


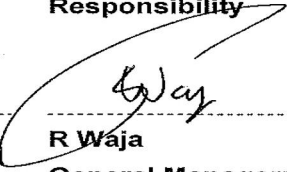
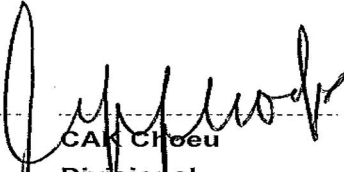
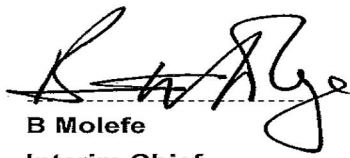
## DEPARTMENT OF PUBLIC ENTERPRISES

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Title: **Eskom Language Policy**Document Identifier: **32-116**Alternative Reference Number: **N/A**Area of Applicability: **Eskom Holdings SOC Ltd.**Functional Area: **Corporate Affairs Division**Revision: **1**Total Pages: **8**Next Review Date: **October 2017**Disclosure Classification: **Controlled Disclosure**

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**Eskom Language Policy**Unique Identifier: **32-116**Revision: **1**Page: **2 of 8****Content**

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**Eskom Language Policy**Unique Identifier: **32-116**Revision: **1**Page: **3 of 8****1. Introduction**

The Constitution of the Republic of South Africa, Act 108 of 1996, recognises Sepedi, Sesotho, Setswana, Siswati, Tshivenda, Xitsonga, Afrikaans, English, isiNdebele, isiXhosa, and isiZulu as official languages of the Republic. It, furthermore, calls on the state to take practical and positive measures to elevate the status and advance the use of the indigenous languages. Legislative and other measures should be employed to reach this ideal.

In response to this constitutional provision, the National Language Policy Framework (NLPF) was developed and approved by Cabinet in 2003. The purpose of the NLPF was to guide government departments and other state institutions to translate the linguistic constitutional provisions into positive and concrete measures so as to address the linguistic imbalances of the past in a structured and coherent manner.

The Use of Official Languages Act, Act 12 of 2012 ("the Act"), was also compiled in response to the Constitution's call for government to use legislative and other measures to regulate and monitor the use of the country's official languages. This piece of legislation takes precedence over any inconsistencies of any other law on the official languages by national government. This policy has been formulated in line with the provisions of the Constitution and the Act.

**2. Policy Content****2.1 Policy Statement**

Taking into account the linguistic diversity of Eskom's employees, customers, and other stakeholders and taking into account Eskom's desire to maintain and strengthen its relationship with these groupings, Eskom's Chief Executive has authorised the issuing of a language policy for the company in line with the provisions of the Use of Official Languages Act (Act 12 of 2012).

**2.2 Policy Principles or Rules**

**2.2.1** Eskom Holdings SOC Limited shall, in all its operations, ensure that the provisions of the Use of Official Languages Act are integrated into the entire business value chain, where applicable, thus empowering Eskom employees, customers, and stakeholders to gain access to Eskom information, products, and services.

**2.2.2** English will be used as the language of business and record in Eskom and will, accordingly, be one of the languages referred to in 2.2.3 below. In addition communication with external parties may be done through the relevant foreign language should this be required. Furthermore, documents signed by the Chairman and Chief Executive and meant for external communication shall be reviewed for linguistic and tonal appropriateness.

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- 2.2.3** The choice of other languages to be used in both written and oral internal and external communication will be based on the demographics of the workplace and province in which Eskom operates, the target audience, the requirement at the time, and the communication event. The choice of language may also be guided by the latest census results. Interpreting and translation services will be made available on request.
- 2.2.4** Public notices, advertisements, and announcements to be published in the media should be made in the language used by the targeted market and the local, regional, or national media house.
- 2.2.5** In disciplinary hearings, the preferred official language of the employee(s) and witness (es) involved in the process should be used, with the aid of interpreting services, if necessary.
- 2.2.6** In order to reach out to the visually impaired written communication should be converted using the appropriate software format should this be required and in the case of the deaf, South African Sign Language interpreting services will be provided should this be required.
- 2.2.7** Due consideration has to be given to the language preferences of local communities when erecting signage for identifying Eskom facilities and services. This information should be made available in at least three of the official languages dominant in a particular area.
- 2.2.8** If any members of the public believe that their language rights have been violated by Eskom or any person performing an Eskom function, they should lodge a complaint, in writing, with the Chief Executive of Eskom. The complaint may either be delivered to Eskom's Megawatt Park head office in Sunninghill, Sandton, or be sent by registered mail to the following address: Chief Executive, Eskom Holdings SOC Limited, PO Box 1091, Johannesburg, 2000.
- 2.2.9** The complaint must be lodged within three months of it arising. The person lodging the complaint must provide his/her full names, address, and contact information. Such person should also provide a full and detailed description of the complaint for further handling.
- 2.2.10** To ensure company-wide alignment, an integrated language committee representative of all Eskom Groups will, together with the Language Unit, take responsibility for monitoring the implementation of the Language Policy, reporting on it, and periodically reviewing it in accordance with Eskom's guidelines on policy development.
- 2.2.11** The full version of this policy will be made available on the Eskom website and intranet in all 11 of the official languages. The summarised version, together with its translations, will be available in hard copy at all Eskom customer care centres and offices. The policy will also be made available in Braille, on request.

