> <p><b>30.07 October 2021: .zadna awareness campaign event at the University of Witwatersrand, Johannesburg, Gauteng:</b></p> <ul style="list-style-type: none"> <li>• The awareness outreach event was organised by The Association of College and University Housing Officer- International (ACUHO-I);</li> <li>• .zadna got an opportunity to educate the attendees about .zadna, its role and the importance of using .za as a country-code on top level domain;</li> <li>• The awareness campaign was held at the University of Witwatersrand Hall from 10:00 am until 17:00 pm;</li> <li>• The event was attended by students, the youth and SMMEs</li> <li>• The presentation reached over sixty-one attendees.</li> </ul>	

STRATEGIC GOAL	ANNUAL OBJECTIVE AND KEY TASKS	ACTUAL ACHIEVEMENT	CHALLENGES/COMMENTS	RECTIFICATION
			<p><b>31. 24 November 2021: .zadna Outreach Event at Lephalale Local Municipality, Limpopo:</b></p> <ul style="list-style-type: none"> <li>• The outreach program was organised by .zadna together with NYDA.</li> <li>• NEMISA collaborated with ZADNA as part of the recently signed MOU.</li> <li>• .zadna educated the attendees about .zadna, its role and the importance of using .za as a country-code on top level domain;</li> <li>• The awareness campaign was held at The Lord Is My Sherpherd Ministries Hall from 08:30 am until – 16:00 pm;</li> <li>• Event attendees were the youth of the Marapong community and students.</li> <li>• In terms of one-on-one engagement and communication over twenty-four people were reached.</li> </ul> <p><b>32. 10 December 2021: Global Internet Governance Forum Hub at Centurion, Pretoria, Gauteng:</b></p> <ul style="list-style-type: none"> <li>• The Global IGF Hub was organised by .zadna</li> <li>• .zadna got the opportunity to educate the attendees about .zadna, its role and the importance of using .za as a country-code on top level domain;</li> <li>• The awareness campaign took place at the Anew Hotels in Centurion from 09:00 am until – 17:00 pm;</li> <li>• Event attendees were the youth, SMMEs and students.</li> <li>• In terms of presentation and brand visibility this programme reached over thirty-three people..</li> </ul>	

STRATEGIC GOAL	ANNUAL OBJECTIVE AND KEY TASKS	ACTUAL ACHIEVEMENT	CHALLENGES/COMMENTS	RECTIFICATION
			<p><b>33.14 December 2021: .zadna outreach event at Matlosana local municipality, Northwest:</b></p> <ul style="list-style-type: none"> <li>• The outreach program was organised by .zadna in conjunction with NYDA;</li> <li>• .zadna educated the attendees about .zadna, its role and the importance of using .za as a country-code on top level domain;</li> <li>• The awareness campaign took place at the Khuma City Hall from 09:00 am until 16:00 pm;</li> <li>• Event attendees were mainly the youth of the Khumo community.</li> <li>• In terms of presentation and brand visibility this programme reached over fifty-three people..</li> </ul> <p><b>34.15 December 2021 : Zambia Digital Forum:</b></p> <ul style="list-style-type: none"> <li>• Zambia Digital Forum 2021 was an event where experts from the legal, technology and science fields unpacked new government regarding the newly passed Cyber Security and Cyber Crime Act of 2022, the Data Protection Act of 2021, and the ECT Act.</li> <li>• The discussions also delved deeply into the issues relating internet governance that have an impact on individuals and businesses;</li> <li>• The event was attended by members from the public, private sector as well as government representatives which included ministers, CEO's and subject matter experts.</li> </ul>	

STRATEGIC GOAL	ANNUAL OBJECTIVE AND KEY TASKS	ACTUAL ACHIEVEMENT	CHALLENGES/COMMENTS	RECTIFICATION
			<p><b>35.13 December 2021: .zadna awareness campaign on securing and online presence for a website:</b></p> <ul style="list-style-type: none"> <li>• A Facebook campaign focussing on securing and online presence of businesses as well as the importance of domain name renewal annually was launched;</li> <li>• The campaign concentrated on the importance of online presence and the protection of online identity.</li> <li>• The importance of the renewal of domain name was constantly emphasis throughout the campaign.</li> </ul> <p><b>36.13 December 2021: .zadna awareness campaign about the effectiveness of an online business presence:</b></p> <ul style="list-style-type: none"> <li>• A Facebook campaign that highlighted the importance of online presence for a business was launched. The emphasis was on the use of social media for business marketing and branding efforts.</li> <li>• The campaign focused on the importance of registering a .za domain name for a local business.</li> </ul> <p><b>37.13 December 2021: .zadna awareness campaign on how to register a domain name:</b></p> <ul style="list-style-type: none"> <li>• A Facebook campaign that explained the registration process of a business domain name via the CIPC was launched;</li> <li>• The campaign focused on how a business can grow and flourish by using a .za domain.</li> </ul> <p><b>38.13 December 2021: .zadna awareness campaign on how to register a domain name:</b></p> <ul style="list-style-type: none"> <li>• A Facebook campaign that explained the registration process of a business domain name via the CIPC was launched;</li> <li>• The campaign focused on how a business can grow and flourish by using a .za domain.</li> </ul>	

