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Incident Management Definitions
and Classification Parameters**

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1. Introduction

This standard sets out the reference definitions and classification parameters for the Occupational Health and Safety Incident Management Procedure (32-95).

2. Supporting Clauses

2.1 Scope

2.1.1 Purpose

This document describes the definitions and classification parameters which will assist in ensuring the effective management of OHS incidents that occur during the course of Eskom's business that result in, or could result in, occupational diseases/illnesses, fatalities, injuries, property damage or near misses.

2.1.2 Applicability

This document describes the definitions and classification parameters for the effective management of Occupational Health and Safety (OHS) incidents that occur during the course of Eskom's business that result in, or could result in, occupational diseases/illnesses, fatalities, injuries, property damage or near-miss incidents.

2.1.3 Effective date

This document is effective as from **1 July 2018**.

2.2 Normative/Informative References

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

2.2.1 Normative

- [1] ISO 9001 Quality Management Systems
- [2] 32-95: Occupational Health and Safety Incident Management Procedure

2.2.2 Informative

- [1] For informative references, refer to the Occupational Health and Safety Incident Management Procedure (32-95).

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2.3 Abbreviations

Abbreviation	Explanation
A&F	Audit and Forensic
DoL	Department of Labour
Eskom	Eskom Holdings SOC Limited
HR	Human Resources
ICU	Intensive Care Unit
INO	Initial Notification of Occurrence
LTI	Lost-Time Injury
LTIR	Lost-Time Injury Rate
MHSA	Mine Health and Safety Act
NIHL	Noise-Induced Hearing Loss
OEL	Occupational Exposure Limit
OHS	Occupational Health and Safety
OHS Act	Occupational Health and Safety Act, 1993 (Act No. 85 of 1993)
OU/BU	Operating Unit/Business Unit
PCM	Process Control Manual
PHL	Percentage Hearing Loss
PPE	Personal Protective Equipment
PRFI	Public Recordable Fatality Incident
SAIOH	Southern African Institute for Occupational Hygiene
SAP	Systems, Applications, and Products in Data Processing
SAP EH&S	SAP Environmental Health and Safety (system)
SDIC	Safety Data Integrity Committee
SHEQ	Safety, Health, Environment and Quality
SOC	State-Owned Company
TRIR	Total Recordable Injury Rate
WCL	Workman's Compensation Letter

2.4 Roles and Responsibilities

Refer to 32-95 Procedure Occupational Health and Safety Incident Management Procedure

2.5 Process for Monitoring

Refer to 32-95 Procedure Occupational Health and Safety Incident Management Procedure

2.6 Related/Supporting Documents

Refer to 32-95 Procedure Occupational Health and Safety Incident Management Procedure

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3. Document Content

3.1 Definitions

3.1.1 Accident: any unplanned event arising out of, and in the course of, an Eskom or contractor employee's employment and resulting in human injury, illness, or death of the employee as well as death of, or injury to, any member of the public, or damage to property.

3.1.2 Acute stress: acute stress reaction/disorder/psychological shock/mental shock will be a work-related psychological condition (incident) when diagnosed by a medical practitioner following a terrifying or traumatic work-related event, for example, but not limited to, an incident involving assault, hijacking, armed robbery, explosion, being trapped in a confined space or elevator, or a motor vehicle accident.

3.1.3 Agent: a competent person who acts as a representative for a client.

Note 1: a person or an organisation that acts as a representative for a client in managing overall construction work with full authority and obligation to act on behalf of the client in terms of the Construction Regulations.

Note 2: an agent contemplated above must ensure the management of health and safety on a construction project for a client and, where applicable, through the appointment of a competent person registered with a statutory body approved by the Chief Inspector.

3.1.4 Athletic activities sponsored by Eskom SOC Ltd: all Eskom-sponsored athletic activities involving physical exercise. These include any vigorous or energetic actions and any physical activity or exertion associated with exercise, sport, or games.

3.1.5 Auditing: a systematic, independent, and documented process for obtaining audit evidence and evaluating it objectively to determine the extent to which audit criteria are fulfilled, and includes the following:

- a) First-tier audit: audit process conducted within the means of the OU/BU and by the OU/BU.
- b) Second-tier audit: audit assurance process conducted at an OU/BU by assurance providers, for example, Sustainability Systems Department, A&F Auditing, or any other OU/BU as an internal independent party in Eskom.
- c) Third-tier audit: audit process conducted at an OU/BU, group/divisional, or Eskom level by an independent external function.

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- 3.1.6 Beyond point of supply:** the electrical installation of a user or lessor, terminating in the point of consumption, from and including the supply cable between the customer “point of control” and the Eskom designated and provided “point of supply”.
- 3.1.7 Bursary holder:** a temporary worker who works during holidays or according to another similar arrangement as part of his/her training; also regarded as a casual worker and is under the supervision and/or direction of an employer.
- 3.1.8 Business function/event/meeting:** any event with the aim of conducting/promoting Eskom business, including award functions.
- 3.1.9 Call-out:** where an employee responds to a formal request to perform work outside normal working hours, in terms of the relevant Level 1 Eskom policies.
- 3.1.10 CARAT principles:** principles relating to the quality of data or information, requiring data/information to be:
- C – complete;
 - A – accurate;
 - R – relevant;
 - A – accessible; and
 - T – timely.
- 3.1.11 Case study:** a management tool for sharing the details of an incident, which include the incident description, findings, root cause analysis, corrective actions, and lessons learnt.
- 3.1.12 Classification:** a process of determining whether the incident is a near-miss, property damage, first-aid, medical, lost-time injury, fatality, public injury or public fatality.
- 3.1.13 Close-out:** the final step in the process of verifying that all incidents have been investigated properly, all root causes have been addressed appropriately, identified corrective/ measures have been implemented effectively, and all relevant information has been captured, according to CARAT principles, on the SAP EH&S system.
- 3.1.14 Contributing factor for occupational disease:** a condition that influences the effect by increasing its likelihood, accelerating the effect in time, and affecting the severity of the consequences (something that is partly responsible for a development or phenomenon). Eliminating a contributing factor(s) will not eliminate the effect.
- 3.1.15 Communication:** a process that allows an exchange of information by various methods and that may require feedback.

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3.1.16 Commuting: travelling by any means from the employee's permanent place of residence to a regular place of work and back. Commuting ends when an employee enters workplace boundaries.

