# Online Investor Relations (IR) Practices

This study investigates the extent to which South African JSE listed companies apply international best practice guidelines for Online Investor Relations, as evidenced by their websites.

There are 100 questions in this survey

## General

Name of company being analysed, by whom and when.

### 1 [1]Full name of company. \*

Please write your answer here:

### 2 [2]Ticker symbol \*

Please write your answer here:

3 character short code for the company

### 3 [3]URL address for the company's website. \*

Please write your answer here:

The Internet address where the website is located.

### 4 [5]Your name. \*

Please choose **only one** of the following:

* ArthurStudent 1
* CleanerStudent 2
* MargaretStudent 3
* NozieStudent 4
* LeanaLead investigator
* OtherOther

### 5 [4]Date that content analysis was started for this company. Click box to the right to select date. \*

Please enter a date:

## Getting to Corporate Information

How easy is it to find the website and the IR sections?

### 6 [a1] 1. The company’s Web address is easy to guess or intuitive, e.g. it is XYZ.com or XYZ.co.za \*

Please choose **only one** of the following:

* YesYes
* NoNo

### 7 [a2]2. The company's website ranking on Google is: \*

Please choose **only one** of the following:

* FirstFirst
* SecondSecond
* Third or lowerThird or lower

### 8 [a3]3. Answer the following about the company's website: \*

Please choose the appropriate response for each item:

|  | **Yes** | **No** |
| --- | --- | --- |
| **The website is hosted/located on its own site (not a 3rd party platform)** | http://surveys.unisa.ac.za/templates/default/print_img_radio.png | http://surveys.unisa.ac.za/templates/default/print_img_radio.png |
| **The IR section is separated from the Commercial (E-Commerce), Public Relations (Press) and Employment pages of the website** | http://surveys.unisa.ac.za/templates/default/print_img_radio.png | http://surveys.unisa.ac.za/templates/default/print_img_radio.png |
| **One click to the IR main page from site Home page** | http://surveys.unisa.ac.za/templates/default/print_img_radio.png | http://surveys.unisa.ac.za/templates/default/print_img_radio.png |
| **Link to IR is easily noticeable on the Home page, i.e. it is a main tab or menu item.** | http://surveys.unisa.ac.za/templates/default/print_img_radio.png | http://surveys.unisa.ac.za/templates/default/print_img_radio.png |

### 9 [a4]4. The link to the investor information is called: \*

Please choose **only one** of the following:

* Investor RelationsInvestor Relations
* Investors or ShareholdersInvestors or Shareholders
* FinancialsFinancials
* OtherOther

### 10 [a5]5. There is a direct link to IR on every page of the site. \*

Please choose **only one** of the following:

* YesYes
* NoNo

There is a link to IR even on pages outside the IR sections, e.g. on the Employment pages etc.

### 11 [a6]6. There is a link to IR in the About Us or Overview. \*

**Only answer this question if the following conditions are met:**  
° Answer was 'No' at question '10 [a5]' (5. There is a direct link to IR on every page of the site.)

Please choose **only one** of the following:

* YesYes
* NoNo

## Company Information

General information about the company, its products, directors etc. Also includes general communication by the company, i.e. press releases.

### 12 [b1]1. Are the following information available on the company's website (usually under 'Overview', 'About us' or 'Who we are' and sometimes on the Home page)? *This should be available as menu items or clickable links leading to HTML webpages, or contained in subsections of a webpage. You should select 'NO' if you found it per chance somewhere in a presentation or financial report and it is only available in the presentation/report.* \*

Please choose the appropriate response for each item:

|  | **Yes** | **No** |
| --- | --- | --- |
| **The corporate overview ('Overview', 'About us', 'Who we are' or on 'Home' page) explicitly states what the organisation does in plain language.** | http://surveys.unisa.ac.za/templates/default/print_img_radio.png | http://surveys.unisa.ac.za/templates/default/print_img_radio.png |
| **Key corporate facts in the company overview are visually scannable, e.g. locations, number of employees etc.** | http://surveys.unisa.ac.za/templates/default/print_img_radio.png | http://surveys.unisa.ac.za/templates/default/print_img_radio.png |
| **More detailed company facts are available under 'Fact Sheet' or 'Company Snapshot'.** | http://surveys.unisa.ac.za/templates/default/print_img_radio.png | http://surveys.unisa.ac.za/templates/default/print_img_radio.png |
| **The history of the company is explained.** | http://surveys.unisa.ac.za/templates/default/print_img_radio.png | http://surveys.unisa.ac.za/templates/default/print_img_radio.png |
| **High-level, easy-to-understand information about the breadth of the company’s products and services (segments) is provided.** | http://surveys.unisa.ac.za/templates/default/print_img_radio.png | http://surveys.unisa.ac.za/templates/default/print_img_radio.png |
| **Virtual tour (video) of facilities is available.** | http://surveys.unisa.ac.za/templates/default/print_img_radio.png | http://surveys.unisa.ac.za/templates/default/print_img_radio.png |
| **Emphasizes what the company does that’s valuable from an investor’s point of view (e.g. future plans, new products, business outlook).** | http://surveys.unisa.ac.za/templates/default/print_img_radio.png | http://surveys.unisa.ac.za/templates/default/print_img_radio.png |
| **Provide access to financial coverage of subsidiaries, major businesses, and geographic regions (segmental report) on own site or hyperlink to subsidiaries' site containing summary. NO if you found it by own search only in financial report or presentation.** | http://surveys.unisa.ac.za/templates/default/print_img_radio.png | http://surveys.unisa.ac.za/templates/default/print_img_radio.png |
| **Acknowledge the challenges/risks the company faces and explain the company’s plan to address them.** | http://surveys.unisa.ac.za/templates/default/print_img_radio.png | http://surveys.unisa.ac.za/templates/default/print_img_radio.png |

### 13 [b4]4. Is the 'Fact Sheet' or 'Company Shapshot' downloadable? \*

**Only answer this question if the following conditions are met:**  
° Answer was '

Yes

' at question '12 [b1]' (1. Are the following information available on the company's website (usually under 'Overview', 'About us' or 'Who we are' and sometimes on the Home page)? This should be available as menu items or clickable links leading to HTML webpages, or contained in subsections of a webpage. You should select 'NO' if you found it per chance somewhere in a presentation or financial report and it is only available in the presentation/report. (More detailed company facts are available under 'Fact Sheet' or 'Company Snapshot'.))

Please choose **only one** of the following:

* YesYes
* NoNo

### 14 [b14]14. In your opinion is this company: \*

Please choose **all** that apply:

* An INVESTMENT holding company only, i.e. it holds <i>investments </i>in various companies from vastly different economic sectors, e.g. retail cloting, hospitals, mining.An INVESTMENT holding company only, i.e. it holds *investments* in various companies from vastly different economic sectors, e.g. retail cloting, hospitals, mining.
* A holding company of a group of companies in the same broad sector that competes with other companies in the same sector.A holding company of a group of companies in the same broad sector that competes with other companies in the same sector.

### 15 [b15]15. The company explains to investors how it differs from key competitors. \*

**Only answer this question if the following conditions are met:**  
° Answer was at question '14 [b14]' (14. In your opinion is this company:)

Please choose **only one** of the following:

* YesYes
* NoNo

### 16 [b2]2. Are the following information available about the company's high-level executives (non-executive and executive directors)? *Select all that applies.*

Please choose **all** that apply:

* Person's namePerson's name
* Job titleJob title
* PicturePicture
* Biography (CV) or link to biographyBiography (CV) or link to biography
* Downloadable (with hyperlink) pictures (NOT using right click and 'file save as' of the search engin)Downloadable (with hyperlink) pictures (NOT using right click and 'file save as' of the search engin)
* Presentations given (clickable files)Presentations given (clickable files)
* Transcripts of speeches givenTranscripts of speeches given

### 17 [b5]5. The biography contains: \*

**Only answer this question if the following conditions are met:**  
° Answer was at question '16 [b2]' (2. Are the following information available about the company's high-level executives (non-executive and executive directors)? Select all that applies.)

Please choose **all** that apply:

* AgeAge
* Academic qualificationsAcademic qualifications
* Professional membershipsProfessional memberships
* Directorship(s) in other companiesDirectorship(s) in other companies
* Short career historyShort career history

### 18 [b3]3. The term 'Corporate Governance' is described in order that individual investors or lay people can also understand it. \*

Please choose **only one** of the following:

* YesYes
* NoNo

### 19 [b6]6. The company website contains a separate News or Press or Media centre. \*

Please choose **only one** of the following:

* YesYes
* NoNo

### 20 [b7]7. Are the following actions taken regarding news or press releases on the site? \*

**Only answer this question if the following conditions are met:**  
° Answer was 'Yes' at question '19 [b6]' (6. The company website contains a separate News or Press or Media centre.)