STRATEGIC GOAL	ANNUAL OBJECTIVE AND KEY TASKS	ACTUAL ACHIEVEMENT	CHALLENGES/COMMENTS	RECTIFICATION
			<p><b>39. 13 December 2021: .zadna awareness campaign on .za protection through the .za ADR:</b></p> <ul style="list-style-type: none"> <li>• A Facebook campaign on how ZADNA protects brand owners from abuse of their trademark and intellectual property was launched;</li> <li>• The campaign focused on how to secure online presence, protection from trademark abuse for .za owners, and intellectual property through the .za ADR.</li> </ul> <p><b>40. 13 December 2021: .zadna awareness campaign on South African Online presence:</b></p> <ul style="list-style-type: none"> <li>• A Facebook campaign about the importance of having an online presence that distinctively shows that you are South African was launched;</li> <li>• The campaign emphasis the importance for a businesses to have a trusted online presence that is local, South African and proudly a .za.</li> </ul> <p><b>41. 28 January 2022: .zadna awareness campaign event at the Jabulani Safe Hub Soweto, Johannesburg:</b></p> <ul style="list-style-type: none"> <li>• A Facebook campaign on how ZADNA protects brand owners from abuse of their trademark and intellectual property.</li> <li>• The campaign focused on how to secure your online presence and the .za protection of owners from abuse of their trademark and intellectual property through the .za ADR.</li> </ul> <p><b>42. 13 Decemberr 2021: .zadna Awareness Campaign on South African Online Presence</b></p> <ul style="list-style-type: none"> <li>• A Facebook campaign about the importance of having an online presence that distinctively shows that you are South African.</li> </ul>	

STRATEGIC GOAL	ANNUAL OBJECTIVE AND KEY TASKS	ACTUAL ACHIEVEMENT	CHALLENGES/COMMENTS	RECTIFICATION
			<ul style="list-style-type: none"> <li>• The awareness campaign was held at the Jabulani Safe Hub facility from 10:00 am until 16:00 pm;</li> <li>• The event was attended by students, youth and SMMEs;</li> <li>• In terms of presentation, this event reached over twenty-three people of which twenty being youth and fifteen being women.</li> </ul> <p><b>43. 31 January 2022: ZADNS forum event at Sandton, Gauteng province:</b></p> <ul style="list-style-type: none"> <li>• The ZADNS forum event was organised by ZADNA;</li> <li>• .zadna educated the attendees about .zadna, its role and the importance of using .za as a country-code on top level domain;</li> <li>• The ZADNS forum was held at The Capital on the Park Hotel in Sandton, Gauteng from 08:00 am until 17:00 pm;</li> <li>• Event attendees were key industry bodies, stakeholders, students, youth and SMME's.</li> <li>• In terms of one-on-one engagement nineteen people were reach and fifty-three people attened the online session.</li> </ul> <p><b>44. 28 February 2022: .za awareness outreach at the CIPC self service centre in Centurion and Johannesburg, Gauteng:</b></p> <ul style="list-style-type: none"> <li>• The .za awareness outreach was organised by .zadna;</li> <li>• .zadna got an opportunity to educate the attendees about .zadna, its role and the importance of using .za as a country-code on top level domain;</li> <li>• The awareness campaign was held at the Centurion and Johannesburg self service center from 08:00 am until 15:30 pm;</li> </ul>	

STRATEGIC GOAL	ANNUAL OBJECTIVE AND KEY TASKS	ACTUAL ACHIEVEMENT	CHALLENGES/COMMENTS	RECTIFICATION
			<ul style="list-style-type: none"> <li>• Event attendees were the youth, SMMEs and students;</li> <li>• In terms of one-on-one engagement, this event reached over eighteen people, of whom seven being youth and two being women.</li> </ul> <p><b>45. 02 March 2022: ICANN CCTLD managers meeting:</b></p> <ul style="list-style-type: none"> <li>• This virtual event was organised by ICANN;</li> <li>• .zadna educated the attendees about .zadna, its role and the importance of using .za as a country-code on top level domain;</li> <li>• The event was held virtually from 08:00 am until 15:00 pm;</li> <li>• Event attendees were mainly key industry experts and managers from different organisations;</li> <li>• Over fifty people were reached through the presentation.</li> </ul> <p><b>46. 09 March 2022: .za awareness outreach</b></p> <ul style="list-style-type: none"> <li>• The awareness outreach event was organised by ZADNA.</li> <li>• .zadna educated the attendees about .zadna, its role and the importance of using .za as a country-code on top level domain;</li> <li>• The awareness campaign was held at the Hlajoane Secondary School from 09:00 am until 12:00 pm</li> <li>• The event was attended by both learners and educators from the school;</li> <li>• In terms of one-on-one engagement and education, this event reached over seventy-seventy people of whom fifty-two of the attendees were women and one being disabled.</li> </ul>	