3.1.17 Contractor (also referred to as a mandatory as per section 1 of the OHS Act): for the purpose of this document, 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). Further definitions relevant to this include the following:

- a) **Agent:** any person who acts as a representative for Eskom as the client, as defined in the OHS Act and Construction Regulations.
- b) **Consultant:** any person, whether self-employed or not, who provides advice or a service in a particular area of expertise.
- c) **Courier service:** any legal entity contracted (directly or indirectly) for the delivery of messages, packages, and/or mail.
- d) **Joint venture:** an entity formed through a decision and agreement to work together between/among two or more persons, parties, and/or organisations to undertake an economic activity together and which entity is managed by means of an agreement. The parties agree to create a new entity by both/all contributing equity, and they then share in the revenue, expenses, and control of the enterprise.
- e) **Principal contractor:** an employer that is appointed in a formal agreement or contract with Eskom for the supply of a product, material, or service. This implies that the principal contractor has overall control and management of a part or the whole of the actions and resources required to ensure that contractual obligations are met.
- f) **Subcontractor:** an employer that is appointed in a formal agreement or contract with an Eskom principal contractor or another subcontractor and has no direct, formal contractual agreement with Eskom. The relationship between these entities exists, however, in order to satisfy an agreement between a principal contractor and a subcontractor, or a subcontractor and another subcontractor, in order to fulfil the contractual obligations that form part or are the whole of the agreement or contract with Eskom for the supply of a product, material, or service for the purposes of advancing Eskom's business interests.
- g) **Supplier:** any person or organisation that supplies any product, equipment, or material.

3.1.18 Contractor employee: any employee employed by a contractor (that is, either a principal contractor or a subcontractor) to perform work for Eskom.

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3.1.19 Controlled disclosure: controlled disclosure to external parties (either enforced by law or discretionary), that needs to be approved by the Legal Department.

3.1.20 Corrective actions (safety measures): actions identified to correct and/or prevent the reoccurrence of an incident.

3.1.21 Crime: an illegal/prohibited action (act) or omission that constitutes an offence that may be prosecuted by the state and is punishable by law.

3.1.22 Employee: a person who has entered into, or works under, a contract of service, apprenticeship, or learnership with an employer, whether the contract is express or implied, oral or in writing, whether the remuneration is calculated by time or work done and paid for in cash or in kind, or tacitly (by tacit agreement), and includes cases where such a person is under the control, instruction, and supervision of his/her employer, namely, the following:

a) **Permanent employee**, which includes:

- i. full-time employees who work regular/normal working hours on a continuous basis;
- ii. part-time employees who work a five-hour period daily on a continuous basis; and
- iii. a person referred to as a learner (18.1) or an apprentice in the Conditions of Service for Bargaining Unit Employees.

b) **Non-permanent employee**, which includes the following:

- i. Any person placed through a temporary employment service, including a labour broker/personnel agency, on a contractual basis, to perform work and who is remunerated by the temporary employment service and works under the control, instruction, and supervision of Eskom as the employer.

Note: medical surveillance of labour broker employees must be conducted by the labour broker according to the occupational risk exposure profile. Furthermore, the labour broker must provide a valid fitness for duty certificate to the SHEQ Department.

- ii. A bursar: an Eskom Holdings Limited employee who studies at a university, university of technology, or technical vocational education and training college by means of a full- or part-time further study bursary and is contractually bound to remain in Eskom's employment on completion of such studies for a period determined by Eskom.
- iii. A casual employee: an individual employee who is a non-permanent worker, works less than 24 hours in any month, and does not qualify for fringe benefits, who does a once-off job or comes in occasionally to do work for an employer when required.
- iv. Occasional employees: employees who are employed for more than three successive calendar days for a specific purpose or a period not longer than six months and whose services will be terminated when the purpose has been accomplished or the period expires, and shall include persons employed on a temporary basis for relief purposes.
- v. A vacation student under the supervision and/or direction of an employer, which includes university students, university of technology students, and matriculants who do not hold an Eskom bursary.

Note 1: an apprentice, for the purpose of this document, means a person in training while on an Eskom site or any other site under Eskom's supervision.

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Note 2: an employee only has one employer at any given time. The employer is the person with whom he/she is in a contractual relationship of employment, even when he/she performs his/her contractual obligations for another person.

Note 3: a pensioner is not regarded as an employee, as the employee-employer relationship does not exist.

Note 4: for the purpose of the Mine Health and Safety Act, any contractor employee performing work on a defined mining site is regarded as an Eskom employee.

3.1.23 Event: any observable or extraordinary occurrence. An event could be the product of a chain of occurrences.

3.1.24 Fatality: an incident occurring at work, or arising out of, or in connection with, the activities of persons at work, or in connection with the use of plant or machinery, in which, or in consequence of which, any person (that is, employee, contractor, or member of the public) dies, regardless of the time between the injury and/or exposure to the cause and death. The date of the incident will reflect the date on which the incident occurred, irrespective of the date of death.

Note: this excludes the death of a person (employee or contractor employee) while at the workplace and on duty who dies as a consequence of any activity not directly related to the course and scope of the deceased's employment (for example, death from natural causes, etc.).

3.1.25 First-aid injury: an incident that results in a work-related injury that requires first-aid treatment within the scope of a First-Aider and content of a first-aid box and does not require further treatment by a medical professional. Therefore, the following will be regarded as first-aid treatment cases:

- a) Where no medication is required.
- b) Where no subsequent medical treatment is required.
- c) First-aid treatment can also be offered by a medical professional as long as it is within the scope of the First-Aider.
- d) Where an employee was involved in an incident where there was contact with a person's body part resulting in a visible or not visible injury (for example, pain), the employee involved must at least be assessed by a First-Aider/medical professional; at a minimum, the incident must be classified as a first-aid injury.
- e) The affected employee is able to resume work after the injury has been treated.

Note: classification is based on the level of treatment, not the person administering treatment. For example, medical practitioners or emergency teams can provide first-aid treatment.

3.1.26 Flash report: a notification document informing the business of an incident that has occurred and generated by the SAP EH&S system.

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3.1.27 Home/permanent place of residence: a person's physical address at which legal proceedings may be instituted. A place of residence utilised by an employee for more than five days (whether Eskom-sponsored/paid or not).