Please choose the appropriate response for each item:

|  | **Yes** | **No** |
| --- | --- | --- |
| **News releases are clearly dated.** | http://surveys.unisa.ac.za/templates/default/print_img_radio.png | http://surveys.unisa.ac.za/templates/default/print_img_radio.png |
| **Breaking news are also displayed on the Home Page.** | http://surveys.unisa.ac.za/templates/default/print_img_radio.png | http://surveys.unisa.ac.za/templates/default/print_img_radio.png |
| **Time-sensitive content (e.g. financial results, webcasts and press releases, excl. SENS) are posted regularly and quickly (site does not look outdated, i.e. it is June 2012, but the last uploaded item in News is e.g. Sept. 2011.** | http://surveys.unisa.ac.za/templates/default/print_img_radio.png | http://surveys.unisa.ac.za/templates/default/print_img_radio.png |

### 21 [b8]8. JSE SENS announcements are: \*

Please choose **all** that apply:

* No SENS news items availableNo SENS news items available
* Are available in full text on the company's website.Are available in full text on the company's website.
* Are available as hyperlinks clicking through to the JSE or other service's website.Are available as hyperlinks clicking through to the JSE or other service's website.

### 22 [b9]9. Link to company blog is available. \*

Please choose **only one** of the following:

* YesYes
* NoNo

### 23 [b10]10. The website can be bookmarked via the following Social Bookmarking platforms: *If more than one 'Other', use commas to separate each additional item.* \*

Please choose **all** that apply:

* No Social Bookmarking providedNo Social Bookmarking provided
* FacebookFacebook
* TwitterTwitter
* LinkedInLinkedIn
* Google +Google +
* YouTubeYouTube
* FlickrFlickr
* SlideshareSlideshare
* Del.ici.ousDel.ici.ous
* DiggDigg
* RedditReddit
* http://surveys.unisa.ac.za/templates/default/print_img_checkbox.pngOther:

### 24 [b11]11.  Investors can select to receive updated information from the company via: \*

Please choose **all** that apply:

* Email alertsEmail alerts
* RSS feedsRSS feeds
* SMS notificationsSMS notifications
* http://surveys.unisa.ac.za/templates/default/print_img_checkbox.pngOther:

### 25 [b12]12. Email alerts can be customised or tailored by the recipient of the information to only receive certain type of information updates: \*

**Only answer this question if the following conditions are met:**  
° Answer was at question '24 [b11]' (11.  Investors can select to receive updated information from the company via:)

Please choose **all** that apply:

* No customisation - only general email alert subscriptionNo customisation - only general email alert subscription
* By featuring email alert subscription buttons on different pages containing different content e.g. Press vs Calendar of Events(test)By featuring email alert subscription buttons on different pages containing different content e.g. Press vs Calendar of Events(test)
* During registration the user is offered the option to select what types of information updates to receive (test)During registration the user is offered the option to select what types of information updates to receive (test)
* http://surveys.unisa.ac.za/templates/default/print_img_checkbox.pngOther:

### 26 [b13]13. Doesn’t require people to register (complete a lot of COMPULSORY fields requiring personal information) to receive email alerts. (Test). *Entering only name, surname and email address is acceptable (can tick 'Yes').* \*

**Only answer this question if the following conditions are met:**  
° Answer was at question '24 [b11]' (11.  Investors can select to receive updated information from the company via:)

Please choose **only one** of the following:

* YesYes
* NoNo

## Share details

What information is provided about the company's shares, shareholders, analysts etc?

### 27 [c5]A 'Stock Quote' or 'Share Quote' (providing the latest share price etc.) is provided in a highly visible place on the Home page or as a menu item under the IR section. \*

Please choose **only one** of the following:

* YesYes
* NoNo

### 28 [c1]A 'Stock Quote' or 'Share Quote' is providing the following information: \*

**Only answer this question if the following conditions are met:**  
° Answer was 'Yes' at question '27 [c5]' (A 'Stock Quote' or 'Share Quote' (providing the latest share price etc.) is provided in a highly visible place on the Home page or as a menu item under the IR section.)

Please choose **all** that apply:

* Share/stock symbol (ticker) clearly labeledShare/stock symbol (ticker) clearly labeled
* Latest trading priceLatest trading price
* Updated: dateUpdated: date
* Updated: timeUpdated: time
* Highs and lowsHighs and lows
* Volume tradedVolume traded
* http://surveys.unisa.ac.za/templates/default/print_img_checkbox.pngOther:

### 29 [c2]2. Are details provided of other exchanges where the share is traded as well? \*

Please choose **only one** of the following:

* YesYes
* NoNo

### 30 [c3]3. Are the other exchanged described in full, i.e. London Stock Exchange, not only LSE? \*

**Only answer this question if the following conditions are met:**  
° Answer was 'Yes' at question '29 [c2]' (2. Are details provided of other exchanges where the share is traded as well?)

Please choose **only one** of the following:

* YesYes
* NoNo

### 31 [c4]4. Are the following information available? \*

Please choose the appropriate response for each item:

|  | **Yes** | **No** |
| --- | --- | --- |
| **Explains how people can buy the share.** | http://surveys.unisa.ac.za/templates/default/print_img_radio.png | http://surveys.unisa.ac.za/templates/default/print_img_radio.png |
| **Contact details of share registrar or Transfer Secretaries.** | http://surveys.unisa.ac.za/templates/default/print_img_radio.png | http://surveys.unisa.ac.za/templates/default/print_img_radio.png |
| **Shareholder calculator (number of shares or value entered).** | http://surveys.unisa.ac.za/templates/default/print_img_radio.png | http://surveys.unisa.ac.za/templates/default/print_img_radio.png |
| **Contains Frequently Asked Questions (FAQ) relating to shares.** | http://surveys.unisa.ac.za/templates/default/print_img_radio.png | http://surveys.unisa.ac.za/templates/default/print_img_radio.png |

### 32 [c6]6. Information about the shareholders of the company is available. \*

Please choose the appropriate response for each item:

|  | **Yes** | **No** |
| --- | --- | --- |
| **% of issed shares held according to size of holdings (e.g. 1 - 500, 501 - 5 000, etc)** | http://surveys.unisa.ac.za/templates/default/print_img_radio.png | http://surveys.unisa.ac.za/templates/default/print_img_radio.png |
| **% of issed shares held according to nature of shareholder (e.g. institutional, private, etc)** | http://surveys.unisa.ac.za/templates/default/print_img_radio.png | http://surveys.unisa.ac.za/templates/default/print_img_radio.png |
| **% shareholding of principle or controlling shareholder(s)** | http://surveys.unisa.ac.za/templates/default/print_img_radio.png | http://surveys.unisa.ac.za/templates/default/print_img_radio.png |
| **Identify of the principle or controlling shareholder(s)** | http://surveys.unisa.ac.za/templates/default/print_img_radio.png | http://surveys.unisa.ac.za/templates/default/print_img_radio.png |

### 33 [c7]7. Are details provided of stock/share splits, reverse splits (merges) or share buy-backs, e.g. the details (2 shares for 1, etc) and dates for these events? \*

Please choose **only one** of the following:

* YesYes
* NoNo

### 34 [c8]8. Regarding dividends, are the following information provided? \*

Please choose the appropriate response for each item:

|  | **Yes** | **No** |
| --- | --- | --- |
| **Dividend policy is described, e.g. high dividend yields, payout ratio (e.g. 30%), growing or constant dividend etc.** | http://surveys.unisa.ac.za/templates/default/print_img_radio.png | http://surveys.unisa.ac.za/templates/default/print_img_radio.png |
| **Provides a summary table for Dividend History that shows the amounts (cents per share) and dates.** | http://surveys.unisa.ac.za/templates/default/print_img_radio.png | http://surveys.unisa.ac.za/templates/default/print_img_radio.png |

### 35 [c9]Are details about the analysts covering or following the company provided in a dedicated area? \*

Please choose **only one** of the following:

* YesYes
* NoNo

### 36 [c10]10. The following details of the analysts covering the company is provided: \*

**Only answer this question if the following conditions are met:**  
° Answer was 'Yes' at question '35 [c9]' (Are details about the analysts covering or following the company provided in a dedicated area?)