STRATEGIC GOAL	ANNUAL OBJECTIVE AND KEY TASKS	ACTUAL ACHIEVEMENT	CHALLENGES/COMMENTS	RECTIFICATION
			<p><b>47. 10 March 2022: .za wareness outreach</b></p> <ul style="list-style-type: none"> <li>• The awareness outreach event was organised by ZADNA.</li> <li>• .zadna educated the attendees about .zadna, its role and the importance of using .za as a country-code on top level domain;</li> <li>• The awareness campaign took place at the Diqhobong Intermediate school from 09:00 am to 12:00 pm;</li> <li>• Event attendees were the learners and educators.</li> <li>• In terms of one-on-one engagement and communication, this event reached eighty-two people, of whom thirty-two being youth and thirty-nine being women.</li> </ul> <p><b>48. 11 March 2022: .za schools digitisation launch</b></p> <ul style="list-style-type: none"> <li>• The .za schools digitisation launch was organised by ZADNA;</li> <li>• .zadna educated the attendees about .zadna, its role and the importance of using .za as a country-code on top level domain;</li> <li>• The event was held at the Kgolathuto Secondary School in Phuthaditjhaba, Free State from 08:00 am unti15:00 pm;</li> <li>• Event attendees were learners, educators, community members, representatives from the department of education and key industry bodies;</li> <li>• in terms of one-on-one engagement and communication, this event reached over 139 people of whom eighty being youth, sixty-eight being women and three disabled.</li> </ul>	

STRATEGIC GOAL	ANNUAL OBJECTIVE AND KEY TASKS	ACTUAL ACHIEVEMENT	CHALLENGES/COMMENTS	RECTIFICATION
REGISTRAR RESELLER TRAINING	13 Registrar reseller training conducted	Achieved	<p><b>Training to 24 registrar resellers conducted During Q19 registrar resellers received training</b></p> <ol style="list-style-type: none"> <li>1. 1. 06 May 2021: A one day registrar reseller training session was conducted at Inkomazi Secondary School in Ikomazi in Mpumalanga. Twenty Grade 12 learners attended the session.</li> <li>2. 2. 07 May 2021: An one day registrar reseller training at Idlangemabala Secondary School, (Nkomazi Municipality in Mpumalanga. The training was attended by twenty one (21) Grade 12 learners</li> <li>3. 3. 13 May 2021: Virtual registrar reseller training. The event was attended by three (3) male and three (3) female participants.</li> <li>4. 4. 14 May 2021: A one day registrar reseller training session was conducted in the Free State The training was attended by sixty-seven Grade 12 learners from the Kgolathuto Secondary School in the Free State.</li> <li>5. 5. 19-20 May 2021: A two day registrar reseller training session was conducted at the Osizweni Community Hall in Osizweni, Newcastle in KwaZulu-Natal.</li> <li>6. 6. 31 May 2021: A one day registrar reseller training session was conducted at the Idlangemabala Secondary School in Mpumalanga. The training was attended by twenty-nine Grade 12 learners.</li> <li>7. 7. 31 May 2021: Virtual Registrar Reseller Training. The event was attended by seven male participants</li> <li>8. 8. 01 June 2021: A one day registrar reseller training was conducted at the Idlangemabala Secondary School in Mpumalanga. The training session was attended by twenty-six Grade 12 learners.</li> <li>9. 9. 27-28 June 2021: A two day registrar reseller training session was conducted at the Nkomazi Secondary School in Mpumalanga. The training session was attended by thirty-six Grade 12 learners.</li> </ol>	

STRATEGIC GOAL	ANNUAL OBJECTIVE AND KEY TASKS	ACTUAL ACHIEVEMENT	CHALLENGES/COMMENTS	RECTIFICATION
REGISTRAR RESELLER TRAINING	13 Registrar reseller training conducted	Achieved	<p><b>During Q2 six registrar reseller training sessions were conducted.</b></p> <p>10. 01 July 2021: A virtual registrar reseller training session was conducted. This session was attended by six male and four female participants.</p> <p>11. 22 July 2021: A virtual registrar reseller training session was conducted. The event was attended by four male and three female participants.</p> <p>12. 31 August 2021: A virtual registrar reseller training was conducted. The event was attended by nine male and one female participants.</p> <p>14. 16 September 2021: A one day registrar reseller training session was conducted at Dannhauser- Newcastle in KwaZulu-Natal. The training was attended by fourteen male and twenty-eight female participants.</p> <p>15. 21 September 2021: A one day registrar reseller training session was conducted in Kimberly in the Northern Cape. The training session was attended by seventeen male and forty female participants.</p> <p>16. 22 September 2021: A one day registrar reseller training session was conducted in Pampierstad in the Northern Cape. The training session was attended by fourteen male and twenty-nine female participants.</p> <p><b>During Q3 five registrar reseller training sessions were conducted</b></p> <p>17. 18 October 2021: Virtual registrar reseller training session. The event was attended by seven male and one female participants.</p> <p>18. 24-25 November 2021: A two-day registrar reseller training session was conducted online for participants residing in Lephalale in Limpopo. The event was attended by eleven male and nine female participants.</p> <p>19. 06 December 2021: A one day registrar reseller training session was conducted at the Anew Hotel in Centurion in Gauteng. The event was attended by five male and five female participants.</p>	

