

| Title: CSIR Language Policy             |                                   |
|-----------------------------------------|-----------------------------------|
| Document No                             | CSIR/COMMS/SrtCom/POL/2026/0002/B |
| Revision Status                         | 02                                |
| Prepared by                             | Dr Bheki Mpofu and Kulani Chauke  |
| Last Review Date                        | April 2026                        |
| Effective Date                          | July 2026                         |
| Approved by                             | CSIR Board                        |
| Date Approved                           | July 2026                         |
| File Plan Number for<br>Related Records | 2/P                               |

## Table of Contents

|                                                             |   |
|-------------------------------------------------------------|---|
| 1) DOCUMENT CHANGE HISTORY .....                            | 3 |
| 2) DEFINITIONS .....                                        | 3 |
| 3) LIST OF ABBREVIATIONS .....                              | 4 |
| 4) PURPOSE .....                                            | 4 |
| 5) SCOPE .....                                              | 4 |
| 6) OBJECTIVES .....                                         | 4 |
| 7) EFFECTIVE DATE .....                                     | 5 |
| 8) REFERENCE DOCUMENTATION .....                            | 5 |
| 9) COMPLIANCE WITH POLICY .....                             | 5 |
| 10) EXEMPTIONS .....                                        | 6 |
| 11) ROLES AND RESPONSIBILITIES .....                        | 6 |
| 12) POLICY STATEMENTS .....                                 | 6 |
| 12.1. General policy statement in support of the UOLA:..... | 7 |
| 12.2. Compliance with UOLA and related legislation: .....   | 7 |
| 12.3. CSIR official languages: .....                        | 7 |
| 12.4. Stakeholder management and complaints handling .....  | 7 |
| 13) Review of the policy.....                               | 7 |

## 1. DOCUMENT CHANGE HISTORY

| PUBLICATION<br>DATE | AUTHOR                                    | REVISION NO | CHANGE DESCRIPTION                                                                                                                                                                                                                                                                                                                                                                                                                                              |
|---------------------|-------------------------------------------|-------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 10 May 2015         | Clement<br>Manoko                         | 00          | New document                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| 16 October 2020     | Tendani<br>Tsedu and<br>Vusi Langa        | 01          | <ol style="list-style-type: none"> <li>1. New CSIR policy format;</li> <li>2. Compliance with legislation;</li> <li>3. Compliance with CSIR policies; and</li> <li>4. Use of isiZulu and Sepedi.</li> </ol>                                                                                                                                                                                                                                                     |
| September 2026      | Dr Bheki<br>Mpofu<br><br>Kulani<br>Chauke | 02          | <ol style="list-style-type: none"> <li>5. Expanded purpose</li> <li>6. Revised scope</li> <li>7. Removing procedural aspects and replacing with statements of intent</li> <li>8. Procedural aspects moved to guidelines</li> <li>9. Roles and responsibilities <ul style="list-style-type: none"> <li>• Better clarified with oversight</li> <li>• Adding CEO responsibilities</li> <li>• Aligning roles along lines of responsibilities</li> </ul> </li> </ol> |

## 2. DEFINITIONS

| Term             | Definition                                                                                                                                                                                                                                        |
|------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Board            | CSIR board of directors established and appointed in terms of the Scientific Research Council Act, 1988 (Act 46 of 1988) (as amended by Act 71 of 1990) read in conjunction with Act 7 of 2014; Science and Technology Laws Amendments Act, 2014. |
| Brand Image      | An image or impression that customers form in their minds about a particular brand, which is developed over a certain time period.                                                                                                                |
| Constitution     | Constitution of the Republic of South Africa, 1996 (Act 108 of 1996).                                                                                                                                                                             |
| CSIR EPIC Values | The CSIR EPIC values — Excellence, People-centredness, Integrity, and Collaboration — represent the foundational principles                                                                                                                       |

|                                  |                                                                                                                    |
|----------------------------------|--------------------------------------------------------------------------------------------------------------------|
|                                  | that guide the organisation's conduct, culture, and delivery of its scientific and technological mandate.          |
| Employee(s)                      | All individuals employed by the CSIR, on a temporary or permanent basis, incurring costs in the name of the CSIR.  |
| Indigenous Languages             | This refers to isiZulu, Xitsonga, Sepedi, Setswana, Sotho, Tshivenda, isiNdebele, isiSwati and isiXhosa.           |
| Multilingualism                  | The use of more than one language; or the ability to use more than one language.                                   |
| Official Language                | Any one of the languages recognised as such by the Constitution and selected for official use by the organisation. |
| Pan South African Language Board | The Board established in terms of section 2 of the Pan South African Language Board Act, 1995 (Act 59 of 1995).    |
| Policy                           | The CSIR Language Policy                                                                                           |

### 3. LIST OF ABBREVIATIONS

| Abbreviation | Full term                                            |
|--------------|------------------------------------------------------|
| CEO          | Chief Executive Officer                              |
| CSIR         | Council for Scientific and Industrial Research       |
| Exco         | Executive Committee                                  |
| PanSALB      | Pan South African Language Board                     |
| UOLA         | Use of Official Languages Act, 2012 (Act 12 of 2012) |

### 4. PURPOSE

The purpose of this policy is to give effect to section 4 of the Use of Official Languages Act (UOLA), 2012 (Act 12 of 2012). It is intended to set out how the CSIR will use the Official Languages of South Africa to communicate effectively, inclusively and accessibly with Employees, stakeholders and members of the public.