Please choose **all** that apply:

* Person's namePerson's name
* Name of analyst's firm or brokerageName of analyst's firm or brokerage
* Telephone numberTelephone number
* International format of telephone number, i.e. +27 11 xxx xxxxInternational format of telephone number, i.e. +27 11 xxx xxxx
* Email addressEmail address
* http://surveys.unisa.ac.za/templates/default/print_img_checkbox.pngOther:

### 37 [c11]11. Provides link to Brokers' Consensus on reputable site e.g. McGregorBFA, iNet-Bridge, etc. \*

Please choose **only one** of the following:

* YesYes
* NoNo

### 38 [c12]12. The following is provided regarding the company's legal advisors, sponsoring banks etc: \*

Please choose **all** that apply:

* NoneNone
* Names of firmsNames of firms
* Contact detailsContact details

### 39 [c13]13. The following is provided regarding the company's external auditors: \*

Please choose **all** that apply:

* NoneNone
* Name(s) of firm(s)Name(s) of firm(s)
* Contact detailsContact details

### 40 [c14]14. Credit ratings for the company's debt profile is provided, e.g. AAA, A1 etc. \*

Please choose **only one** of the following:

* YesYes
* NoNo

### 41 [c15]15. Hyperlinks are provided to the source of the credit rating, e.g. Moody's, Standard & Poor's. \*

**Only answer this question if the following conditions are met:**  
° Answer was 'Yes' at question '40 [c14]' (14. Credit ratings for the company's debt profile is provided, e.g. AAA, A1 etc.)

Please choose **only one** of the following:

* YesYes
* NoNo

## Stock or Share Charts

What type of features are used with the stock chart?

### 42 [d1]1. Does the company's website offer a Stock or Share Chart, either on its own site or hosted (clicking a link to) at another website, i.e. Sharenet or iNet-bridge? \*

Please choose **only one** of the following:

* YesYes
* NoNo

### 43 [d3]3. Is the chart: \*

**Only answer this question if the following conditions are met:**  
° Answer was 'Yes' at question '42 [d1]' (1. Does the company's website offer a Stock or Share Chart, either on its own site or hosted (clicking a link to) at another website, i.e. Sharenet or iNet-bridge?)

Please choose **all** that apply:

* Contained on the company's own websiteContained on the company's own website
* Hosted on another service provider's site and accessed via a clickable linkHosted on another service provider's site and accessed via a clickable link

### 44 [d5]5. The hosted chart opens DIRECTLY with the company's chart, i.e. the user don't land on the Home page of the service provider and then have to search or enter the company's ticker symbol. \*

**Only answer this question if the following conditions are met:**  
° Answer was at question '43 [d3]' (3. Is the chart:)

Please choose **only one** of the following:

* YesYes
* NoNo

### 45 [d2]2. Is the chart: *SOMETIMES CHARTS AT THE SAME WEBSITE ARE OFFERED AS STATIC AND INTERACTIVE Interactive means: the user can change some of the settings of the graph OR information appears when the user scroll the pointer over the graph line ('mouse over'), e.g. date, price, volume.* \*

**Only answer this question if the following conditions are met:**  
° Answer was 'Yes' at question '42 [d1]' (1. Does the company's website offer a Stock or Share Chart, either on its own site or hosted (clicking a link to) at another website, i.e. Sharenet or iNet-bridge?)

Check any that apply:

|  | **Own chart** | **Hosted chart** |
| --- | --- | --- |
| **Static** | http://surveys.unisa.ac.za/templates/default/print_img_checkbox.png | http://surveys.unisa.ac.za/templates/default/print_img_checkbox.png |
| **Interactive** | http://surveys.unisa.ac.za/templates/default/print_img_checkbox.png | http://surveys.unisa.ac.za/templates/default/print_img_checkbox.png |

### 46 [d4]4. The following features are present in the interactive chart: *ONLY TICK IN THE COLUMN FOR THE CHART(S) THAT IS PRESENT!  IF THE STATEMENT ARE TRUE - TICK, OTHERWISE LEAVE BLANK! Tick any that applies.* \*

**Only answer this question if the following conditions are met:**  
°

-------- Scenario 1 --------

Answer was '1' at question '45 [d2]' (2. Is the chart: SOMETIMES CHARTS AT THE SAME WEBSITE ARE OFFERED AS STATIC AND INTERACTIVE Interactive means: the user can change some of the settings of the graph OR information appears when the user scroll the pointer over the graph line ('mouse over'), e.g. date, price, volume. )

-------- or Scenario 2 --------

Answer was '1' at question '45 [d2]' (2. Is the chart: SOMETIMES CHARTS AT THE SAME WEBSITE ARE OFFERED AS STATIC AND INTERACTIVE Interactive means: the user can change some of the settings of the graph OR information appears when the user scroll the pointer over the graph line ('mouse over'), e.g. date, price, volume. )

Check any that apply:

|  | **Own chart** | **Hosted chart** |
| --- | --- | --- |
| **Periods presented can be changed, i.e. intraday, one month, 1 year, etc** | http://surveys.unisa.ac.za/templates/default/print_img_checkbox.png | http://surveys.unisa.ac.za/templates/default/print_img_checkbox.png |
| **Can plot agains popular indices, e.g. ALSI, inflation etc.** | http://surveys.unisa.ac.za/templates/default/print_img_checkbox.png | http://surveys.unisa.ac.za/templates/default/print_img_checkbox.png |
| **Trading volumes can be plotted** | http://surveys.unisa.ac.za/templates/default/print_img_checkbox.png | http://surveys.unisa.ac.za/templates/default/print_img_checkbox.png |
| **Graphing elements and options appear above the fold, i.e. no need to scroll down to see available options** | http://surveys.unisa.ac.za/templates/default/print_img_checkbox.png | http://surveys.unisa.ac.za/templates/default/print_img_checkbox.png |
| **Specialist or professional options (e.g. moving averages, Bollinger bands, etc) are not available** | http://surveys.unisa.ac.za/templates/default/print_img_checkbox.png | http://surveys.unisa.ac.za/templates/default/print_img_checkbox.png |
| **The default view is a PRICE chart (thereafter the user can change it volume or % change, etc.)** | http://surveys.unisa.ac.za/templates/default/print_img_checkbox.png | http://surveys.unisa.ac.za/templates/default/print_img_checkbox.png |

### 47 [d6]6. Chart allows comparison with competitors' share price:

**Only answer this question if the following conditions are met:**  
° Answer was at question '14 [b14]' (14. In your opinion is this company:) and Answer was 'Yes' at question '42 [d1]' (1. Does the company's website offer a Stock or Share Chart, either on its own site or hosted (clicking a link to) at another website, i.e. Sharenet or iNet-bridge?)

Please choose the appropriate response for each item:

|  | **Yes** | **No** |
| --- | --- | --- |
| **Own chart** | http://surveys.unisa.ac.za/templates/default/print_img_radio.png | http://surveys.unisa.ac.za/templates/default/print_img_radio.png |
| **Hosted chart** | http://surveys.unisa.ac.za/templates/default/print_img_radio.png | http://surveys.unisa.ac.za/templates/default/print_img_radio.png |

### 48 [d7]7. Historical share price data can be downloaded to a spreadsheet. \*

Please choose **only one** of the following:

* YesYes
* NoNo

### 49 [d8]8. Charts (interactive OR static): *'NONE' AVAILABLE AS LAST OPTION! DON'T TICK OTHERS IF YOU SELECT NONE. ONLY TICK IN COLUMN FOR CHART(S) THAT IS PRESENT.* \*

**Only answer this question if the following conditions are met:**  
° Answer was 'Yes' at question '42 [d1]' (1. Does the company's website offer a Stock or Share Chart, either on its own site or hosted (clicking a link to) at another website, i.e. Sharenet or iNet-bridge?)

Check any that apply:

|  | **Own chart** | **Hosted chart** |
| --- | --- | --- |
| **Last updated - date** | http://surveys.unisa.ac.za/templates/default/print_img_checkbox.png | http://surveys.unisa.ac.za/templates/default/print_img_checkbox.png |
| **Last updated - time** | http://surveys.unisa.ac.za/templates/default/print_img_checkbox.png | http://surveys.unisa.ac.za/templates/default/print_img_checkbox.png |
| **Dates for historical time period, e.g. specific date of 1 month ago, or 3 years ago** | http://surveys.unisa.ac.za/templates/default/print_img_checkbox.png | http://surveys.unisa.ac.za/templates/default/print_img_checkbox.png |
| **Dates for historical time periods used in high/low, averages** | http://surveys.unisa.ac.za/templates/default/print_img_checkbox.png | http://surveys.unisa.ac.za/templates/default/print_img_checkbox.png |
| **Graph line colours are distinguishable by most colour-blind users (bold, high contrast)** | http://surveys.unisa.ac.za/templates/default/print_img_checkbox.png | http://surveys.unisa.ac.za/templates/default/print_img_checkbox.png |
| **Positions chart legends close to the parts/lines they correspond to.** | http://surveys.unisa.ac.za/templates/default/print_img_checkbox.png | http://surveys.unisa.ac.za/templates/default/print_img_checkbox.png |
| **Labels each axis on the chart e.g. cents, dates, volume etc. Or the tick marks on the axis makes it clear what is represented.** | http://surveys.unisa.ac.za/templates/default/print_img_checkbox.png | http://surveys.unisa.ac.za/templates/default/print_img_checkbox.png |
| **Numbers are rounded off (unless 'mouse over') to reduce clutter.** | http://surveys.unisa.ac.za/templates/default/print_img_checkbox.png | http://surveys.unisa.ac.za/templates/default/print_img_checkbox.png |
| **None** | http://surveys.unisa.ac.za/templates/default/print_img_checkbox.png | http://surveys.unisa.ac.za/templates/default/print_img_checkbox.png |

## Financial and other statutory reports

What types of financial reports are available and in what formats?