STRATEGIC GOAL	ANNUAL OBJECTIVE AND KEY TASKS	ACTUAL ACHIEVEMENT	CHALLENGES/COMMENTS	RECTIFICATION
REGISTRAR RESELLER TRAINING	13 Registrar reseller training conducted	Achieved	<p>20. 10 December 2021: A one day registrar reseller training session was conducted at the Anew Hotel in Centurion in Gauteng. The event was attended by seventeen male and seventeen female participants.</p> <p>21. 13-14 December 2021: A one day registrar reseller training session was conducted at Matlosana in Northwest. The event was attended by twenty-eight (male and twenty-four female participants.</p> <p><b>During Q4 three registrar reseller training sessions were conducted.</b></p> <p>22. 28 January 2022: A registrar reseller training session was held at Jabulani in Soweto, Gauteng. The event was attended by nineteen male and two female participants.</p> <p>23. 16-18 February 2022: A registrar reseller training session was held at COZA House in Midrand, Johannesburg, Gauteng. The event was attended by nineteen male and two female participants.</p> <p>24. 21-23 February 2022: A registrar reseller training session was conducted at The Studio 66 in Albert Rd, Woodstock, Western Cape. The event was attended by sixteen male and two female participants</p>	

STRATEGIC GOAL	ANNUAL OBJECTIVE AND KEY TASKS	ACTUAL ACHIEVEMENT	CHALLENGES/COMMENTS	RECTIFICATION
EMPOWERED COMMUNITIES	14 Media coverages achieved	Achieved	<p>ZADNA undertook several .za awareness campaigns in the form of media coverage that aimed to create brand visibility and awareness of the .za brand, and to advance ZADNA's stakeholder engagement efforts.</p> <p style="text-align: center;"><b>QUARTER 1</b></p> <ol style="list-style-type: none"> <li>1. X1 double spread advertisement in the South African Business Integrator Magazine. The advertisement educate readers about a secure online presence and how to make ideas a reality by using a .za domain name.</li> <li>2. X1 thought leadership article in the Business Day Focus 4.0 magazine. The article focussed on the rise of domain name scams.</li> <li>3. X1 thought leadership article in the Business Day Focus 4.0 magazine. The article described the do's and don'ts when creating an online presence.</li> <li>4. Link to the X1 article from the South African Business Integrator magazine: <a href="https://mediaxpose.co.za/sa-business-integrator-publication/sa-business-integrator-online/">https://mediaxpose.co.za/sa-business-integrator-publication/sa-business-integrator-online/</a></li> <li>5. <b>X1 article in Business Day Focus 4.0.</b>  The article focussed on the rising of domain name scam and highlighted the do's and don'ts when creating an online presence.</li> <li>6. <b>Motheo Radio interview on the 22nd of June 2021 from 17:10 pm until 17:27 pm</b>  This opportunity enabled .zadna to educate the the people in the Free State about the work of the authority, Its products and available business opportunities that are presented by a .za domain namespace.</li> </ol>	

STRATEGIC GOAL	ANNUAL OBJECTIVE AND KEY TASKS	ACTUAL ACHIEVEMENT	CHALLENGES/COMMENTS	RECTIFICATION
EMPOWERED COMMUNITIES	14 Media coverages achieved	Achieved	<p>7. ZANDA's brand video was published on the Business Essential website on the 29th of June 2021. The content of the video showcased .zadna's contribution to South Africa's ICT digital economy master plan, it also profiled .za as a secure and robust domain namespace that enables the use of technolog. Additionally, it provided tips on how to be vigilant of domain name abuse.</p> <p style="text-align: center;"><b>QUARTER 2</b></p> <p>8. <b>X1 article for Domain Rech</b> The article informed the public about ZADNA's announcement to terminate the registry operating agreement with the ZA Central Registry (ZACR). Additionally, the article covered ZADNS's announcement that it would issue a tender for the technical administration of South Africa's Internet domain namespace. The link to the article is available here: <a href="https://domain-recht.de/domain-registrierung/laender-endungen-cctld/cctlds-suedafrika-beendet-vorzeitig-den-registryvertrag-mit-zacr-ueber-die-verwaltung-der-landesendung-za-68041.html">https://domain-recht.de/domain-registrierung/laender-endungen-cctld/cctlds-suedafrika-beendet-vorzeitig-den-registryvertrag-mit-zacr-ueber-die-verwaltung-der-landesendung-za-68041.html</a></p> <p>9. <b>X1 article for IT Online:</b> The article covered the entered partnership agreement between ZADNA and MICT SETA that will oversee the accreditation of a formal skills development program for the Domain Name System (DNS) industry. The link to the article is available here: <a href="https://it-online.co.za/2021/09/22/domain-name-system-industry-qualification-coming-soon/">https://it-online.co.za/2021/09/22/domain-name-system-industry-qualification-coming-soon/</a></p> <p>10. <b>X1 article on IT Online:</b> The article informed the public about ZADNA's decision and notice to terminate the register operating agreement with ZACR. The link to the article is available here: <a href="#">ZADNA serves notice on ZACR - IT-Online</a></p>	

