Eskom	Policy	

Title: **Safety, Health, Environment, and Quality (SHEQ) Policy**

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1. Introduction

Eskom Holdings SOC Ltd, Registration Number 2002/015527/30, is South Africa's primary electricity supplier and is wholly owned by the South African Government. Eskom's key role is to assist in lowering the cost of doing business in South Africa, enabling economic growth and security of supply through providing electricity in an efficient and sustainable manner, including its generation, transmission and distribution, while ensuring that this is done within acceptable benchmark standards.

Eskom generates and distributes approximately 95% of the electricity used in South Africa and approximately 40% of the electricity used on the rest of the African continent. Approximately 90% of Eskom's production is coming from coal.

Eskom aims to comply with the legislation, policies, conditions and requirements of key government stakeholders, including spheres of government.

Eskom is currently moving away from operating as a vertically integrated company that supplies electricity to South Africa and the Southern African Development Community (SADC) region. As the main provider of generation, transmission and distribution capacity in South Africa, Eskom supplies electricity to industrial, mining, commercial, agricultural and residential customers, as well as to redistributors.

In doing so, Eskom's mission is to provide sustainable electricity solutions to grow the economy and improve the quality of life of the people in South Africa and in the region.

Eskom is committed to safety, health, the environment and quality principles to ensure that no operating condition or urgency of service justifies exposing anyone to negative risks arising out of Eskom's business, causing an incident with health, safety, environmental and quality consequences.

This Safety, Health, Environment & Quality (SHEQ) Policy governs principles and rules to fulfil Eskom's commitment to people, the environment and quality.

Eskom's operations are underpinned by the organisation's vision, mission and values.

Vision	
Sustainable power for a better future	
Mission	
To provide sustainable electricity solutions to grow the economy and improve the quality of life of the people in South Africa and in the region	
Zero harm	Eskom will strive to ensure that zero harm befalls its employees, contractors, the public and the natural environment
Integrity	Honesty of purpose, conduct and discipline in actions, and respect for people
Innovation	Value-adding creativity and results oriented. Lead through excellence and innovation
Sinobuntu	Caring

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Customer satisfaction	A commitment to meet and strive to exceed the needs of the receivers of products and services
Excellence	Acknowledged by all for exceptional standards, performance and professionals

The SHEQ Policy and its implementation aims to ensure commitment to the Eskom vision, values and the sustainability principles. Zero Harm means ensuring that the Eskom operational activities do not inflict harm on Eskom's assets, its employees, contractors and members of the public affected by its operations, and the environment in terms of compliance obligations. Zero Harm is a value, which the organisation will strive towards by operating within its compliance obligations/legal and other requirements, continual improvement against set intended outcomes and reduction of its environmental footprint by avoiding incidents and minimising environmental degradation. The SHEQ Policy also aims to achieve Zero Defects.

The implementation of this policy will be in line with the abovementioned values, which underpin the way Eskom operates.

2. Policy content

2.1 Policy statement

Eskom will integrate and/or incorporate safety, health, environment and quality requirements through the plan-do-check-act (PDCA) quality cycle in its activities so that decisions made ensure the consideration of economic development, environmental duty of care, and social equity to continually improve performance and achieve stakeholder requirements.

Eskom's commitment to safety, health, environment, and quality management is achieved through:

1. implementation of management systems in accordance with, but not limited to ISO 9001, ISO 14001, and ISO 45001/OHSAS 18001 requirements;
2. fulfilling conformance and compliance obligations/legal and other requirements to which Eskom subscribes and sets to meet the intent of this policy;
3. taking overall responsibility and accountability for the prevention of work-related injury and ill-health, as well as the provision of safe and healthy workplaces and activities;
4. addressing the needs and expectations of Eskom's workers, customers, interested parties and stakeholders;
5. setting safety, health, environment and quality objectives to achieve intended outcomes and measuring performance against these to ensure continual improvement;
6. applying risk-based assessment methodologies (i.e. conducting hazard identification and risk assessment, fitness for duty assessments, emergency preparedness responses, response to emerging outbreaks, pandemic or epidemic disasters and medical surveillances) for the opportunity for improvement within the SHEQ management systems;
7. conducting safety, health, environment and quality training and creating employee awareness;
8. engaging interested parties and stakeholders by promoting open communication and engagement that is safety, health, environment and quality purpose-driven;