### 50 [e1]1. Does the following apply? *IF NO FINANCIAL REPORTS ARE AVAILABLE, IT WOULD ALSO NOT HAVE A MENU OR LINK CALLED REPORTS OR FINANCIALS. YOU CAN TICK 'NO' TO THE FIRST QUESTION. ALSO SEE Q57 [e8]8 - WHICH HAVE AS LAST OPTION - 'REPORTS ARE NOT AVAILABLE'* \*

Please choose the appropriate response for each item:

|  | **Yes** | **No** |
| --- | --- | --- |
| **Various financial reports are grouped together under a descriptive category in the IR section, called Annual Reports, or Financials (not vague names e.g. Performance or History).** | http://surveys.unisa.ac.za/templates/default/print_img_radio.png | http://surveys.unisa.ac.za/templates/default/print_img_radio.png |
| **Offers a snapshot/highlights page that’s easy to understand and gives people a quick overview of the company’s basic historical financial information, e.g. turnover/sales, earnings, assets, etc. On its own webpage (menu item) or click to item elsewhere. NO if only contained in annual report or some presentation (found by chance).** | http://surveys.unisa.ac.za/templates/default/print_img_radio.png | http://surveys.unisa.ac.za/templates/default/print_img_radio.png |
| **5 - 10 year histories of key data and ratios.** | http://surveys.unisa.ac.za/templates/default/print_img_radio.png | http://surveys.unisa.ac.za/templates/default/print_img_radio.png |
| **Downloadable spreadsheet for historical key data.** | http://surveys.unisa.ac.za/templates/default/print_img_radio.png | http://surveys.unisa.ac.za/templates/default/print_img_radio.png |
| **Offers comparisons of facts and numbers to help people gain a perspective on the relative sizes of the numbers (competitors or industry statistics).** | http://surveys.unisa.ac.za/templates/default/print_img_radio.png | http://surveys.unisa.ac.za/templates/default/print_img_radio.png |
| **Group similar reports together.** | http://surveys.unisa.ac.za/templates/default/print_img_radio.png | http://surveys.unisa.ac.za/templates/default/print_img_radio.png |
| **Posts at least five years of annual and quarterly/interim reports.** | http://surveys.unisa.ac.za/templates/default/print_img_radio.png | http://surveys.unisa.ac.za/templates/default/print_img_radio.png |
| **Gives the latest earnings release, and annual and quarterly/interim reports high rankings listed first).** | http://surveys.unisa.ac.za/templates/default/print_img_radio.png | http://surveys.unisa.ac.za/templates/default/print_img_radio.png |
| **Monthly or realtime (current period) reports are available** | http://surveys.unisa.ac.za/templates/default/print_img_radio.png | http://surveys.unisa.ac.za/templates/default/print_img_radio.png |

### 51 [e2]2. When reporting financial figures, indicates: \*

Please choose the appropriate response for each item:

|  | **Yes** | **No** |
| --- | --- | --- |
| **Reporting currency (i.e. R, or $)** | http://surveys.unisa.ac.za/templates/default/print_img_radio.png | http://surveys.unisa.ac.za/templates/default/print_img_radio.png |
| **Reports key financial figures in currency other than Rand.** | http://surveys.unisa.ac.za/templates/default/print_img_radio.png | http://surveys.unisa.ac.za/templates/default/print_img_radio.png |

### 52 [e3]3. Figures are rounded off to the nearest thousand, million or billion. \*

Please choose **only one** of the following:

* YesYes
* NoNo

### 53 [e4]4. When rounded off, the monetary units are provided, e.g. 'millions' or 'billions' \*

**Only answer this question if the following conditions are met:**  
° Answer was 'Yes' at question '52 [e3]' (3. Figures are rounded off to the nearest thousand, million or billion.)

Please choose **only one** of the following:

* YesYes
* NoNo

### 54 [e5]5. The monetary units used is SPELLED OUT in full, e.g. 'Millions', NOT only abbreviated, e.g. 'M'. \*

**Only answer this question if the following conditions are met:**  
° Answer was 'Yes' at question '53 [e4]' (4. When rounded off, the monetary units are provided, e.g. 'millions' or 'billions')

Please choose **only one** of the following:

* YesYes
* NoNo

### 55 [e6]6. When providing key financial information in other currencies, indicates conversion/exchange rate used, e.g. R8,42 = $1: \*

**Only answer this question if the following conditions are met:**  
° Answer was '

Yes

' at question '51 [e2]' (2. When reporting financial figures, indicates: (Reports key financial figures in currency other than Rand.))

Please choose **only one** of the following:

* YesYes
* NoNo

### 56 [e7]7. Indicates date on which exchange rate was determined for conversion or indicates that an average was used and the period over which the average was determined. \*

**Only answer this question if the following conditions are met:**  
° Answer was 'Yes' at question '55 [e6]' (6. When providing key financial information in other currencies, indicates conversion/exchange rate used, e.g. R8,42 = $1:)

Please choose **only one** of the following:

* YesYes
* NoNo

### 57 [e8]8. The financial reports are available in the following formats: *Please tick all that apply for each type of report.* \*

Check any that apply:

|  | **Annual reports** | **Interim (Half-year) reports** | **Quarterly results** | **Integrated reports** | **Sustainability / CSR / Environmental reports** |
| --- | --- | --- | --- | --- | --- |
| **HTML webpages** | http://surveys.unisa.ac.za/templates/default/print_img_checkbox.png | http://surveys.unisa.ac.za/templates/default/print_img_checkbox.png | http://surveys.unisa.ac.za/templates/default/print_img_checkbox.png | http://surveys.unisa.ac.za/templates/default/print_img_checkbox.png | http://surveys.unisa.ac.za/templates/default/print_img_checkbox.png |
| **PDF** | http://surveys.unisa.ac.za/templates/default/print_img_checkbox.png | http://surveys.unisa.ac.za/templates/default/print_img_checkbox.png | http://surveys.unisa.ac.za/templates/default/print_img_checkbox.png | http://surveys.unisa.ac.za/templates/default/print_img_checkbox.png | http://surveys.unisa.ac.za/templates/default/print_img_checkbox.png |
| **Other, e.g. electronic book** | http://surveys.unisa.ac.za/templates/default/print_img_checkbox.png | http://surveys.unisa.ac.za/templates/default/print_img_checkbox.png | http://surveys.unisa.ac.za/templates/default/print_img_checkbox.png | http://surveys.unisa.ac.za/templates/default/print_img_checkbox.png | http://surveys.unisa.ac.za/templates/default/print_img_checkbox.png |
| **Reports is not available** | http://surveys.unisa.ac.za/templates/default/print_img_checkbox.png | http://surveys.unisa.ac.za/templates/default/print_img_checkbox.png | http://surveys.unisa.ac.za/templates/default/print_img_checkbox.png | http://surveys.unisa.ac.za/templates/default/print_img_checkbox.png | http://surveys.unisa.ac.za/templates/default/print_img_checkbox.png |

CSR = Corporate Social Responsability

### 58 [e9]9. Other format used for Annual report is: \*

**Only answer this question if the following conditions are met:**  
° Answer was '1' at question '57 [e8]' (8. The financial reports are available in the following formats: Please tick all that apply for each type of report. )

Please write your answer here:

### 59 [e10]10. Other format used for Interim (Half-year) report is: \*

**Only answer this question if the following conditions are met:**  
° Answer was '1' at question '57 [e8]' (8. The financial reports are available in the following formats: Please tick all that apply for each type of report. )

Please write your answer here:

### 60 [e11]11. Other format used for Quarterly results is: \*

**Only answer this question if the following conditions are met:**  
° Answer was '1' at question '57 [e8]' (8. The financial reports are available in the following formats: Please tick all that apply for each type of report. )

Please write your answer here:

### 61 [e12]12. Other format used for Integrated report is: \*

**Only answer this question if the following conditions are met:**  
° Answer was '1' at question '57 [e8]' (8. The financial reports are available in the following formats: Please tick all that apply for each type of report. )

Please write your answer here:

### 62 [e13]13. Other format used for Sustainability / CSR / Environmental report is: \*

**Only answer this question if the following conditions are met:**  
° Answer was '1' at question '57 [e8]' (8. The financial reports are available in the following formats: Please tick all that apply for each type of report. )