STRATEGIC GOAL	ANNUAL OBJECTIVE AND KEY TASKS	ACTUAL ACHIEVEMENT	CHALLENGES/COMMENTS	RECTIFICATION
EMPOWERED COMMUNITIES	14 Media coverages achieved	Achieved	<p><b>11. X1 article on IT Web:</b> The article informed the public about ZADNA's decision and notice to terminate the register operating agreement with ZACR. The link to the article is available here: <a href="#">.za namespace regulator terminates ZACR's registry   ITWeb</a></p> <p><b>12. X1 article on my broadband:</b> The article focussed on ZADNA's announcement that they issued a tender for the technical administration of South Africa's .za internet domain namespace. The link to the article is available here: <a href="#">South Africa's Internet domains going out to tender (mybroadband.co.za)</a></p> <p><b>13. X1 article on Nigeriapennng.com:</b> The article reported on ZADNA's decision to terminate its contract with ZA Central Registry. The agreement ended on 1st April 2022. The link to the article is available here: <a href="https://nigeriapennng.com/za-namespace-regulator-terminates-zacrs-registry/">https://nigeriapennng.com/za-namespace-regulator-terminates-zacrs-registry/</a></p> <p><b>14. X1 article on Telecompaper:</b> The article reported on ZADNA's decision to terminate its contract with ZA Central Registry (ZACR). The agreement between the parties ended on 1st April 2022. The link to the article is available here: <a href="https://www.telecompaper.com/news/south-africa-to-see-new-proposals-for-domain-registry-provider--1393400">https://www.telecompaper.com/news/south-africa-to-see-new-proposals-for-domain-registry-provider--1393400</a></p> <p><b>15. X1 article on Telecompaper:</b> The article reported on the partnership between ZADNA and MICT SETA and how this partnership will provide accreditation for formal skills training programmes for the Domain Name System (DNS) industry. The link to the article is available here: <a href="https://www.telecompaper.com/news/zadna-signs-domain-names-industry-training-accreditation-deal-with-mict-seta--1397961">https://www.telecompaper.com/news/zadna-signs-domain-names-industry-training-accreditation-deal-with-mict-seta--1397961</a></p>	

STRATEGIC GOAL	ANNUAL OBJECTIVE AND KEY TASKS	ACTUAL ACHIEVEMENT	CHALLENGES/COMMENTS	RECTIFICATION
EMPOWERED COMMUNITIES	14 Media coverages achieved	Achieved	<p><b>16. X1 article on IT Web:</b> The article reported on the partnership between ZADNA and MICT SETA and how this partnership will provide accreditation for formal skills training programmes for the Domain Name System (DNS) industry. The link to the article is available here: <a href="https://www.telecompaper.com/news/zadna-signs-domain-names-industry-training-accreditation-deal-with-mict-seta--1397961">https://www.telecompaper.com/news/zadna-signs-domain-names-industry-training-accreditation-deal-with-mict-seta--1397961</a></p> <p><b>17. X1 article on my broadband:</b> The advertorial covered the keynote address delivered by the Deputy Minister of Communications &amp; Digital Technologies Pinky Kekana during the .za multistakeholder roundtable discussion on efforts to curb the abuse of the namespace. The link to the article is available here: <a href="https://www.gov.za/sites/default/files/gcis_documents/DCDT_BYTES.za.Issue3-August_2021-1.pdf">https://www.gov.za/sites/default/files/gcis_documents/DCDT_BYTES.za.Issue3-August_2021-1.pdf</a></p> <p><b>18. X1 advertorial on Bytes.za:</b> The double page advertorial covered the in- and outsides of ZAIGF. The new chairperson of ZAIGF ddvocate Zunyite Nthatsi Asare was also introduced to the public. The link to the article is available here: <a href="https://www.gov.za/sites/default/files/gcis_documents/DCDT_BYTES.za.Issue3-August_2021-1.pdf">https://www.gov.za/sites/default/files/gcis_documents/DCDT_BYTES.za.Issue3-August_2021-1.pdf</a></p> <p><b>19. X1 article on Bytes.za:</b> The article reported on ZADNA's, South Africa's regulator for the .za namespace, issued a Request For Information (RFI) for the provision of Registry services for co.za, web.za, net.za, and org.za, as well as second-level domains (SLDs) .The link to the article is available here: <a href="https://www.gov.za/sites/default/files/gcis_documents/DCDT_BYTES.za.Issue4-September.pdf">https://www.gov.za/sites/default/files/gcis_documents/DCDT_BYTES.za.Issue4-September.pdf</a></p>	