3.1.28 Horseplay: rough or boisterous play or pranks that occur at the workplace. Horseplay can be activities such as joking that include physical contact, playing around, racing, grabbing, foolish vehicle operation, and social pressure to participate in unsafe acts, harassment, and unauthorised contests. Horseplay incidents are not regarded as work-related, unless it is clear that the affected/injured party was not aware of the intent of the party that caused the incident.

3.1.29 Immediate action: steps taken after the incident in order to contain or minimise further damage/injuries.

3.1.30 Immediate causes: the substandard acts and/or conditions or factors that directly precede an incident. In most cases, they can be detected by our senses (that is, they can be seen, heard, smelled, touched, and sometimes tasted). These causes are readily apparent or evident and immediately precede the contact in a causation sequence/model.

3.1.31 Incident: an event that could or does result in harm to people, property, or processes.

3.1.32 Incident management: an integral function of risk management and is aimed at reducing the impact of incidents, enabling corrective action to be taken and changed practice to be introduced. It also allows for learning from the incidents that have occurred to prevent similar incidents from happening or to mitigate their impact. This includes the effective communication, reporting, measurement, recording, and investigation of incidents.

3.1.33 Initiate Investigation: This process includes evidence collection and other administrative duties, for example; establishing an investigation committee.

3.1.34 Irregular place of work: any other workplace, excluding the regular place of work.

3.1.35 Lay-down area: any physical space allocated by Eskom to a contractor or other service provider for the purpose of storage of material or equipment or development of associated infrastructure required to supply a service or function.

3.1.36 Lessons learnt: valuable information gathered during the investigation, to be shared in order to create awareness and to prevent reoccurrence of a similar incident.

3.1.37 Lost-time injury (LTI): A work injury, including impairment and a fatality, that arises out of, and in the course of, employment and that renders the employee or contractor to be booked off work or unable to perform his/her regular/normal work longer than seven calendar days or shifts other than the day or shift on which the injury occurred.

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Note: Normal work refers to any work where a person can perform his/her normal duties without restriction. Lost-time injury will apply if a person is booked off work by a medical practitioner due to an incident, including being booked off for acute stress or post-traumatic stress disorder by a relevant medical practitioner.

A lost-time injury includes the following:

- a) Any incident that occurs while an employee is off duty and where he/she, because of the situation at that time and his/her expertise, puts himself/herself on duty in order to save a life, or to protect Eskom's property, or to conduct any duty during an emergency situation, in this way furthering Eskom's business. Such an incident will be regarded as a lost-time injury.
- b) All restricted/ light duty incidents longer than seven calendar days will be regarded as lost-time injuries.

3.1.38 Lost-time injury rate (LTIR): the LTIR is a proportional representation of work-related fatalities, lost-time injuries, or illness, excluding third-party-at-fault incidents. It is used internationally as a lagging indicator or measure of health and safety performance. The figure 200 000 refers to the average number of hours worked by 100 employees in one year. The LTIR reflects a rough estimate of the percentage of the workforce that suffered a lost-time injury incident based on a 12-month moving index.

3.1.39 Machinery: any article or combination of articles assembled, arranged, or connected and that are used, or intended to be used, for converting any form of energy to perform work or that are used, or intended to be used, whether incidental thereto or not, for developing, receiving, storing, containing, confining, transforming, transmitting, transferring, or controlling any form of energy.

3.1.40 Management: management comprises directing and controlling a group of one or more people or entities for the purpose of coordinating and harmonising that group towards achieving a goal. Management often encompasses the deployment and manipulation of human resources, financial resources, technological resources, and natural resources.

3.1.41 Medical injury: an incident that results in a work injury where treatment is rendered by a medical practitioner or an occupational health nurse practitioner within a 24-hour period, and medication is prescribed, dispensed, and/or applied. The affected employee is able to resume work after the injury has been treated.

Note 1: treatment, for the purpose of this document, excludes any diagnostic or examination procedure or method used in the establishment of the extent of injuries or illnesses (for example, X-rays or scans).

Note 2: where medication is prescribed and/or dispensed after an injury and it is not obtained and/or used, the injury shall be classified as a medical injury.

Note 3: where medication is prescribed, dispensed, and/or applied, whether to treat an injury or prevent an illness or medical condition, after an incident, at a minimum, the incident is to be regarded as a medical injury.

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Note 4: any work-related noise-induced hearing loss with a PLH shift between 3.2% and 9.9% will be regarded as a medical injury.

3.1.42 Medical observation: medical observation includes observation at a hospital or medical facility as well as any observation by any other person under the instruction of a medical practitioner. The following conditions are relevant: a blow to the head, a blow to the abdomen, the inhalation of harmful gases, and/or any other case where a medical practitioner deems observation necessary.

Where people are under medical observation, the following applies:

- a) If, after medical observation for less than 48 hours from the time of injury (or a suspected injury known to have a delayed effect), the person is able to resume regular/normal duties, the case shall not be considered a lost-time injury. The physician shall verify that the injury was relatively slight and that the person can return to work without any permanent impairment or temporary total disability; the injury shall be classified as a medical treatment case.
- b) However, if the person is admitted for observation and medical treatment or medication is administered after the first 24 hours following the incident, the injury shall be classified/re-classified as a lost-time injury.
- c) If the person is unable to continue with his/her regular/normal duties after medical observation, the condition shall be classified as a lost-time injury.

3.1.43 Member of the public: any person who is not regarded as an Eskom employee or a contractor employee in any manner, including visitors and minors.

3.1.44 Metrics: the calculation methodology for a key performance for a specific discipline.

3.1.45 Minor: a person who is under the age of 18, at which age one legally assumes adulthood and is legally granted the rights afforded to adults in society. According to the South African Constitution (section 28), "child" (that is, a minor) means a person under the age of 18 years.

3.1.46 Motor vehicle accident: an accident involving mobile equipment used for furthering Eskom's business. This excludes incidents where the vehicle was stationary and unoccupied or any incidents of windscreen chips with no serious or potential consequences.

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3.1.47 Noise-induced hearing loss (NIHL) incident: where an individual experiences a bilateral sensorineural hearing loss with a confirmed percentage hearing loss of 10% or more measured from the baseline, which must be based on two diagnostic audiograms, as per Instruction 171 issued by the Compensation Commissioner.