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9. ensuring that processes are in place and measured for Eskom's contractors to meet Eskom's safety, health, environment and quality requirements;
10. ensuring that adequate resources are available for safety, health, environment and quality management;
11. supporting the establishment and functioning of environment, quality, health and safety committees;
12. proactively managing Eskom's environmental footprint, minimising pollution and environmental degradation, pursuing a low-carbon future, and prioritising energy and water efficiency and conservation within and outside Eskom including transitioning to a cleaner energy mix;
13. engaging, directing and supporting persons to contribute to the effective management of SHEQ requirements;
14. ensuring the sustainable use of resources and exploring new opportunities for climate change mitigation and adaptation, and protection of biodiversity, ecosystems and the prevention of pollution and degradation
15. ensuring continual improvement in SHEQ systems to enhance Eskom's business performance;
16. consultation and participation of workers and worker representatives on OH&S management systems.

2.2 Policy principles or rules

Eskom's principles and rules that underpin the way in which it approaches safety, health, environment and quality are as follows:

1. Poor quality performance and occupational health, safety and environmental incidents are preventable.
2. SHEQ performance is achieved through a Zero Harm culture.
3. Management is accountable for setting safety, health, environment and quality policy and every employee is expected to ensure implementation and compliance within the scope of their duties.
4. Conducting business with respect and care for people, the environment and assets.
5. Eskom strives to ensure that Zero Harm befalls its employees, contractors, the public and the environment:
    - Zero fatalities
    - Zero injuries, ill-health
    - Zero environmental incidents
    - Zero tolerance
    - Zero defects
6. Eskom's Life-saving Rules support the intent of the policy and applies to all employees, contractors and visitors:
    - Open, isolate, test, earth, bond, and/or insulate before touch

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- Hook up at heights
- Buckle up
- Be sober
- Permit to work

7. No operating condition, or urgency of service, justifies exposing anyone to negative risks arising out of Eskom's business, causing an incident with health, safety, environmental and quality consequences.
8. Governance, decision-making processes and plans are based on safety, health, environment and quality intended outcomes and criteria in line with Eskom values, and promote efficiency.

3. Supporting clauses

3.1 Scope

This policy document sets out Eskom's approach to safety, health, environment and quality across the Eskom Group.

3.1.1 Purpose

The purpose of this policy is to set the commitment for safety, health, environment and quality management within Eskom and to ensure uniformity across the organisation.

3.1.2 Applicability

This policy shall apply throughout Eskom Holdings SOC Ltd divisions, subsidiaries, and entities in which Eskom has a controlling interest or influence.

3.1.3 Effective date

Implementation of this policy shall be monitored after one month from the date of authorisation and communication.

3.2 Normative/Informative references

Parties using this document shall apply the most recent edition of the documents listed in the following paragraphs.

3.2.1 Normative

[1] ISO 9001 Quality Management Systems - Requirements

[2] Constitution of the Republic of South Africa Act, No. 108 of 1996

[3] National Environmental Management Act, No. 107 of 1998

[4] Occupational Health and Safety Act, No. 85 of 1993

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[5] Compensation for Occupational Injuries and Diseases Act, No. 130 of 1993

[6] Mines Health and Safety Act, No. 29 of 1996

[7] 240-62196227 Life-saving Rules standard

[8] 32-716 Internal OHS Communications Standard

[9] 240-62582234 OHS Roles and Responsibilities and Statutory Appointments

[10] ISO 14001 Environmental Management Systems – Requirements with guidance for use

[11] OHSAS 18001: Occupational Health and Safety Management Systems – Requirements

[12] ISO 45001 Occupational Health and Safety Management System Standard — Requirements with guidance for use

3.2.2 Informative

[1] ISO 9000 Quality Management Systems – Fundamentals and Vocabulary

[2] Health and Safety Agreement between Eskom and Organised Labour

[3] 240-77569976 Eskom Climate Change Policy

[4] ISO 9004 Managing for the Sustained Success of an Organisation – A Quality Management Approach

3.3 Definitions

3.3.1 Accident: Any unplanned event, arising out of and in the course of, an Eskom or contractor employee's employment and resulting in personal injury, ill-health, or death of the employee, including damage and/or environmental pollution or degradation, as well as death of, or injury to, any member of the public.