STRATEGIC GOAL	ANNUAL OBJECTIVE AND KEY TASKS	ACTUAL ACHIEVEMENT	CHALLENGES/COMMENTS	RECTIFICATION
EMPOWERED COMMUNITIES	14 Media coverages achieved	Achieved	<p><b>20. SABC Television interview on the 4th of September 2021</b> The interview focussed on ZADNA's decision and noticed to terminate its registry operating agreement with ZA Central Registry. The link to the interview is available here: <a href="https://www.youtube.com/watch?v=9_D96JZkO9E&amp;t=41s">https://www.youtube.com/watch?v=9_D96JZkO9E&amp;t=41s</a></p> <p><b>21. X1 article on IT Web:</b> The article reported on ZADNA's decision and notice to terminate its registry operating agreement with the ZA Central Registry. The agreement lasted for ten years and ended officially on 1st April 2022. The link to the article is available here: <a href="https://www.namespace.gov.za/namespace-regulator-terminates-zacr-s-registry">.za namespace regulator terminates ZACR's registry   ITWeb</a></p> <p style="text-align: center;"><b>QUARTER 3</b></p> <p><b>22. X1 article on Telecompaper:</b> The article reported on ZADNA's partnership with NEMISA and how they are going to bridge digital skills gap in rural areas. The link to the article is available here: <a href="https://www.telecompaper.com/news/nemisa-partners-with-zadna-to-bridge-digital-skills-gap-in-rural-areas--1399196">https://www.telecompaper.com/news/nemisa-partners-with-zadna-to-bridge-digital-skills-gap-in-rural-areas--1399196</a></p> <p><b>23. X1 article for IT Online:</b> The article reported on ZADNA decision and notice to terminate the 10-year long Registry Operating Agreement for the commercial .za second-level domains. The agreement came to an end on 1st April 2022. The link to the article is available here: <a href="https://it-online.co.za/2021/10/29/update-on-registry-operator-search/">https://it-online.co.za/2021/10/29/update-on-registry-operator-search/</a></p> <p><b>24. X1 article on My Broadband:</b> The article reported on ZADNA's requests for proposals to provide registry services for .co.za, web.za, net.za, and org.za as well as other second-level domains. The request is available on the ZADNA website and submissions close on 9 December 2022. The link to the article is available here: <a href="https://www.mybroadband.co.za/tender-issued-for-managing-south-africa-s-internet-domains">Tender issued for managing South Africa's Internet domains (mybroadband.co.za)</a></p>	

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EMPOWERED COMMUNITIES	14 Media coverages achieved	Achieved	<p><b>25. X1 article on CAJ News Africa:</b> The article reported on ZADNA's requests for proposals to provide registry services for .co.za, web.za, net.za, and org.za as well as other second-level domains. The link to the article is available here: Proposals for .za registry services open – CAJ News Africa</p> <p><b>26. X1 article on Telecompaper</b> The article reported on ZADNA's invitation for proposals for the provision of registry for co.za, web.za, net.za, and org.za, as well as second-level domains. The link to the article is available here: ZADNA issues tender for managing South African internet domains – Telecom paper</p> <p><b>27. X1 article on Hypertext News Africa:</b> The article reported on the partnership between ZADNA and Domain Name Services for a training course for 2022. The training material covered the fundamentals of DNS, DNS terminology, DNS concepts, installing and configuring DNS name servers. The link to the article is available here: Domain Name Services and ZADNA partner up on training course for 2022 – Hypertext (htxt.co.za)</p> <p><b>28. X1 advertorial on BMF Online</b> This online website ran an advertorial that called on all SMMEs, youth, and women to actively participate in South Africa's domain name industry. The link to the advertorial is available here: BMF 45 Year Anniversary (flipping-book.com)</p> <p style="text-align: center;"><b>QUARTER 4</b></p> <p><b>29. X1 article on SA Business Integrator:</b> This online business news site published a question-and-answer with the CEO of ZADNA. The publication also published an advertisement that informed the public about the importance of online presence. The link to the article is available here: SA Business Integrator Online – Media pose</p>	

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EMPOWERED COMMUNITIES	14 Media coverages achieved	Achieved	<p><b>30. X1 article for SA Profile magazine:</b> This magazine published a question-and-answer with the CEO of ZADNA. The publication also published an advertisement that informed the public about the importance of online presence. The magazine also ran a full-page advertorial to call on all SMMEs, youth and women to actively participate in South Africa's domain name industry.</p> <p><b>31. X1 television advertisement on Business Day TV</b> The TV advertisement focused on the importance of online presence, how to register your domain name and the benefits that come with registering a .za domain name.</p> <p><b>32. X2 article for Municipal Focus: :</b> The first article that appeared on the website covered the call for SMMEs, youth and women to participate actively in South Africa's domain name industry. The second article reported on the partnership agreement between ZADNA and NEMISA to bridge the skills digital gap in rural areas. The link to these articles are available here: Municipal Focus Volume 57 by ketamide - Issuu</p> <p><b>33. X1 article for Telecompaper:</b> This website published a media release issued by ZADNA. The media release informed the public and other stakeholders about their readiness to select a new registry operator. The link to the media release is available here: ZADNA issues tender for managing South African internet domains - Telecom paper</p> <p><b>34. X1 media release for IT Web:</b> This website published a media release issued by ZADNA. The media release informed the public and other stakeholders about their readiness to select a new registry operator. The link to the media release is available here: ZADNA ready to announce new registry operator   ITWeb</p>	

STRATEGIC GOAL	ANNUAL OBJECTIVE AND KEY TASKS	ACTUAL ACHIEVEMENT	CHALLENGES/COMMENTS	RECTIFICATION
EMPOWERED COMMUNITIES	14 Media coverages achieved	Achieved	<p><b>35. X1 media release for My Broadband:</b> This website published a media release issued by ZADNA. The media release informed the public and other stakeholders about their readiness to select a new registry operator. The link is available here: South Africa's Internet domain tender — five companies in the running (mybroadband.co.za)</p> <p><b>36. X1 media release for Tech Central:</b> This website published a media release issued by ZADNA. The media release informed the public and other stakeholders about their readiness to select a new registry operator. The link to the media release is available here: 5 bidders short-listed to run South African Internet domains - TechCentral</p> <p><b>37. X1 media release for Domain Incite:</b> This website published a media release issued by ZADNA. The media release informed the public and other stakeholders about their readiness to select a new registry operator. The media release is available here: GoDaddy among five companies competing for .za contract - Domain Incite</p> <p><b>38. X1 advertorial on BMF Online</b> The article highlighted how .za schools digitisation will change the learning experience of previously disadvantaged learners in rural areas. The link is available here: Digitilisation – a great solution for rural schools – The Guard</p> <p><b>39. X1 interview with Radio Qwa-Qwa:</b> The radio interview gave the CEO of ZADNA the opportunity to share the benefits of the .za schools digitisation launch to teachers, learners and schools. The MEC for Education in the Free State joined the interview and shared his thoughts on the future positive impact that the .za schools digitisation launch could have on the education system.</p>	