3.1.48 Number of days lost through lost-time injury: the total number of full calendar days that an injured person is unable to perform his/her regular/normal duties as a result of a work injury. The total does not include the day on which the injury occurred or the day on which the injured person returned to work, but it does include the Saturdays, Sundays, public holidays, or plant-shutdown days in-between. In a case where the injured person's service was terminated, the number of days lost would be determined by the medical practitioner involved.

3.1.49 Occupational health and safety incident: an unplanned event that could, or does, result in human injury or illness or property damage, excluding:

- a) crime-related incidents where there was no potential for injuries; and
- b) windscreen or glass-related incidents with low potential for injury.

Note: For recording and performance purposes, when there is an incident where multiple divisions/groups are involved, divisions/groups must capture the incident for their involved/injured.

3.1.50 Occupational impairment: partial or total loss of bodily function or part of the body attributed to exposure at the workplace.

3.1.51 Occupational hygiene near-miss incident: an OHS event where a person is exposed to a single or combination of occupational hygiene hazards, which occurs in the work environment, due to failure/insufficient/absence of control measures for that/those hazard(s), which could result in medical treatment, impairment, or an occupational disease/illness.

3.1.52 Occupational safety near-miss incident: any OHS event that did not result in human injury, illness, or damage, but had the potential, under different circumstances, to cause human injury, illness, or damage.

3.1.53 Occupational disease/illness: any confirmed disease/illness arising out of, and in the course of, an employee's employment and that is listed in Schedule 3 of the COID Act or any other condition as determined by an occupational medical practitioner. In the case of employees placed through a labour broker, the onus is on the relevant OU/BU to ensure that the pre-employment medical examinations are done.

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3.1.54 Operating unit/business unit: any defined unit in the Eskom environment operating as an operational unit. In the context of this document and in terms of health and safety, any reference to an OU/BU includes a defined unit in any Eskom group or division and its subsidiaries.

3.1.55 Operating/business unit manager: The Responsible Manager at an operating/business unit.

3.1.56 Pensioner: a person who has retired and now collects a pension. It is, accordingly, implied that the person has stopped employment completely.

3.1.57 Plant: this includes fixtures, fittings, implements, equipment, tools, appliances, and anything that is used for any purpose in connection with such plant.

3.1.58 Planned overtime: the prearranged overtime authorised and scheduled by the manager before the commencement of the overtime according to business requirements. Incidents happening during planned overtime will be regarded as work-related.

3.1.59 Post-traumatic stress disorder/syndrome: a mental disorder/syndrome certified by a relevant medical practitioner following exposure to an extreme traumatic work-related event or stressor.

Note: where a person is booked off or placed on restricted duty, the medical certificate must be issued by a relevant medical practitioner.

3.1.60 Pre-existing medical condition/medical impairment: an incident arising out of, and in the course of, employment shall be considered:

- a) non-work-related if the incident arises **solely** as a result of a pre-existing medical condition/medical impairment and if a worker without such a condition/medical impairment would not have suffered such an incident; or
- b) work-related if the incident arises where the pre-existing condition/medical impairment may have been a contributing factor.

Note 1: the decision with regard to the impact/implication of such pre-existing medical condition/medical impairment must be confirmed by an Eskom Doctor.

Note 2: contractors are to follow their own processes and procedures for classification. At a minimum, the decision with regard to the impact/implication of such pre-existing medical condition/medical impairment must be confirmed by an occupational medicine practitioner (as defined in the OHS Act, section 1).

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3.1.61 Preliminary brief on OHS incident: face-value information that is obvious. Preliminary key learning points/initial incident information gathered at the incident scene, to be shared in order to create awareness and to prevent reoccurrence of a similar incident. The learning points may not necessarily be related to that specific incident, but they are valuable information to be kept in mind. Add photos, where possible.

Note: these are not findings, but information that is immediately available.

3.1.62 Property damage: damage to Eskom's assets.

3.1.63 Public fatality: the death of a member of the public.

3.1.64 Public incident: direct or indirect exposure to Eskom's product or activities caused by substandard acts and/or conditions that result in, or have the potential to cause physical harm to members of the public, damage to property, or interruption of business.

If an Eskom vehicle is used for commuting (the employee is not on standby, nor has he/she been called out for work) and the employee is involved in an MVA resulting in injuries either to himself/herself or a member of the public, this incident should be classified as not work-related, but the injuries to the member of the public will be kept as part of the statistics.

3.1.65 Public Recordable Fatality Incident (PRFI)

- a) A PRFI is an incident resulting in the electrocution of a member of the public by coming into contact with Eskom apparatus within the point of supply, but excluding electrocution resulting from criminal activities. A minor being electrocuted as a result of criminal activity will be regarded as a public recordable fatality incident.
- b) Any work-related incident where an Eskom employee or contractor is responsible for the death of a member of the public, excluding incidents where a member of the public is solely at fault.

3.1.66 Recordable incident: any injury that must be recorded in Annexure 1 in terms of the OHS Act (General Administrative Regulations, section 9) as well as section 23 of the MHSA.

3.1.67 Recording: the process of capturing data or translating information into a format stored on a storage medium (often referred to as a record) for the collection of data.

3.1.68 Regular place of work: that part of the workplace where the employee's office/workstation is, and/or he/she will, for example:

- a) report for duty and/or regularly attend meetings;
- b) receive his/her job cards and/or principal work instructions;
- c) perform his/her administrative functions; and
- d) perform work/receive training at the same venue for more than five consecutive working days.

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3.1.69 Repeat incident: any incident where there is clear evidence that the incident is of the same type and with the same root cause(s) as a previous safety incident. A repeat incident applies to incidents involving employees, contractors, and/or members of the public that reoccurred within at least a three-year period:

- a) All incidents in the same OU/BU
- b) All lost-time injuries in the same Eskom group/division or subsidiary
- c) All fatalities at all Eskom sites, including subsidiaries

3.1.70 Reportable incidents: an incident, as defined in section 24(1) and section 25 of the OHS Act, as well as section 23 of the MHSA, but excluding a traffic incident on a public road. This includes the uncontrolled exposure of persons to occupational hygiene stress factors.

3.1.71 Restricted duty: a work-related injury or illness that results in an employee/contractor being unable to fully perform one or more of his/her routine functions for a full working day from the day after the injury or illness has occurred and certified by a qualified medical practitioner. All restricted-duty incidents longer than seven calendar days will be regarded as lost-time injuries.

