

DEPARTMENT OF TRADE AND INDUSTRY  
NOTICE 505 OF 2016



**EXPORT CREDIT INSURANCE CORPORATION  
(ECIC)**

**OFFICIAL LANGUAGE POLICY**

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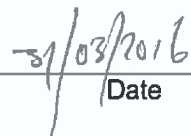

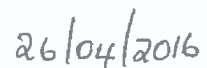


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**Approval**

 _____ Chief Executive Officer	 _____ Date
 _____ Chairperson of the Social and Ethics Committee	 _____ Date
 _____ Chairperson of the Board	 _____ Date

Document No.	6/1/2/P
Document Name	ECIC Language Policy

*W/C*<sup>2</sup>

## Foreword

This document is applicable to the Export Credit Insurance Corporation of South Africa SOC Ltd for the sole use of ECIC Staff, Management and the Board. It shall be updated from time to time in light of changes in the market place and / or government legislation that impacts on the way ECIC conducts business.

## Revision History

Revised Series	Version. Revision	ECIC Approval Date	Next Review Dated
00	01	26 March 2015	January 2016
01	02	28 January 2015	March 2017

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## 1. Preamble

- 1.1 The Constitution of the Republic of South Africa, 1996 provides for 11 official languages and requires the State to take practical and positive measures to elevate the status and advance the use of indigenous languages. The Constitution further requires all official languages to enjoy parity of esteem and to be treated equitably.
- 1.2 This Policy is required in terms of The Use of Official Languages Act, 2012 in terms of which the ECIC as a national public entity must adopt a language policy on its use of official languages.

## 2. Nature of the ECIC

- 2.1 ECIC was established in 2001 under the Export Credit and Foreign Investments Insurance Act, 1957, as amended, to provide political and commercial risk insurance to South African exporters of capital goods and related services. ECIC's mandate is to facilitate and encourage South African export trade by underwriting export credit loans and investments outside the country, in order to enable South African contractors to win capital goods and services' contracts in other countries.
- 2.2 ECIC is located in Pretoria, Gauteng, with no external branch.

## 3. Use of Official Languages by the ECIC

- 3.1 ECIC hereby adopts all eleven (11) South African official languages as its languages for purposes of this Policy, with the following understanding:
- 3.1.1 The following factors will be taken into account in arriving at the choice of official language(s) the ECIC will use in each context/situation:
- Usage
  - Practicality
  - Expense
  - Client base

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### 3.2 Transactional Language

- 3.2.1 The transactional language of the company for external and internal operational purposes will be in English.
- 3.2.2 A member of the public who wishes to communicate with the ECIC in a *language other the official language* must notify the ECIC in writing. Due consideration of the criteria outlined in clause 3.1.1 will be applied to every request. The ECIC will arrange for appropriate translation or interpreting as soon as reasonably practicable from receipt of the request.
- 3.2.3 A member of the public who wishes to communicate with the ECIC in *South African Sign Language* must notify the ECIC in writing. The ECIC will arrange for appropriate interpreting as soon as reasonably practicable from the date of the request having been received by the ECIC.

### 3.3 Electronic Platforms

Due to practicalities such as systems, forms costs, efficiency, the concurrent language capability within the company, all electronic platforms, the ECIC website, the ECIC intranet, as well as human resources, procurement and financial systems will be in English.

### 3.4 Insurance Facilities

Due to the nature of ECIC business and its customer base which avail of its insurance cover, all ECIC communication shall only be in English.

### 3.5 Insurance Policy Documentation

Due to interpretation of policy documentation, all insurance related documentation shall be provided in English only.

### 3.6 Official Proceedings

English will be used in hearings and other official proceedings unless there is a request to provide interpretation services in another official language.

## 4. Publication of and Access to this Policy

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This Policy will be published in English on the ECIC website (<https://www.ecic.co.za>) from where it can be downloaded. It will be available in Braille on request.

#### 5. Complaints Mechanism

Any person who is dissatisfied with a decision of the ECIC regarding its use of official languages may lodge a complaint in writing to the Chief Executive Officer, as indicated in terms of section 4(f) of The Use of Official Languages Act, 2012.

#### 6. The Responsible Officer

The Executive: Marketing and Communications has overall responsibility for the maintenance and implementation of this Policy. This officer maintains a record of concerns and the outcomes emanating from the Policy and will report as necessary to the Social and Ethics Committee, the Minister of the Department of Arts and Culture and to the Pan South African Language Board.

#### 7. Scope

The provisions of this Policy are applicable to all ECIC employees and members of the public interacting with ECIC.

#### 8. Review

This Policy will be reviewed whenever necessary but at least every year.

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