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EMPOWERED COMMUNITIES	Pilot of 200 public school domain names registered	Achieved	ZADNA registered 200 public school domain names during the pilot phase. A list of registered schools are attached herein as ANNEXURE A.	
	Three strategic partnership agreements signed	Achieved	Existing partnerships were reviewed and three new strategic partnership agreements were signed. <ol style="list-style-type: none"> <li>1. Pan African Information Communication Association (PAICTA)</li> <li>2. University of Johannesburg</li> <li>3. University of Limpopo</li> </ol>	
	Three research and one benchmark studies conducted	Achieved	<b>In Q2, management conducted research on approved topics for the 2021/22 FY.</b> <ol style="list-style-type: none"> <li>1. Management conducted research themed Understanding the Growth and Deletion patterns of Domain Registration. The research focused on the variance in domain name growth and deletion patterns in different quarters of each FY. Researchers suggested mitigation measures after the findings. The research focused on how domain names can be registered, acquired, or used in a manner that takes unfair advantage or is unfairly detrimental to the complainant's rights.</li> <li>2. Management carried out a research study on the Reputational Impact Of Registrants Who Are Victims Of Abusive/ Offensive Registrations. The research focused on how domain names can be registered, acquired, or used in a manner that takes unfair advantage or is unfairly detrimental to the complainant's rights. The study recommended that Registry Operators must periodically conduct a technical analysis to assess whether domains in the TLD are being used to perpetrate security threats, such as pharming, phishing, malware, and botnets.</li> </ol>	

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			<p>3. In Q4, Management revisited the Q3 research study on Key Considerations for ZADNA's Merger. The rationale of this study was to comprehensively explore and solidify why ZADNA finds it disagreeable to merge with the Films and Publications Board (FPB) and the Independent Communications Authority of South Africa (ICASA).</p> <p>4. Management further carried out a benchmark study on DNS Over HTTP Usage By ccTLDs and gTLDs. The aim this benchmark study was to investigate the approaches of ccTLDs and gTLDs in using DNS over HTTPS and the best way to implements it in accordance with policies relating to the DNS namespace. The study recommended that DoH should be implemented to prevent man-in-the-middle eavesdropping on the requests and/or exploiting the user's personal data without prior consent</p>	
IMPROVE STAKEHOLDER ENGAGEMENT	Review and approve stakeholder analysis and market segmentation	Achieved	<p>ZADNA assumes the responsibility to ensure that its stakeholders are managed effectively in order to promote the growth and improvement of the namespace.</p> <p>The authorities subdivided the key stakeholders and partners by identifying methods of managing each division and adding a value proposition per division with the guidance of ZADNA's Stakeholder Relations Policy.</p> <p>The goal was to ensure that authority exhibited the ability to cater for the needs of each segment, developed an inclusive stakeholder relations approach, and identified gaps and opportunities that will enable the organisation to develop and grow the namespace</p>	

STRATEGIC GOAL	ANNUAL OBJECTIVE AND KEY TASKS	ACTUAL ACHIEVEMENT	CHALLENGES/COMMENTS	RECTIFICATION
	13 Internet governance engagements conduct	Achieved	<p><b>33 IG engagement activities were held and comprised the following:</b></p> <ol style="list-style-type: none"> <li>1. ZADNA carried out sixteen (16) initiatives which focussed on online child safety. During the Child Protection Week and the deputy minister's outreach campaigns, the efforts were increased by engaging and educating learners, teachers and parents on the rights of children to be protected from online harm and their right to access and use the internet.</li> <li>2. On <b>22 April 2021</b>, ZADNA did a radio interview about the role the company played in the internet space and online etiquette.</li> <li>3. On <b>10 May 2021</b>, an article that sought to warn the public about the dangers and effects of abusive domain-name registrations, with specific reference to a brand's identity and reputation, appeared on TechCentral (an online news website.)</li> <li>4. On <b>13 May 2021</b>, ZADNA delivered a presentation on digital skills at the Maluti TVET College.</li> <li>5. On <b>27 July 2021</b>, ZADNA held a roundtable discussion on Domain Name Abuse Beyond Intellectual Property (IP) Infringement. The aim was to create awareness about issues regarding cybercrime and domain name abuse in South Africa.</li> <li>6. On 08 August 2021, ZADNA, held an Introductory Meeting with the secretariat of the Internet Governance Forum (IGF). The meeting was vital to the understand the participation of ZADNA and the South African Internet Governance Forums (ZAIGF) on the National and Regional Initiatives (NRIs) platform.</li> </ol>	