Note 1: where the term “light duty” is used, it will be regarded (by implication) as restricted duty, and therefore, the injured is regarded as not fit for normal duty as specified in the first medical or any other medical report.

Note 2: in cases where an individual is on restricted duty for a period of 14 days or more, the OU/BU to ensure that such cases are reported to the Department of Labour.

3.1.72 Responsible Manager: any person appointed as a manager in terms of the Roles and Responsibility Procedure (240-62582234).

3.1.73 Risk management: risk management is the human activity that integrates the recognition of risk, risk assessment, development of strategies to manage it, and mitigation of risk using managerial resources, with the objective of reducing different risks to an acceptable level.

3.1.74 Root cause (basic or underlying cause): the underlying cause(s) of an incident, which include human and workplace factors.

3.1.75 Secondment: any employee performing work (including training, lecturing/facilitating) at another OU/BU or external company, which is part of a formal written arrangement.

3.1.76 Serious incident:

- a) Any incident that results in a person being admitted to ICU for four days or more.
- b) All OHS Act Section 24(1)(a) incidents.
- c) Any incident involving persons where there was electrical contact, uncontrolled release of energy (for example steam release, electrical flashover, etc.).

Note: OU/BU must inform Sustainability Systems immediately regarding the incident for advice on the activation of an independent Subject Matter Expert.

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3.1.77 Severity rate: the severity rate provides a proportional representation of the calendar days lost through lost-time and restricted-duty injuries as a percentage of the number of working hours worked (based on a 12-month moving index). It is an indication of the seriousness of the fatalities and injuries experienced in terms of days lost, according to COID Act schedules, where the number of days lost for a fatality equals 6 000 days.

3.1.78 Site: the location of an event, structure, or object, whether actual, abandoned, or an archaeological site or decommissioned site present or planned, and whether it has defined boundaries or not. (Refer to the definition of workplace boundaries.)

3.1.79 Supervision: an action, by a competent person appointed in the role of supervisor, this action is necessary to ensure that work is performed and that plant or machinery is used under the general supervision of a person trained to understand the hazards associated with it and who have the authority to ensure precautionary measures taken by the employer are implemented.

3.1.80 Team-building or sports days: any event with the aim of promoting the enhancement of working relationships and/or employee well-being that has been organised by Eskom, a contractor, or a stakeholder, and permission to attend the event has been granted by the employer prior to the event.

3.1.81 External events: incidents involving external events that do not have business with Eskom and/or when the cause of the incident was outside Eskom's control; those incidents should not be counted as part of the Eskom performance measures.

3.1.82 Telework or working from home: work performed by an employee at his/her home, in the course and scope of his/her employment, for the employer as formally agreed and/or directed by the employer. During the time that such work is performed, the appropriate area (either predefined or the house and/or property as a whole) will be regarded as the "workplace". The onus is on the Responsible Manager to ensure a safe working environment, and he/she is obligated to conduct an assessment in order to ensure, as far as reasonably practicable, the identification of obvious potential hazards related to telework.

Note: the supervisor is to conduct a risk assessment of the "workplace" in any suitable manner as appropriate for the particular circumstances at that time.

3.1.83 Temporary disability: a disability that is of a temporary nature.

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3.1.84 Temporary place of residence: a non-permanent place of residence utilised by an employee while on Eskom business for five consecutive days or less.

3.1.85 Third-party-at-fault incidents: these are incidents ascribed solely to another party being at fault, and they are limited to motor vehicle and crime-related incidents. This excludes crime-related incidents involving Security personnel when they are executing their duties.

3.1.86 Total recordable injury rate (TRIR): the TRIR is a proportional representation of work-related fatalities, occupational diseases/illnesses, lost-time and medical injuries, excluding third-party-at-fault incidents. It is used internationally as an indicator or measure of health and safety performance. The figure 200 000 refers to the average number of hours worked by 100 employees in one year. The TRIR reflects a rough estimate of the percentage of the workforce that suffered a recordable incident based on a 12-month moving index.

3.1.87 Type of contact: the primary exposure, source of energy, or substance that resulted from an incident or a near-miss incident. This includes the identification of the manner in which the contact occurred, that is, general agency.

3.1.88 Visitor: Is any person visiting a workplace with the knowledge of, or under the supervision of, an employee. This could include a minor.

3.1.89 Work: work as an employee or as a self-employed person, and for such purpose, an employee is deemed to be at work during the time that he/she is in the course of his employment, and a self-employed person is deemed to be at work during such time as he/she devotes to work as a self-employed person.

3.1.90 Work injury: injury to Eskom and/or contractor employees, arising out of, and in the course of, employment, including occupational diseases/impairment/illnesses.

3.1.91 Work-related incident: any incident occurring at any workplace, arising out of, or in connection with, the activities of persons at work (whether authorised or unauthorised), or in connection with the use of plant or machinery, or any incident referred to that has to be investigated under section 12 of the Aviation Act, 1962 – Civil Aviation Regulations, 2011. Incidents happening within the workplace boundaries as a result of hazards present in the workplace should be regarded as work-related.

Note 1: whether the incident is work-related or not, it must be reported to the Compensation Commissioner.

Note 2: Eskom will regard a contractor incident as work-related to Eskom should the activity be within the scope of work and on an Eskom-provided site.

3.1.92 Working hours of exposure: calculation of working hours must be consistent with 200 hours per employee per month.

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3.1.93 Workplace: any premises or place where a person performs work in the course of his/her employment. This includes a private home or portion of it (telework), a campsite, a lay-down area, a vehicle, an aircraft, a train, a boat, or a vessel.

3.1.94 Workplace boundaries: on Eskom property, the boundaries of the workplace include the area where a person enters through any defined first point of entry, for example, entrance, gate, boom, etc. The actual point of entry/exit will be the point where Eskom actively exercises control over such site, entrance/exit area, gate, or boom.

In the case of a lease agreement, the first access point where a person enters through any defined first point of entry, for example, entrance, gate, boom, etc. will be regarded as the boundary of the leased premises.

In the absence of the above, the workplace boundary will be where the employee enters or leaves his/her vehicle or public transport to commence work.