Please write your answer here:

### 63 [e14]14. The following financial statements themselves are downloadable as: *'NONE' IS AVAILABLE AS LAST OPTION! DON'T TICK OTHER BLOCKS IF YOU TICKED 'NONE'!* \*

Check any that apply:

|  | **MS Excel or similar spreadsheet** | **xBRL** |
| --- | --- | --- |
| **Statement of comprehensive income (previously Income statement)** | http://surveys.unisa.ac.za/templates/default/print_img_checkbox.png | http://surveys.unisa.ac.za/templates/default/print_img_checkbox.png |
| **Statement of financial position (previously Balance sheet)** | http://surveys.unisa.ac.za/templates/default/print_img_checkbox.png | http://surveys.unisa.ac.za/templates/default/print_img_checkbox.png |
| **Statement of changes in equity** | http://surveys.unisa.ac.za/templates/default/print_img_checkbox.png | http://surveys.unisa.ac.za/templates/default/print_img_checkbox.png |
| **Statement of cash flows** | http://surveys.unisa.ac.za/templates/default/print_img_checkbox.png | http://surveys.unisa.ac.za/templates/default/print_img_checkbox.png |
| **None** | http://surveys.unisa.ac.za/templates/default/print_img_checkbox.png | http://surveys.unisa.ac.za/templates/default/print_img_checkbox.png |

### 64 [e15]15. Users can customise the reports for viewing and downloading. \*

Please choose **only one** of the following:

* YesYes
* NoNo

### 65 [e16]16. If the company are listed on another stock exchange as well: *Note: Tick Not Applicable only if:*

### *1. Company NOT listed on another exchange (no other info on the site indicating this)*

***2. Unsponsored and level 1 American Depository Receipts (ADR's) are not required to file any reports.*  
  
*If LISTED - Check to see the type of overseas listing. Level 2 and 3 ADR's must make regulatory fillings.* \***

**Only answer this question if the following conditions are met:**  
° Answer was 'Yes' at question '29 [c2]' (2. Are details provided of other exchanges where the share is traded as well?)

Please choose the appropriate response for each item:

|  | **Yes** | **No** | **Not Applicable** |
| --- | --- | --- | --- |
| **Regulatory fillings of that exchange is provided as well, e.g. 20F fillings for New York.** | http://surveys.unisa.ac.za/templates/default/print_img_radio.png | http://surveys.unisa.ac.za/templates/default/print_img_radio.png | http://surveys.unisa.ac.za/templates/default/print_img_radio.png |

## HTML and PDF reports

How user friendly are these reports to open and use?

### 66 [f1]1. DOES NOT require installation of additional software to read the reports. *The assumption are that all HTML and PDF documents can be read as the user has already installed Acrobat Reader (for PDF). This will apply where the reports are presented in another format. Ticking NO means that the user has to install software to read the report.* \*

**Only answer this question if the following conditions are met:**  
°

-------- Scenario 1 --------

Answer was '1' at question '57 [e8]' (8. The financial reports are available in the following formats: Please tick all that apply for each type of report. )

-------- or Scenario 2 --------

Answer was '1' at question '57 [e8]' (8. The financial reports are available in the following formats: Please tick all that apply for each type of report. )

-------- or Scenario 3 --------

Answer was '1' at question '57 [e8]' (8. The financial reports are available in the following formats: Please tick all that apply for each type of report. )

-------- or Scenario 4 --------

Answer was '1' at question '57 [e8]' (8. The financial reports are available in the following formats: Please tick all that apply for each type of report. )

-------- or Scenario 5 --------

Answer was '1' at question '57 [e8]' (8. The financial reports are available in the following formats: Please tick all that apply for each type of report. )

Please choose **only one** of the following:

* YesYes
* NoNo

### 67 [f2]2. When offering reports in HTML AND other formats: *Tick Not Applicable if reports are NOT available in HTML, OR only available on ONE format.* \*

Please choose the appropriate response for each item:

|  | **Yes** | **No** | **Not Applicable** |
| --- | --- | --- | --- |
| **The HTML version is the primary option (listed first) and other formats (PDF, etc) are secondary** | http://surveys.unisa.ac.za/templates/default/print_img_radio.png | http://surveys.unisa.ac.za/templates/default/print_img_radio.png | http://surveys.unisa.ac.za/templates/default/print_img_radio.png |
| **Doesn’t describe files as PDF or HTML only. PDF is described as e.g. ‘Print version’/‘Offline’ OR HTML as e.g. ‘Online’. (Either one is described.)** | http://surveys.unisa.ac.za/templates/default/print_img_radio.png | http://surveys.unisa.ac.za/templates/default/print_img_radio.png | http://surveys.unisa.ac.za/templates/default/print_img_radio.png |

### 68 [f3]3. For HTML reports: \*

**Only answer this question if the following conditions are met:**  
°

-------- Scenario 1 --------

Answer was '1' at question '57 [e8]' (8. The financial reports are available in the following formats: Please tick all that apply for each type of report. )

-------- or Scenario 2 --------

Answer was '1' at question '57 [e8]' (8. The financial reports are available in the following formats: Please tick all that apply for each type of report. )

-------- or Scenario 3 --------

Answer was '1' at question '57 [e8]' (8. The financial reports are available in the following formats: Please tick all that apply for each type of report. )

-------- or Scenario 4 --------

Answer was '1' at question '57 [e8]' (8. The financial reports are available in the following formats: Please tick all that apply for each type of report. )

-------- or Scenario 5 --------

Answer was '1' at question '57 [e8]' (8. The financial reports are available in the following formats: Please tick all that apply for each type of report. )

Please choose the appropriate response for each item:

|  | **Yes** | **No** |
| --- | --- | --- |
| **Offers a clickable table of contents at the beginning of the report, or offers navigation with a menu/tab structure** | http://surveys.unisa.ac.za/templates/default/print_img_radio.png | http://surveys.unisa.ac.za/templates/default/print_img_radio.png |
| **Keeps the features in the Annual Report basic. Flash and multimedia not required INSIDE the Annual Report itself.** | http://surveys.unisa.ac.za/templates/default/print_img_radio.png | http://surveys.unisa.ac.za/templates/default/print_img_radio.png |
| **HTML pages avoid horizontal scrolling.** | http://surveys.unisa.ac.za/templates/default/print_img_radio.png | http://surveys.unisa.ac.za/templates/default/print_img_radio.png |

### 69 [f4]4. Topics on HTML pages: \*

**Only answer this question if the following conditions are met:**  
°

-------- Scenario 1 --------

Answer was '1' at question '57 [e8]' (8. The financial reports are available in the following formats: Please tick all that apply for each type of report. )

-------- or Scenario 2 --------

Answer was '1' at question '57 [e8]' (8. The financial reports are available in the following formats: Please tick all that apply for each type of report. )

-------- or Scenario 3 --------

Answer was '1' at question '57 [e8]' (8. The financial reports are available in the following formats: Please tick all that apply for each type of report. )

-------- or Scenario 4 --------

Answer was '1' at question '57 [e8]' (8. The financial reports are available in the following formats: Please tick all that apply for each type of report. )

-------- or Scenario 5 --------

Answer was '1' at question '57 [e8]' (8. The financial reports are available in the following formats: Please tick all that apply for each type of report. )

Please choose **only one** of the following:

* EACH HTML page contains ALL the information on the topic (use scroll down to see all) and the Next button points to next menu item OR Next button absent (use menu to click to next item)EACH HTML page contains ALL the information on the topic (use scroll down to see all) and the Next button points to next menu item OR Next button absent (use menu to click to next item)
* Topics are SPLIT over several HTML pages (to resemble the hard copy) and offers a ‘Next’ button.Topics are SPLIT over several HTML pages (to resemble the hard copy) and offers a ‘Next’ button.