3.3.2 Consultation: seeking views before making a decision

3.3.3 Continual improvement: Recurring activity to increase the ability to fulfil requirements.

3.3.4 Contractor: (Also referred to as mandatory as per section 1 of the OHS Act): Any employer formally contracted (directly or indirectly) by Eskom and who performs work and supplies a service, product, equipment or material for the purposes of advancing Eskom's business or other interests is classified as a contractor. This includes Eskom board members, personal contractors (that is, consultants) and third-party contractors (that is, vendors, suppliers, agents, joint ventures, principal contractors and subcontractors).

3.3.5 Environment: The surroundings within which humans exist and that are made up of:

i. the land, water, and atmosphere of the earth;
ii. micro-organisms and plant and animal life;
iii. any part or combination of (i) and (ii) and the interrelationships among and between them; and
iv. the physical, chemical, aesthetic, and cultural properties and conditions of the foregoing

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that influence human health and well-being.

3.3.6 Eskom: Eskom Holdings SOC Ltd.

3.3.7 Incident: Any unplanned event that could or does result in harm, injury and ill-health, damage, and/or environmental pollution or degradation or gives rise to an accident or has the potential to lead to an accident.

3.3.8 Interested and affected party: person or organisation that can affect, be affected by, or perceive itself to be affected by a decision or activity.

3.3.9 Occupational health and safety: Deals with the prevention of occupational injuries and diseases as well as the protection, promotion and maintenance of the health of all employees and other workers (including temporary workers and contractors). It includes occupational hygiene, occupational safety, occupational medicine, occupational nursing, fire safety, public safety and emergency preparedness.

3.3.10 Participation: involvement in decision-making.

3.3.11 Quality: The quality of something can be determined by comparing a set of inherent characteristics with a set of requirements. If those inherent characteristics meet all requirements, high or excellent quality is achieved. If those characteristics do not meet all requirements, a low or poor level of quality is achieved.

3.3.12 Zero defects: Zero defects are aimed at the reduction of defects through prevention. It is directed at motivating people to prevent mistakes by developing a constant, conscious desire to do their job right the first time.

3.3.13 Zero Harm: The prevention of harm to people and the environment brought about through visible and felt leadership, including the implementation of effective controls and practices.

3.4 Abbreviations

Abbreviation	Explanation
EDC	Eskom Documentation Centre
EXCO	Executive Management Committee
ISO	International Organisation for Standardisation
LTD	Limited
PDCA	Plan, Do, Check, Act
SHEQ	Safety, health, environment, and quality
SOC	State-owned Company

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3.5 Roles and responsibilities

3.5.1 Eskom's Leadership is accountable for leading the practices and processes needed to control and manage safety, health, environment and quality risks, opportunities and impacts as an integral part of Eskom's operations.

3.5.2 Eskom's employees are responsible for understanding and incorporating safety, health, environment and quality into daily work activities.

3.5.3 Eskom's contractors are responsible for meeting applicable safety, health, environment and quality compliance obligations and organisational requirements.

3.6 Process for monitoring

Application of this policy throughout Eskom shall be audited as per the audit schedule.

4. Authorisation

This document has been seen and accepted by the Risk and Sustainability Management Committee and noted by Exco.

5. Revisions

Date	Rev.	Remarks
October 2020	4	Include the word "environment" which was previously omitted under "2.1 Policy statement (11)".
August 2020	3	Align to the requirements of the latest ISO 9001, ISO 14001 and ISO 45001 standards and new business requirements.
August 2016	2	Update of policy based on: revised ISO 9001 and 14001 standards; change in Eskom's registration name; changed to refer to other standards as may be applicable; aligned to Corporate Plan; and the appointment of a new Group Chief Executive.
August 2013	1	Update of policy based on revision date, while taking into account Eskom's strategic imperatives, changed structure and additional Eskom values.
August 2010	0	This policy supersedes 32-94 and 32-7 SHE and Quality Policies. The contents of both policies were revised and incorporated into one policy, which was reallocated the reference number 32-727 in accordance with the Eskom Documentation Centre (EDC) requirements.

6. Review team

The policy was reviewed by the Risk and Sustainability Division with inputs from the divisions across the organisation.

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7. Acknowledgements

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