3.1.95 Work-related travel: when an employee is travelling for, or on behalf of, Eskom.

3.2 Classification Parameters

The following criteria will assist the reader with interpreting certain incident classifications and other information:

a) Occupational diseases

- i. Any contractor diagnosed with an occupational disease/illness, where this is proven to be due to exposure on an Eskom site, must be recorded and included in Eskom's performance measures.
- ii. In the case of a pensioner diagnosed with an occupational disease/illness, such disease/illness must be reported in terms of section 25 of the OHS Act. Any medical practitioner who examines or treats a person for a disease/illness described in the COIDA Act or any other disease/illness that he/she believes arose out of, or in connection with, that person's employment shall, within the prescribed period and in the prescribed manner, report the case to the person's employer and to the chief inspector and inform the person accordingly; the incident must be recorded, but not included in Eskom's performance measures.
- iii. If an employee, during the exit medical assessment, is diagnosed with an occupational disease/illness, the incident will be recorded against the last OU/BU in which he/she was employed.

b) Secondment

An incident that involves an employee seconded to another OU/BU in Eskom and/or its subsidiaries will be recorded based on the employee's organisational structure at the time of the incident. Working hours will be allocated to the OU/BU that employs the employee, unless the individual's organisational structure is amended by agreement and processed in the SAP HR system to reflect the OU/BU to which he/she has been seconded.

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An incident that occurred during regular/normal work while the employee was transferred/seconded to organisations external to Eskom (including Eskom Enterprises (Pty) Ltd) will be recorded against the OU/BU from which that person was transferred.

c) Travel-related incidents

i. Commuting includes the following:

- a) Travel, by any means, from the permanent place of residence to a regular place of work and/or back, and shall not be regarded as work-related travel.
- b) When an employee makes use of a pool or rented vehicle during commuting or for private use, it is not regarded as work-related travel.
- c) Where the employer provides transport and the vehicle is driven by an Eskom-authorized person to drive in order to transport employees, and the incident occurs between the time when an employee boards the provided vehicle at the point of departure and the time when he/she arrives at the destination, it will be regarded as work-related for the driver, but in the case of the passengers, it will be regarded as non-work-related for performance measures.
- d) Work-related incidents will be investigated in terms of the action and responsibility requirements table.

ii. Work-related travel

The following will be regarded as work-related travel:

- a) An Eskom employee travelling between the employee's **permanent place** of residence and an irregular place of work.
- b) An Eskom employee travelling between a **temporary place** of residence and regular place or irregular place of work.
- c) Employees travelling between a regular or an irregular place of work for the purpose of buying food within a reasonable distance (as determined by the supervisor) and where an Eskom canteen is not available.
- d) If an Eskom employee is involved in an incident while travelling on personal business or for personal reasons to and from a regular or an irregular place of work, or deviates from an accepted regular/normal work-related route, an incident that occurs on the deviated part of the trip/route will not be regarded as work-related.

d) Temporary accommodation: all incidents related to an Eskom employee while on a business trip that occurred at the hotel or temporary accommodation (Eskom-owned or not) will be regarded as work-related. These incidents should not be included when calculating Eskom performance measures, unless the premises were used for official work activities at the time of the incident. Whether the incident is included in the performance measure or not, it must be reported to the Compensation Commissioner. Each incident that results in a fatality or a serious incident must be investigated, findings and lessons learnt identified, and the incident presented to the applicable divisional SHEQ committee. The lessons learnt must be communicated throughout the division and the investigation report forwarded to the Eskom Sustainability Systems and Legal Departments.

If an incident occurs where an employee is staying in temporary accommodation, which does not provide meal(s), and the employee is required to go and purchase a meal, the incident will be regarded as work-related. This is not applicable to contractor employees.

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Note: whether the incident is work-related or not for performance measures, it must be reported to the Compensation Commissioner.

e) Call-out travel-related incidents: any incident that occurs while an employee is responding to a call-out duty:

- i. Travelling directly to the workplace either from home or from another place, as circumstances may dictate, will be regarded as work-related. (This must be interpreted within the requirements of the Level 1 HR policies/procedures.)
- ii. On the return journey, travelling directly from the workplace going home will be regarded as work-related; however, traveling to any other destination will be regarded as private and, therefore, classified as not work-related.

f) Eskom employees without a regular place of work: an incident involving an Eskom employee who has no regular place of work shall be considered work-related if the incident occurred between his/her permanent place of residence and return from his/her duties for the day, excluding deviation of route or activities of a private nature. This is not applicable to contractor employees.

g) An incident involving an Eskom employee who **travels abroad for business** purposes, occurring while on the journey, shall be considered work-related, except if it occurred during personal activities, during deviations, for personal reasons, from a reasonably direct route of travel, or in the course of activities neither necessitated by the journey nor in the interest of the employer.

Note: the rule of temporary place of residence and commuting does not apply when travelling abroad.

h) Contractor travel incidents: all incidents occurring on an Eskom site involving a contractor will be regarded as an Eskom-related contractor incident and recorded as such if it is within the scope of work. For contractor vehicle incidents occurring outside Eskom sites or between Eskom sites where travelling is not included in the contract, these incidents will not be classified as an Eskom-related contractor incident. Each incident that results in a fatality or a serious incident must be investigated by the contractor, who will be requested to present the investigation findings and lessons learnt to the applicable group/divisional SHEQ committee. The lessons learnt must be communicated throughout the division and the investigation report forwarded to the Eskom Sustainability Systems and Legal Departments.

i) Incidents occurring in parking areas: any incident occurring in any parking area provided by Eskom shall be considered work-related (including on route from the parking to the work offices) only if the hazard is in Eskom's control.

j) Entertainment by, or as, a customer/client: an incident involving an employee while formally entertaining or being entertained as a customer/client in the interest of the employer, for example, for the purposes of receiving, discussing, or promoting business, shall be regarded as work-related.

k) Rules with regard to work-relatedness/non-work-relatedness of other general incidents:

- i. **Voluntary work:** this will include any activity performed by any person on a voluntary basis, provided that the voluntary work is conducted in the interests of Eskom or its subsidiaries as part of its community development programme, and shall be regarded as

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work-related.

Note: section 22 of the COID Act provides that an incident shall be deemed to have arisen “out of and in the course of employment” if the employee was acting for the purposes of, or in the interests of, or in connection with, the business of his/her employer.

- ii. **Business function/event/meeting:** an incident occurring during any formal, prearranged business function/event/meeting paid for by Eskom, even if it was held outside the regular/normal workplace and/or working hours, will be regarded as a work-related incident.