### 70 [f7]7. When the topic is SPLIT over SEVERAL HTML pages, total number of pages and means to skip pages, e.g. clicking on list of page numbers, beginning, end etc. is provided for easy navigation. \*

**Only answer this question if the following conditions are met:**  
° Answer was 'Topics are SPLIT over several HTML pages (to resemble the hard copy) and offers a ‘Next’ button.' at question '69 [f4]' (4. Topics on HTML pages:)

Please choose **only one** of the following:

* YesYes
* NoNo

### 71 [f5]5. PDF files/reports: \*

**Only answer this question if the following conditions are met:**  
°

-------- Scenario 1 --------

Answer was '1' at question '57 [e8]' (8. The financial reports are available in the following formats: Please tick all that apply for each type of report. )

-------- or Scenario 2 --------

Answer was '1' at question '57 [e8]' (8. The financial reports are available in the following formats: Please tick all that apply for each type of report. )

-------- or Scenario 3 --------

Answer was '1' at question '57 [e8]' (8. The financial reports are available in the following formats: Please tick all that apply for each type of report. )

-------- or Scenario 4 --------

Answer was '1' at question '57 [e8]' (8. The financial reports are available in the following formats: Please tick all that apply for each type of report. )

-------- or Scenario 5 --------

Answer was '1' at question '57 [e8]' (8. The financial reports are available in the following formats: Please tick all that apply for each type of report. )

Please choose the appropriate response for each item:

|  | **Yes** | **No** |
| --- | --- | --- |
| **Provides a description of the file content.** | http://surveys.unisa.ac.za/templates/default/print_img_radio.png | http://surveys.unisa.ac.za/templates/default/print_img_radio.png |
| **Provides page count or file size (megabytes).** | http://surveys.unisa.ac.za/templates/default/print_img_radio.png | http://surveys.unisa.ac.za/templates/default/print_img_radio.png |
| **Large files (>5MB), can be downloaded in sections.** | http://surveys.unisa.ac.za/templates/default/print_img_radio.png | http://surveys.unisa.ac.za/templates/default/print_img_radio.png |
| **Documents opens at a legible font size (no need to use Zoom to increase visibility).** | http://surveys.unisa.ac.za/templates/default/print_img_radio.png | http://surveys.unisa.ac.za/templates/default/print_img_radio.png |
| **Offers a table of contents at the beginning of the report.** | http://surveys.unisa.ac.za/templates/default/print_img_radio.png | http://surveys.unisa.ac.za/templates/default/print_img_radio.png |
| **Contains a Page box (can enter page number to navigate directly to page)** | http://surveys.unisa.ac.za/templates/default/print_img_radio.png | http://surveys.unisa.ac.za/templates/default/print_img_radio.png |

### 72 [f6]6. PDF files available as smaller sections are: \*

**Only answer this question if the following conditions are met:**  
° Answer was '

Yes

' at question '71 [f5]' (5. PDF files/reports: (Large files (>5MB), can be downloaded in sections. ))

Please choose **all** that apply:

* Described.Described.
* Size of each file provided.Size of each file provided.

## Calendar of events

Calendar of past and future events when the company releases information or communicates with investors/analysts.

### 73 [g1]1. Provides a Financial Calendar or Calendar of Events on the IR pages that shows the dates of past and future investor events. \*

Please choose **only one** of the following:

* YesYes
* NoNo

### 74 [g2]2. Calendar provides: \*

**Only answer this question if the following conditions are met:**  
° Answer was 'Yes' at question '73 [g1]' (1. Provides a Financial Calendar or Calendar of Events on the IR pages that shows the dates of past and future investor events. )

Please choose the appropriate response for each item:

|  | **Yes** | **No** |
| --- | --- | --- |
| **New (future or upcoming) event dates are posted OR if not yet available, expected dates provided, OR users told when to check back.** | http://surveys.unisa.ac.za/templates/default/print_img_radio.png | http://surveys.unisa.ac.za/templates/default/print_img_radio.png |
| **Offers Email, RSS, SMS (or other) subscription to Alerts facility (to be informed of future/upcoming events).** | http://surveys.unisa.ac.za/templates/default/print_img_radio.png | http://surveys.unisa.ac.za/templates/default/print_img_radio.png |
| **Future/upcoming events: If event names aren’t descriptive, offers a short explanation of the event’s agenda, who’s invited, the time and location, and how people can participate.** | http://surveys.unisa.ac.za/templates/default/print_img_radio.png | http://surveys.unisa.ac.za/templates/default/print_img_radio.png |
| **List the most recent year first, but show events in chronological order within each year (i.e. Jan first, Feb second, etc).** | http://surveys.unisa.ac.za/templates/default/print_img_radio.png | http://surveys.unisa.ac.za/templates/default/print_img_radio.png |
| **Calendar can be uploaded to MS Outlook or Novell, or similar calendar programmes..** | http://surveys.unisa.ac.za/templates/default/print_img_radio.png | http://surveys.unisa.ac.za/templates/default/print_img_radio.png |

## Presentations and other events with shareholders / investors / analysts

What audio, video or other presentation formats are available of events where the company communicated with its shareholders, institutional investors, analysts and financial media?

### 75 [h1]1. Does the website contain any webcasts (audio and/or video) of events for communicating with shareholders, investors etc? \*

Please choose **only one** of the following:

* YesYes
* NoNo

### 76 [h2]2. Explanations are provided of what a podcast and videocast are. \*

**Only answer this question if the following conditions are met:**  
° Answer was 'Yes' at question '75 [h1]' (1. Does the website contain any webcasts (audio and/or video) of events for communicating with shareholders, investors etc?)

Please choose **only one** of the following:

* YesYes
* NoNo

### 77 [h3]3. Results announcements (quarterly, interim or full year) are available in the following formats: *The results ANNOUNCEMENTS only contain the key financial statements and indicators (e.g. turnover, earnings, EPS, etc) with some limited comments. It is not the same as the financial REPORTS covering the same periods!* \*

Please choose **all** that apply:

* Audio (podcast)Audio (podcast)
* VideoVideo
* MS Powerpoint slides (or PDF of it)MS Powerpoint slides (or PDF of it)
* PDF of official press announcement (check in Press section)PDF of official press announcement (check in Press section)
* HTML of official press announcement (check in Press section)HTML of official press announcement (check in Press section)
* NoneNone
* http://surveys.unisa.ac.za/templates/default/print_img_checkbox.pngOther:

### 78 [h8]8. The audio track of the results announcements webcast is transcribed. \*

**Only answer this question if the following conditions are met:**  
°

-------- Scenario 1 --------

Answer was at question '77 [h3]' (3. Results announcements (quarterly, interim or full year) are available in the following formats: The results ANNOUNCEMENTS only contain the key financial statements and indicators (e.g. turnover, earnings, EPS, etc) with some limited comments. It is not the same as the financial REPORTS covering the same periods! )

-------- or Scenario 2 --------

Answer was at question '77 [h3]' (3. Results announcements (quarterly, interim or full year) are available in the following formats: The results ANNOUNCEMENTS only contain the key financial statements and indicators (e.g. turnover, earnings, EPS, etc) with some limited comments. It is not the same as the financial REPORTS covering the same periods! )

Please choose **only one** of the following:

* YesYes
* NoNo

### 79 [h4]4. Roadshows / analyst or investor days are available in the following formats: *These events are held to communicate the company's attractiveness as an investment to the market or following full year results and to communicate future plans/strategies.* \*

Please choose **all** that apply:

* Audio (podcast)Audio (podcast)
* VideoVideo
* MS Powerpoint slides (or PDF of it)MS Powerpoint slides (or PDF of it)
* PDF of booklet/handout (more comprehensive document than just the slides)PDF of booklet/handout (more comprehensive document than just the slides)
* NoneNone
* http://surveys.unisa.ac.za/templates/default/print_img_checkbox.pngOther:

### 80 [h9]9. The audio track of the roadshow webcast is transcribed. \*

**Only answer this question if the following conditions are met:**  
°

-------- Scenario 1 --------

Answer was at question '79 [h4]' (4. Roadshows / analyst or investor days are available in the following formats: These events are held to communicate the company's attractiveness as an investment to the market or following full year results and to communicate future plans/strategies. )

-------- or Scenario 2 --------

Answer was at question '79 [h4]' (4. Roadshows / analyst or investor days are available in the following formats: These events are held to communicate the company's attractiveness as an investment to the market or following full year results and to communicate future plans/strategies. )

Please choose **only one** of the following:

* YesYes
* NoNo

### 81 [h5]5. The following is availabe for the Annual General Meeting (AGM): *The AGM is held annually in terms of the Companies' Act. All registeres shareholders can attend in person or by proxy (giving someone else your mandate) and vote. The board typically communicates the results of the past year. Questions to the board are allowed.* \*

Please choose **all** that apply:

* Audio (podcast)Audio (podcast)
* VideoVideo
* MS Powerpoint slides (or PDF of it)MS Powerpoint slides (or PDF of it)
* PDF of booklet/handout (more comprehensive document than just the slides)PDF of booklet/handout (more comprehensive document than just the slides)
* Results of voting: For and AgainstResults of voting: For and Against
* NoneNone
* http://surveys.unisa.ac.za/templates/default/print_img_checkbox.pngOther:

### 82 [h10]10. The audio track of the AGM webcast is transcribed. \*

**Only answer this question if the following conditions are met:**  
°

-------- Scenario 1 --------

Answer was at question '81 [h5]' (5. The following is availabe for the Annual General Meeting (AGM): The AGM is held annually in terms of the Companies' Act. All registeres shareholders can attend in person or by proxy (giving someone else your mandate) and vote. The board typically communicates the results of the past year. Questions to the board are allowed. )