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### **3. Supporting Clauses**

#### **3.1 Scope**

##### **3.1.1 Purpose**

The purpose of this policy is to provide guidance on how the provisions of the Use of Official Languages Act 12 of 2012 should be implemented in Eskom.

##### **3.1.2 Applicability**

This policy will apply throughout Eskom Holdings SOC Limited.

##### **3.1.3 Effective date**

Indicate the date from which the document is effective if different from the authorisation date. The effective date means that from this date all training, artefacts and supporting systems required for compliance to the document requirements shall have been established and implemented.

#### **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] Use of Official Languages Act, Act 12 of 2012
- [2] Pan South African Language Board Act, Act 59 of 1995
- [3] Constitution of the Republic of South Africa, Act 108 of 1996, as amended
- [4] Regulations in terms of section 13 of the Use of Official Languages Act, Act 12 of 2012
- [5] Language Practitioners Council Act, Act 8 of 2014.

##### **3.2.2 Informative**

- [1] Consumer Protection Act, Act 68 of 2008, as amended
- [2] National Credit Act, Act 34 of 2005
- [3] Promotion of Access to Information Act, Act 2 of 2000, as amended
- [4] National Language Policy Framework, 2003
- [5] ISO 9001 Quality Management Systems
- [6] Census 2012 results
- [7] Provincial official languages legislation.

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**Eskom Language Policy**Unique Identifier: **32-116**Revision: **1**Page: **6 of 8****3.3 Definitions**

**3.3.1 Braille:** A system of writing and printing for blind or visually impaired people.

**3.3.2 Eskom:** Eskom Holdings SOC Limited divisions and subsidiaries.

**3.3.3 Foreign languages:** This term refers to languages other than the 11 South African official languages.

**3.3.4 Interpreting:** Interpreting means transferring ideas expressed orally from one language to another.

**3.3.5 Sign language:** A system of communication with deaf people using visual gestures and signs.

**3.3.6 Translation:** Translation refers to transferring ideas expressed in writing from one language to another.

**3.4 Abbreviations**

Abbreviation	Explanation
SOC	State-owned company
Exco	Executive committee

**3.5 Roles and Responsibilities****3.5.1 Language Unit**

To ensure the effective implementation of this policy, the Language Unit will take responsibility for the following:

- a) Providing language facilitation services such as editing, proofreading, translation, interpreting, and terminology development for the business
- b) Conducting audits and surveys to assess the appropriateness of the existing policy and language practices within Eskom and to make recommendations on the improvement of the policy and practices
- c) Reporting annually to the Pan South African Language Board and the Department of Arts and Culture on the progress made with the Language Policy and implementation matters
- d) Ensuring that Eskom complies with all relevant language legislation and conventions
- e) Establishing an integrated language committee representative of all Eskom groups and

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responsible for monitoring the implementation of the Language Policy, reporting on it, and periodically reviewing it in accordance with Eskom's guidelines on policy development.

**3.5.2 Corporate Affairs Division**

Corporate Affairs will take accountability for the following:

- a) Providing language policy direction to Eskom
- b) Making resources and capacity available for the implementation and monitoring of the language policy
- c) Studying trends outside Eskom with a view to developing and providing policy, assurance, and guidance to Eskom and its subsidiaries regarding language-related matters
- d) Continually studying the impact of this policy on Eskom's business, its reputation, and its relationships with its employees, customers, and stakeholders and effecting amendments as and when necessary

**3.5.3 Exco**

Eskom's Executive Management Committee (Exco) is accountable for setting standards in terms of this policy. To that end, the Chief Executive or his/her nominee shall be the custodian of this language policy.

**3.6 Process for Monitoring**

Language audits and surveys should be conducted at regular intervals to assess language preference and proficiency in order to respond positively and relevantly to the linguistic needs and capabilities of Eskom's employees and customers. The results of such surveys should guide the Language Unit in the review of this policy. This policy will be reviewed at three-yearly intervals from the date of approval.

**4. Authorization**

This document has been seen and accepted by:

<b>Name</b>	<b>Designation</b>
Ra'eesah Waja	General Manager Internal and External Communication
Kheepe Moremi	General Manager Strategic Marketing
Lusanda Jiya	General Manager Stakeholder Relations
Natasha Sithole	Senior Manager Business Enablement
Exco	Eskom Executive Committee

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<b>Date</b>	<b>Rev.</b>	<b>Remarks</b>
October 2014	1	Policy number 32-116 was revised in alignment with the provisions of the Use of Official Languages Act (Act 12 of 2012)
February 2001	0	A policy with reference number ESKPBAAX2 was developed and published on the Eskom Documentation System.
June 2005	0	A policy with reference number ESKPBAAX2 was revised and allocated the number 32-116, in alignment with the then new Eskom document requirements.

**6. Development Team**

The following people were involved in the development of this document:

- Fehmidah Koor – Senior Advisor Legal
- Mafu Tseko – Officer Language Services

**7. Acknowledgements**

None

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