Note: whether the incident is work-related or not, it must be recorded on SAP EH&S and reported to the Compensation Commissioner.

- iii. **Incidents arising from team-building or sports days:** any incident that arises from participating in formally arranged team-building or sports days, including travelling, whether intended to be a team-building event or not, will be regarded as a non-work-related incident. However, an incident involving an individual who, in the course of performing his/her duty, organised or facilitated such an event will be regarded as work-related for performance measures.

Note: whether the incident is work-related or not, it must be recorded on SAP EH&S and reported to the Compensation Commissioner.

- iv. **Athletic activities sponsored by Eskom:** an incident resulting from participation in athletic activities will not be regarded as a work-related incident. However, an incident involving an individual who, in the course of performing his/her duty, organised or facilitated such an event will be regarded as work-related.

- v. **Incidents from biokinetic exercises:** an incident resulting from official biokinetic exercises where a person has been referred to the biokineticist as part of an authorised programme shall be classified as work-related if the incident occurred during working hours.

- vi. **Shower room/ablution facility incidents:** an incident that occurs while an employee is proceeding to or from a shower or ablution facility or that occurs while he/she is taking a shower or otherwise using washroom facilities on the premises before, during, or after working hours shall be regarded as work-related if the use of such facilities was necessitated by the employee's work. However, if the incident occurred in respect of washing facilities relating to the person's place of residence, for example, a camp, the incident will be considered non-work-related.

- vii. **Incidents occurring during lunch and rest breaks:** an incident that occurs during an employee's specifically defined lunch break or other specifically defined off-duty period shall be considered non-work-related, unless it arises as a result of hazards in Eskom's control in the work area.

Note: a specifically defined lunch or rest break is either a set time or a time reasonably deemed to be a lunch or rest break by a manager or supervisor. If a horseplay (see definition) incident occurred during a lunch or rest break, the incident will be regarded as work-related.

- viii. **Physical violence at work:** all incidents of violence at work must be investigated to establish whether the violence was work-related or related to personal issues. If the

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incident is related to personal issues, it should be classified as non-work-related.

ix. Playing around (horseplay) at work: horseplay incidents are not regarded as work-related, unless it is clear that the affected/injured party was not aware of the intent of the party that caused the incident. If a horseplay incident occurred during a lunch or rest break, the same rules apply.

x. Purposely inflicted and/or premeditated incidents: an incident where a person purposely inflicted harm or injury to himself/herself shall be considered work-related if it arises out of, and in the course of, employment. If the incident is unrelated to the injured person's work, it shall be considered a non-work-related incident.

xi. Exposure to temperature extremes: an incident resulting from exposure to temperature extremes (heat or cold) that could or did lead to the symptoms of a related condition is a work-related incident if it arises out of, and in the course of, employment.

xii. Skin irritation and infections: skin lesions, allergic reactions, sensitisation, atopic dermatitis, or infection-related incidents are classified as work-related if they arise out of, and in the course of, employment. This will include skin cancer where an employee was exposed to the sun or any other stress factor that, according to a medical practitioner, could have been the cause of the cancer.

xiii. Inguinal hernia: an inguinal hernia (right, left, or bilateral hernia in the groin) shall be considered a work-related injury only if it is precipitated by an impact, sudden effort, or severe strain and meets **all of** the following conditions:

- A clear record exists of an incident such as a slip, trip, fall, sudden effort, or overexertion.
- Actual pain was experienced in the hernia region at the time of the incident.
- The immediate pain was so acute that the injured was forced to stop work for long enough to draw the attention of his/her supervisor or fellow employees.
- The attention of a physician was secured within 12 hours.
- There is no evidence of a congenital hernia defect.

xiv. Back injuries and strains: a back injury or strain shall be considered a work-related injury if it meets all of the following conditions:

- It was caused by an incident such as a sudden effort or overexertion or blow to the back or a slip, trip, or fall that was clearly and formally recorded.
- The incident that caused the back condition was reported to the supervisor immediately or not later than at the end of the shift on which it occurred.
- The physician treating the case is satisfied, after a complete review of the circumstances of the incident, that the injury could have arisen from said incident and that the disability did not exist prior to the incident.

xv. Muscular disability: muscular disabilities such as bursitis, tenosynovitis, etc. are work-related injuries if they arise out of, and in the course of, employment.

xvi. Illness from antitoxin, vaccines, or drugs: illness resulting solely from a reaction to an antitoxin, vaccine, or drugs during the treatment of an employee shall be classified as a

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non-work-related incident, excluding any individuals exposed as part of their duty, for example, sewerage workers, medical staff, first-aiders, or proto team members.

xvii. Vector-borne/transmitted diseases/illnesses or death: when an employee contracts a vector-borne disease/illness that is endemic to his/her regular/normal place of residence and workplace, the disease/illness will be regarded as non-work-related. When an employee, whose regular/normal place of residence is not located in a defined endemic area, is deployed in an endemic area where he/she contracts the disease/illness, the disease/illness will be regarded as work-related. The Compensation Commissioner could apply the same criteria when considering compensation claims.

xviii. Animal and insect bites: incidents involving animal bites, insect or reptile bites/stings are regarded as work-related when they arise out of, and in the course of, employment. These incidents should not be included when calculating Eskom performance measures, but must be reported to the Compensation Commissioner.

Note 1: animal bites will be included in the performance measures when those animals are used to perform Eskom work (for example, horses and dogs).

xix. Death from undetermined origin: where a fatality occurs where the death of the person may have resulted either from an illness or from an incident following the illness, the incident shall be considered work-related only if it is the opinion of the attending medical practitioner (for example, medical practitioner engaged or authorised by the employer) that the illness arose out of, or in connection with, the deceased's duties or was aggravated by the deceased's work.

xx. Food and water poisoning: incidents resulting from poisoning, where the food and/or water was provided free of charge or subsidised by the employer to the employees from internal sources or external sources managed by means of a formal agreement, shall be considered work-related, unless proven that the individual was negligent.

xxi. Security incidents: incidents involving contractor security personnel involved in any incident unrelated to their scope of work or guarding their own assets at the contractor-dedicated site will not be classified as Eskom-related incidents. Each incident that results in a fatality or a serious incident must be investigated by the contractor, who will be requested to present the investigation findings and lessons learnt to the applicable group/divisional SHEQ committee. The lessons learnt must be communicated throughout the division and the investigation report forwarded to the Eskom Sustainability Systems and Legal Departments.

xxii. Subcontractor or principal contractor incidents involving external service providers: incidents involving subcontractors or principal contractors' external service providers will not be regarded as work-related incidents for Eskom.

xxiii. In cases where the employee has been booked off after an incident and the employee or the employee's manager feels that the employee is fit for work: the employee or manager must consult the treating doctor to reassess the employee's medical fitness, if the treating doctor deems the employee fit for work, an amended first medical report must be issued by the treating Doctor before the employee can resume work.