-------- or Scenario 2 --------

Answer was at question '81 [h5]' (5. The following is availabe for the Annual General Meeting (AGM): The AGM is held annually in terms of the Companies' Act. All registeres shareholders can attend in person or by proxy (giving someone else your mandate) and vote. The board typically communicates the results of the past year. Questions to the board are allowed. )

Please choose **only one** of the following:

* YesYes
* NoNo

### 83 [h6]6. Live conference calls (dial in to telephone number) are available for: \*

Please choose **all** that apply:

* Conference calls with analysts / financial media for results announcementsConference calls with analysts / financial media for results announcements
* As alternative to other types of events (listener don't have to attend in person)As alternative to other types of events (listener don't have to attend in person)
* Not availableNot available
* http://surveys.unisa.ac.za/templates/default/print_img_checkbox.pngOther:

### 84 [h7]7. Audio (podcast) of live conference call with analysts / financial media is available AFTER the event. \*

**Only answer this question if the following conditions are met:**  
° Answer was at question '83 [h6]' (6. Live conference calls (dial in to telephone number) are available for:)

Please choose **only one** of the following:

* YesYes
* NoNo

### 85 [h11]11. The audio track of the conference call podcast is transcribed. \*

**Only answer this question if the following conditions are met:**  
° Answer was 'Yes' at question '84 [h7]' (7. Audio (podcast) of live conference call with analysts / financial media is available AFTER the event.)

Please choose **only one** of the following:

* YesYes
* NoNo

### 86 [h12]12. Is registration required to access LIVE conference calls or LIVE webcasts (test this): *LIVE means, while it is happening (REAL TIME): the user is listening via his/her PC/Laptop speakers to the webcast over the INTERNET (by clicking a link on the company's website) or dialing in (via TELEPHONE) to the conference call.* *Tick NOT APPLICABLE only if the company does not offer LIVE webcasts/conference calls.* \*

Please choose the appropriate response for each item:

|  | **Yes** | **No** | **Not Applicable** |
| --- | --- | --- | --- |
| **Listening/watching LIVE conference calls or LIVE webcasts** | http://surveys.unisa.ac.za/templates/default/print_img_radio.png | http://surveys.unisa.ac.za/templates/default/print_img_radio.png | http://surveys.unisa.ac.za/templates/default/print_img_radio.png |

### 87 [h13]13. If registration are required for live events, only the user's name and email are requested (test this). \*

**Only answer this question if the following conditions are met:**  
° Answer was '

Yes

' at question '86 [h12]' (12. Is registration required to access LIVE conference calls or LIVE webcasts (test this): LIVE means, while it is happening (REAL TIME): the user is listening via his/her PC/Laptop speakers to the webcast over the INTERNET (by clicking a link on the company's website) or dialing in (via TELEPHONE) to the conference call. Tick NOT APPLICABLE only if the company does not offer LIVE webcasts/conference calls. (Listening/watching LIVE conference calls or LIVE webcasts))

Please choose **only one** of the following:

* YesYes
* NoNo

### 88 [h14]For each webcast (audio and/or video) provides: \*

**Only answer this question if the following conditions are met:**  
° Answer was 'Yes' at question '75 [h1]' (1. Does the website contain any webcasts (audio and/or video) of events for communicating with shareholders, investors etc?)

Please choose **all** that apply:

* Detailed description (or link to detailed description)Detailed description (or link to detailed description)
* DateDate
* Time of webcastTime of webcast
* Length (duration in time)Length (duration in time)
* Divides long webcasts into sections, so that people can go directly to the section of interest.Divides long webcasts into sections, so that people can go directly to the section of interest.
* Doesn’t require people to choose between files formatted for different plug-ins and video players (i.e. Windows Media Player or QuickTime). Uses auto-detect to detect player installed on user’s computer.Doesn’t require people to choose between files formatted for different plug-ins and video players (i.e. Windows Media Player or QuickTime). Uses auto-detect to detect player installed on user’s computer.
* http://surveys.unisa.ac.za/templates/default/print_img_checkbox.pngOther:

### 89 [h15]15. Sets the presentation slides to match/synchronise the webcast audio track or sections of it, as it plays. *Drag the dial or progress meter on the audio/video track to see if slides 'move' or 'jump' forward.* \*

**Only answer this question if the following conditions are met:**  
°

-------- Scenario 1 --------

Answer was at question '77 [h3]' (3. Results announcements (quarterly, interim or full year) are available in the following formats: The results ANNOUNCEMENTS only contain the key financial statements and indicators (e.g. turnover, earnings, EPS, etc) with some limited comments. It is not the same as the financial REPORTS covering the same periods! ) and Answer was 'Yes' at question '75 [h1]' (1. Does the website contain any webcasts (audio and/or video) of events for communicating with shareholders, investors etc?)

-------- or Scenario 2 --------

Answer was 'Yes' at question '75 [h1]' (1. Does the website contain any webcasts (audio and/or video) of events for communicating with shareholders, investors etc?) and Answer was at question '79 [h4]' (4. Roadshows / analyst or investor days are available in the following formats: These events are held to communicate the company's attractiveness as an investment to the market or following full year results and to communicate future plans/strategies. )

-------- or Scenario 3 --------

Answer was 'Yes' at question '75 [h1]' (1. Does the website contain any webcasts (audio and/or video) of events for communicating with shareholders, investors etc?) and Answer was at question '81 [h5]' (5. The following is availabe for the Annual General Meeting (AGM): The AGM is held annually in terms of the Companies' Act. All registeres shareholders can attend in person or by proxy (giving someone else your mandate) and vote. The board typically communicates the results of the past year. Questions to the board are allowed. )

Please choose **only one** of the following:

* YesYes
* NoNo

### 90 [h16]16. Groups materials related to same events (for example, webcasts, presentations, and transcripts) in the same area. \*

Please choose **only one** of the following:

* YesYes
* NoNo

### 91 [h17]17. Presention slides and/or booklets/handouts (print and online) comply with the following: \*

**Only answer this question if the following conditions are met:**  
°

-------- Scenario 1 --------

Answer was at question '77 [h3]' (3. Results announcements (quarterly, interim or full year) are available in the following formats: The results ANNOUNCEMENTS only contain the key financial statements and indicators (e.g. turnover, earnings, EPS, etc) with some limited comments. It is not the same as the financial REPORTS covering the same periods! )

-------- or Scenario 2 --------

Answer was at question '79 [h4]' (4. Roadshows / analyst or investor days are available in the following formats: These events are held to communicate the company's attractiveness as an investment to the market or following full year results and to communicate future plans/strategies. )

-------- or Scenario 3 --------

Answer was at question '81 [h5]' (5. The following is availabe for the Annual General Meeting (AGM): The AGM is held annually in terms of the Companies' Act. All registeres shareholders can attend in person or by proxy (giving someone else your mandate) and vote. The board typically communicates the results of the past year. Questions to the board are allowed. )

-------- or Scenario 4 --------

Answer was at question '79 [h4]' (4. Roadshows / analyst or investor days are available in the following formats: These events are held to communicate the company's attractiveness as an investment to the market or following full year results and to communicate future plans/strategies. )

-------- or Scenario 5 --------

Answer was at question '81 [h5]' (5. The following is availabe for the Annual General Meeting (AGM): The AGM is held annually in terms of the Companies' Act. All registeres shareholders can attend in person or by proxy (giving someone else your mandate) and vote. The board typically communicates the results of the past year. Questions to the board are allowed. )

Please choose the appropriate response for each item:

|  | **Yes** | **No** |
| --- | --- | --- |
| **Online (PDF versions) of presentation booklets or slides are legible (readable) in the default font size when opened on screen.** | http://surveys.unisa.ac.za/templates/default/print_img_radio.png | http://surveys.unisa.ac.za/templates/default/print_img_radio.png |
| **Shows the presentation’s length (total number of slides/pages) and the user’s current progress (pg no.) toward completing it** | http://surveys.unisa.ac.za/templates/default/print_img_radio.png | http://surveys.unisa.ac.za/templates/default/print_img_radio.png |
| **Avoids dark background colours for presentations (it takes longer to print, waste ink).** | http://surveys.unisa.ac.za/templates/default/print_img_radio.png | http://surveys.unisa.ac.za/templates/default/print_img_radio.png |

## Contacting Investors Relations department

What information is available for contacting the IR department of the company?