The policy further seeks to strengthen Multilingualism, support equitable access to information and services promote the use of Indigenous Languages and align language practices with the CSIR's strategic objectives relating to stakeholder engagement, science communication, accessibility, transformation and institutional reputation.

### 5. SCOPE AND APPLICABILITY

This policy applies to all CSIR Employees.

## 6. OBJECTIVES

The objectives of this policy are to:

- a. Ensure that the CSIR is compliant with UOLA;
- b. Elevate the status and advance the use of Indigenous Languages;
- c. Provide guidance to both internal and external stakeholders on the CSIR's Language Policy;
- d. Ensure that communication activities undertaken by the organisation contribute positively to the reputation and Brand Image of the CSIR;
- e. Ensure that language practices within the CSIR promote inclusion, equity and mutual respect, and do not enable exclusion, domination or discrimination; and
- f. Outline governance and the responsibilities of those involved in implementing this policy.

## 7. EFFECTIVE DATE

This policy is valid from the "Effective Date".

## 8. REFERENCE DOCUMENTATION

| Number | References | Name of the Regulation/Document                                                   |
|--------|------------|-----------------------------------------------------------------------------------|
| 1      | Regulatory | Section 6 of the Constitution of Republic of South Africa, 1996 (Act 108 of 1996) |
| 2      |            | Use of Official Languages Act (UOLA), 2012 (Act 12 of 2012)                       |
| 3      |            | Promotion of Access to Information Act, 2000 (Act 2 of 2000)                      |
| 4      |            | Promotion of Administrative Justice Act, 2000 (Act 3 of 2000)                     |
| 5      |            | Protection of Personal Information Act, 2013 (Act 4 of 2013)                      |
| 6      |            | South African Language Practitioners Council Act, 2014 (Act 8 of 2014)            |
| 7      |            | National Language Policy Framework (2003)                                         |
| 8      | Policy     | CSIR Ethics Statement and Code of Conduct                                         |
| 9      |            | CSIR Disciplinary Code and Procedure                                              |

|    |  |                                     |
|----|--|-------------------------------------|
| 10 |  | CSIR Brand Policy                   |
| 11 |  | CSIR Conditions of Service          |
| 12 |  | CSIR Communication and Media Policy |

## 9. COMPLIANCE WITH POLICY

All CSIR Employees must comply with this Policy and supporting standards, processes and procedures. Failure and/or refusal to abide by this Policy may be deemed as misconduct and may result in an investigation and/or disciplinary action against an individual. A claim of ignorance as to the existence and/or application of this Policy shall not be a ground for justification for non-compliance.

Non-adherence to this Policy must be promptly reported to the Group Executive: Human Capital and Communication, or the delegated authority, who will initiate an investigation into any potential contravention. Any Employee or other third party legally obligated to comply; who fails to comply with this Policy, may be subject to appropriate disciplinary and/or legal action.

## 10. EXEMPTIONS

Only the Board and/or a properly delegated authority may approve exemptions, exceptions or deviations from this Policy, where warranted and lawful. Requests for approval must be submitted in writing to the Board or the properly delegated authority.

## 11. ROLES AND RESPONSIBILITIES

### 11.1. The CSIR Board shall:

**11.1.1.** Approve the CSIR Language Policy and assume an oversight role to ensure compliance therewith.

### 11.2. The CSIR CEO shall:

**11.2.1.** Approve and sign-off on the annual Implementation of the Use of Official Languages Act of 2012 Report for submission to PanSALB

**11.3. The CSIR Exco shall:**

- 11.3.1.** Ensure compliance with the Policy;
- 11.3.2.** Recommend the policy to the Board for approval;
- 11.3.3.** Implement the Board's delegated decisions; and
- 11.3.4.** Implement strategic initiatives aligned with the objectives of the Policy.

**11.4. The Group Manager: Strategic Communication shall:**

- 11.4.1.** Monitor and assess compliance with the Language Policy;
- 11.4.2.** Review and/or revise this policy after every five (5) years of its approval, or sooner as business and/or legislative imperatives may dictate; and
- 11.4.3.** Compile an annual report and submit it to PanSALB, in compliance with the UOLA.

**11.5. Employees shall:**

- 11.5.1.** Familiarise themselves and comply with this policy.

## **12. POLICY STATEMENTS**

The policy gives effect to section 4 of the UOLA, Use of Official Languages Act, 2012 and the National Language Policy Framework, 2003.

**12.1. General policy statement in support of the UOLA:**

- 12.1.1.** The CSIR supports the promotion of the parity of esteem and equitable treatment of all official languages of the Republic of South Africa, as well as the facilitation of equitable access to services and information.
- 12.1.2.** The CSIR recognises language as an important enabler of inclusion, accessibility, in building stakeholder trust, public participation and knowledge sharing.

**12.2. Compliance with UOLA and related legislation:**

- 12.2.1.** The CSIR shall comply with all regulatory requirements in terms of UOLA and related legislation.

### **12.3. CSIR Official Languages:**

**12.3.1.** The CSIR shall communicate in the minimum in either English, isiZulu, isiXhosa and/or Sepedi.

**12.3.2.** English is the default language for all business communication.

### **12.4. Stakeholder management and complaints handling**

**12.4.1.** The CSIR commits to handling all communications and complaints related to this policy in an open, fair manner and in accordance with the CSIR EPIC values.

## **13. Review of the policy**

This policy will be reviewed at least every five (5) years.