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	13 Internet governance engagements conduct	Achieved	<p>7. On 16 August 2021, ZADNA and ZAIGF Multi-Stakeholder Committee held the Women in Internet Governance Brunch to encourage women and girls to participate in national internet governance forum initiatives.</p> <p>8. On 20 August 2021, ZADNA in partnership with the University of Johannesburg held a webinar on Shaping Internet Governance to discuss challenges that African countries face relating to internet governance.</p> <p>9. On 27 August 2021, ZADNA participated in the Women's Month Webinar to discuss the impact of gender-based violence in South Africa as well as safe content consumption in the era of digital content creation and distribution.</p> <p>10. From 08-10 November 2021, ZADNA and the ZAIGF the School of Internet Governance themed: Access, Accessibility, and Digital Inclusion.</p> <p>11. From 11-12 November 2021, ZADNA, the ZAIGF and DCDT the Annual South African Internet Governance Forum themed: Access, Accessibility, and Digital Inclusion.</p> <p>12. On 25 November 2021, ZADNA in partnership with NEMISA held an outreach to enlighten participants about the importance of using a .za domain name.</p> <p>13. On 06 December 2021, ZADNA participated in the national and regional IGF initiative coordination session set out to achieved country-specific goals and challenges. Suggestions to improve the internet governance space was also put on the table.</p>	

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	13 Internet governance engagements conduct	Achieved	<p>14. From 06-10 December 2021, ZADNA the Global Internet Governance Forum Remote Hub which allowed South African participants to partake in discussions on the forum.</p> <p>15. On 08 February 2022, ZADNA delivered a presentation on the use of the internet during a safer internet engagement session.</p> <p>16. On 11 March 2022, ZADNA launched the .za schools online project aimed at bridging the gap for online learning between public and private schools.</p> <p>17. On 17 March 2022, ZADNA delivered a presentation at the Youth 4IR Awareness Careers, and Digital Business Awareness Strategy Engagement. The aim was to deepen the youth's understanding of 4IR and the opportunities it presents for careers, innovation, and entrepreneurship.</p>	
EFFECTIVELY REGULATE THE DOMAIN NAMESPACE (ECOSYSTEM)	Registry and registrar licensing framework implemented	Not Achieved	The draft Licensing Framework was approved for public input but was not promulgated.	The project timelines were adjusted to accommodate outstanding project objectives following the public input phase to allow the finalisation and promulgation of the framework.
	Review and approve: Stakeholder analysis and market segmentation	Achieved	<p>As the Authority that regulates the .za namespace, ZADNA carries the responsibility to ensure that its stakeholders are managed effectively in order to promote the growth and improvement of the namespace.</p> <p>The authorities subdivided the key stakeholders and partners by identifying methods of managing each division and adding a value proposition per division with the guidance of ZADNA's Stakeholder Relations Policy.</p>	

STRATEGIC GOAL	ANNUAL OBJECTIVE AND KEY TASKS	ACTUAL ACHIEVEMENT	CHALLENGES/COMMENTS	RECTIFICATION
	Review and approve: Stakeholder analysis and market segmentation	Achieved	The goal was to ensure that the authority is able to cater for the needs of each segment, develop an inclusive stakeholder relations approach, and identify gaps and opportunities that will enable the organisation to develop and grow the namespace.	
SMART REGULATOR	80% audit findings resolved	Achieved	ZADNA managed to resolve 81.3% of the audit findings for the 2021/22 Financial Year. The quarterly resolved findings were as follows:  40. 81% of the audit findings were resolved in Q1. 41. During Q2 ZADNA resolved 80 % of the audit findings. 42. ZADNA resolved 81% of the audit findings during Q3. 43. During Q4 ZADNA managed to resolve 83 % of the audit findings resulting in achieving an annual score of 81.3%	
	Increase Staff satisfaction (incorporating effective management) index to be equal to or greater that 80%	Achieved	ZADNA undertook, during the period under review, an Employee Engagement and Satisfaction Survey. The outcomes included:  44. Confidence in the senior leadership is positive, with a median score index of 4 out of 5 (i.e., 80%). 45. The current wellness programmes can be boosted by adding a psychological support and stress reduction programme to create a better work-life balance (i.e., flexible working hours). We have created a work-from-home schedule during the hard lock down. This schedule aided in providing a more work-life balance. 46. A culture of innovation is not experienced at team level. Management can do more to encourage autonomy and allow for creativity and novel idea generation.  ZADNA implemented the following programmes:  47. Innovation challenge 48. Brown bag sessions 49. Supply of multivitamins and supplements	

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	Implemented digital knowledge sharing platforms	Achieved	<p>The process has been developed and documented; furthermore, parts of the proposed process has been implemented.</p> <p>Microsoft Teams and SharePoint tools that are available on Office 365 have been utilised to implement a digital platform in order to support the daily operations and activities of ZADNA. A SharePoint site has been allocated to each department where they can upload their departmental data and information that is only accessible to the department's personnel. The SharePoint created was linked to the Teams folder that was automatically created for each department. ZADNA has done this in accordance with the framework that was specifically developed for this purpose.</p>	N/A