### 92 [i4]1. Provides Investor Relations Contact information: \*

Please choose **all** that apply:

* On the company's main 'Contact Us' pageOn the company's main 'Contact Us' page
* In the IR section of the websiteIn the IR section of the website
* IR contact information not availableIR contact information not available
* http://surveys.unisa.ac.za/templates/default/print_img_checkbox.pngOther:

### 93 [i1]2. The following is availabe for Contacting IR in the IR section of the website: \*

**Only answer this question if the following conditions are met:**  
° Answer was at question '92 [i4]' (1. Provides Investor Relations Contact information:)

Please choose the appropriate response for each item:

|  | **Yes** | **No** |
| --- | --- | --- |
| **Features prominent links to IR Contact on all IR related pages, e.g. part of IR menu/tabs.** | http://surveys.unisa.ac.za/templates/default/print_img_radio.png | http://surveys.unisa.ac.za/templates/default/print_img_radio.png |
| **Offers a Contact Form (direct submission of query to company website) in ADDITION to IR contact tel. no. and email (not as replacement).** | http://surveys.unisa.ac.za/templates/default/print_img_radio.png | http://surveys.unisa.ac.za/templates/default/print_img_radio.png |
| **Invites investors to contact the board and high-level executives.** | http://surveys.unisa.ac.za/templates/default/print_img_radio.png | http://surveys.unisa.ac.za/templates/default/print_img_radio.png |

### 94 [i2]3. Provides full IR contact information: \*

**Only answer this question if the following conditions are met:**  
° Answer was at question '92 [i4]' (1. Provides Investor Relations Contact information:)

Please choose **all** that apply:

* Full nameFull name
* Speciality area or job title, i.e. Manager EventsSpeciality area or job title, i.e. Manager Events
* International IR officer(s), i.e. London or New York, or dealing with Intenational investorsInternational IR officer(s), i.e. London or New York, or dealing with Intenational investors
* Telephone numberTelephone number
* International format of telephone number, i.e. +27 11 xxx xxxxInternational format of telephone number, i.e. +27 11 xxx xxxx
* Contact (working) hours, e.g. 8h00 to 17h00Contact (working) hours, e.g. 8h00 to 17h00
* Indicate time zone differences for international users, e.g. GMT +2hIndicate time zone differences for international users, e.g. GMT +2h
* Postal addressPostal address
* Email addressEmail address
* http://surveys.unisa.ac.za/templates/default/print_img_checkbox.pngOther:

### 95 [i5]4. A specific email address is provided with the IR person's name (not generic, e.g. IR@company.com) \*

**Only answer this question if the following conditions are met:**  
° Answer was at question '94 [i2]' (3. Provides full IR contact information:)

Please choose **only one** of the following:

* YesYes
* NoNo

### 96 [i3]5. For email requests, tells people when to expect a response. *If response time is not stated on the webpage, click the Email button and generate a test email query to see if message comes up.* \*

**Only answer this question if the following conditions are met:**  
° Answer was at question '94 [i2]' (3. Provides full IR contact information:)

Please choose **only one** of the following:

* YesYes
* NoNo

## General usability aspects

What other features are employed to make it easier for users to find information on the company's website?

### 97 [j1]The following usability features are present: \*

Please choose the appropriate response for each item:

|  | **Yes** | **No** |
| --- | --- | --- |
| **Provides facts. Doesn’t place advertisements for products/pop-ups in the IR area of the site.** | http://surveys.unisa.ac.za/templates/default/print_img_radio.png | http://surveys.unisa.ac.za/templates/default/print_img_radio.png |
| **Speaks the users’ language by avoiding fancy or technical terms - provide Glossary of standard and industry specific terms on the website as link/menu. NO if Glossary only INSIDE Financial Reports.** | http://surveys.unisa.ac.za/templates/default/print_img_radio.png | http://surveys.unisa.ac.za/templates/default/print_img_radio.png |
| **Provides printer-friendly versions of content people would normally want to reference offline, such as simplified versions of financial reports, press releases, and manager biographies. A ‘Print icon’ is provided on the webpages. (Ignore the Print function of your Internet Explorer or other browser programme!)** | http://surveys.unisa.ac.za/templates/default/print_img_radio.png | http://surveys.unisa.ac.za/templates/default/print_img_radio.png |
| **Site map is provided.** | http://surveys.unisa.ac.za/templates/default/print_img_radio.png | http://surveys.unisa.ac.za/templates/default/print_img_radio.png |
| **Search box provided. Test to see if it generates results.** | http://surveys.unisa.ac.za/templates/default/print_img_radio.png | http://surveys.unisa.ac.za/templates/default/print_img_radio.png |
| **Page tracking, e.g. bread crumbs (Home >> IR >> Reports >> 2011) or highlighted tabs/menu items to indicate to the user where they are in the site.** | http://surveys.unisa.ac.za/templates/default/print_img_radio.png | http://surveys.unisa.ac.za/templates/default/print_img_radio.png |
| **Provides a consistent navigational structure on all the pages, i.e. tabs on top or menu to the left.** | http://surveys.unisa.ac.za/templates/default/print_img_radio.png | http://surveys.unisa.ac.za/templates/default/print_img_radio.png |
| **Minimizes complexity by featuring a link only once on a page.** | http://surveys.unisa.ac.za/templates/default/print_img_radio.png | http://surveys.unisa.ac.za/templates/default/print_img_radio.png |
| **Designates a visited link colour (from blue to purple) that’s visibly distinct from both unvisited links and text.** | http://surveys.unisa.ac.za/templates/default/print_img_radio.png | http://surveys.unisa.ac.za/templates/default/print_img_radio.png |
| **Names hyperlinks clearly, avoiding names that are vague, generic, or have overlapping meanings, e.g. Financial Reports (http://surveys.unisa.ac.za/upload/images/smiley/msn/thumbs_up.gif) vs. Financial Documents (http://surveys.unisa.ac.za/upload/images/smiley/msn/thumbs_down.gif) or Latest Figures (http://surveys.unisa.ac.za/upload/images/smiley/msn/thumbs_up.gif) vs. Latest Information (http://surveys.unisa.ac.za/upload/images/smiley/msn/thumbs_down.gif).** | http://surveys.unisa.ac.za/templates/default/print_img_radio.png | http://surveys.unisa.ac.za/templates/default/print_img_radio.png |
| **Lists navigational elements (menu items) in priority (order of relevance), not alphabetical, order.** | http://surveys.unisa.ac.za/templates/default/print_img_radio.png | http://surveys.unisa.ac.za/templates/default/print_img_radio.png |
| **Uses dropdown menus (only first option listed can be seen) sparingly.** | http://surveys.unisa.ac.za/templates/default/print_img_radio.png | http://surveys.unisa.ac.za/templates/default/print_img_radio.png |
| **Uses revolving content (Flash images moving around) sparingly in the IR sections. (Content is mostly static.)** | http://surveys.unisa.ac.za/templates/default/print_img_radio.png | http://surveys.unisa.ac.za/templates/default/print_img_radio.png |
| **If a link will open a PDF (or another application), the user is told what to expect before they click it.** | http://surveys.unisa.ac.za/templates/default/print_img_radio.png | http://surveys.unisa.ac.za/templates/default/print_img_radio.png |
| **Doesn’t give plug-in icons indicating files as e.g. Adobe PDF, MS Powerpoint, etc more prominence (substantially larger) than the links they reference.** | http://surveys.unisa.ac.za/templates/default/print_img_radio.png | http://surveys.unisa.ac.za/templates/default/print_img_radio.png |
| **Opens a NEW browser window when clicking a hyperlink ONLY for non-Web applications, i.e. PDF, MS Office (the Back button are disabled when new window opens). Clicking a link changes the CURRENT page to the new content.** | http://surveys.unisa.ac.za/templates/default/print_img_radio.png | http://surveys.unisa.ac.za/templates/default/print_img_radio.png |
| **Accessibility options for disabled users (e.g. voice assistance, larger font etc)** | http://surveys.unisa.ac.za/templates/default/print_img_radio.png | http://surveys.unisa.ac.za/templates/default/print_img_radio.png |
| **Legal Disclaimer or Terms and Conditions of Use.** | http://surveys.unisa.ac.za/templates/default/print_img_radio.png | http://surveys.unisa.ac.za/templates/default/print_img_radio.png |

## International considerations

Is the website user-friendly for users from other countries?

### 98 [k1]1. Is the site available in other languages than English? \*

Please choose **only one** of the following:

* YesYes
* NoNo

### 99 [k2]2. The site is available in the following languages (in addition to English): *Separate languages with a comma.* \*

**Only answer this question if the following conditions are met:**  
° Answer was 'Yes' at question '98 [k1]' (1. Is the site available in other languages than English?)

Please choose all that apply and provide a comment:

* AfrikaansAfrikaans
* An indigenous Black languageAn indigenous Black language
* European languageEuropean language
* Arabic languageArabic language
* Asian languageAsian language
* Other:

### 100 [k3]3. Spells out the month or uses alphabetical month abbreviations, not numbers, e.g. Feb not '02'. \*

Please choose **only one** of the following:

* YesYes
* NoNo

Thank you for your patience!

1970/01/01 – 02:00  
Please fax your completed survey to: 086 516 7556  
Submit your survey.  
Thank you for completing this survey.