Note: The only source document to be considered for classification where the employee

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has been seen by the Doctor is the first medical report from the treating Doctor, where there are difficulties in getting hold of the treating Doctor, an Eskom Doctor must be contacted for assistance to get hold of the treating Doctor.

xxiv. Doubtful degree of disability: if in doubt about the degree of disability, the classification of an injury shall be based on the decision of the attending medical practitioner.

xxv. Eskom Doctor's opinion regarding the mechanism of an incident: the responsible manager is entitled to seek the Eskom Doctor's opinion regarding the mechanism of an incident in relation to the severity of the injury (not the classification of the incident). The responsible manager must refer the employee to the Eskom Doctor in writing within 72 hours of the occurrence of the incident. The line manager to ensure that the Eskom Doctor provides a written feedback within 7 calendar days of the date of referral.

Note: The only source document to be considered for classification where the employee has been seen by the Doctor is the first medical report from the treating Doctor, where there are difficulties in getting hold of the treating Doctor, an Eskom Doctor must be contacted for assistance to get hold of the treating Doctor.

xxvi. External events: an injury that results directly from an external event beyond the control of the employer such as tornadoes, hurricanes, earthquakes, floods, etc. shall be classified as a work injury only if the employee or contractor was assigned duties that expose him/her/it to such events.

- An incident due to an activity or response necessitated by an external event, for example, fire fighting, cleaning up debris, or repairing equipment, shall be classified as work-related, provided that it arises out of, and in the course of, the employee's duties.
- Lightning: an injury resulting from lightning shall be classified as a work injury if the conditions of employment are such as to anticipate exposure to such hazards as a matter of duty.

Note: the person must be fully trained in performing that activity, and it must be in line with the employee's appointed duties.

l) Scanning and attaching relevant documentation: scan and attach all relevant documentation (for example, the initial notification report, SAP EH&S system-generated Flash report, Eskom internal investigation form/report and/ or contractors investigation report, OHS Act Annexure 1, corrective action implementation supporting evidence, WCL2 and 4, photographs) on SAP EH&S, the disclosure of these documents is controlled as per Eskom's Data Loss Prevention process, these documents are classified as "controlled disclosure" with the exception of Annexure 1. WCL forms must be uploaded within three days of the date of the form and the investigation reports must be uploaded within 14 calendar days from the date of the final signature of the report. The onus is on the OU/BU to provide evidence for the reasons why the information was not uploaded.

m) Previous Group/Division/OU/BU: with regard to incidents that occurred during employment in another group/division/OU/BU where the current employer has sufficient proof or historical information that the employee involved was injured/exposed prior to starting employment at the current OU/BU, he/she must communicate the incident to the previous OU/BU and Sustainability Systems Department.

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The following must be noted:

- a) If the previous Group/Division/OU/BU still exists, the incident must form part of its OHS performance measure.
 - b) If the previous Group/Division/OU/BU no longer exists, the incident must be included in the OH&S performance measure of the Group/Divisional head office of the previous Group/Division/OU/BU.
 - c) If the previous employer is an external company, the incident must be recorded, but not included, in Eskom's performance measures.
 - d) If there is no proof or no historical information available to determine the Group/Division/OU/BU responsible for the exposure, the current Group/Division/OU/BU must report the incident as part of its own performance measures.
- n) Previous Eskom employees:** in the case of incidents involving previous Eskom employees, where no relevant medical records exist, such person(s) must be recorded and included in Eskom's performance measures.

The following must be noted:

If this person's previous group/division/OU/BU in Eskom still exists, the previous group/division/OU/BU must include the incident in the SAP EH&S system and report on it; and if this person's previous group/division/OU/BU in Eskom no longer exists, the incident must be included in the performance measures of the previous group/divisional head office of the previous employer.

- o) Previous incidents:** if an incident develops into a more severe incident at a later stage, such an incident must be reclassified based on the current available information and proof (for example, a medical becomes an LTI), and it must be recorded against the employee's OU/BU that was relevant at the time when the incident occurred.
- p) Training:** an incident that occurred on site at a training facility or in transit to a training facility (whether internal or external) must be recorded against the OU/BU that employs the person.
- q) Telework:** an incident involving an employee working from home (telework) on a temporary or permanent basis will be recorded against the OU/BU that employed such a person, provided that the work was performed with the formal approval of the applicable supervisor and that proof is given that the work actually performed at the time of the incident arose out of, and in the course of, his/her duties.

3.3 SAP EH&S System Types of Contact

- i. **Caught between or under (crushed/amputation):** an incident in which a person has been pinched, crushed, or otherwise caught between both a moving object and a stationary object or between two moving objects.
- ii. **Caught in (pinch and nip points):** an incident in which a person is trapped in some type of enclosure or a part of a person's body is caught fast in some type of opening, and the person cannot get out, at least not immediately.
- iii. **Caught on (snagged/hung):** an incident in which a person (or some part of his/her clothing)

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has become caught on some protruding object.

- iv. **Contact with:** an incident in which a person has made contact with some substance or object capable of producing injury on the basis of mere non-forceful contact.
- v. **Damage to property:** damage to Eskom's assets.
- vi. **Drowning:** death due to asphyxia caused by immersion in fluid, usually water.
- vii. **Ergonomics:** change to poor ergonomic condition or practice.
- viii. **Explosion:** an explosion is a sudden, violent burst of energy, for example, one caused by a bomb.
- ix. **Fall from elevation to lower level:** a fall from elevation to a lower level in which a person falls below the level on which he/she was standing or walking; for example, he/she falls below foot level, which is, falling down stairs, from a ladder, off a scaffold.
- x. **Fall on same level (slip and fall, trip over):** an incident in which a person falls to the same level on which he/she is standing or walking; for example, he/she falls to foot level. This type of incident almost invariably involves either slipping or tripping as the initial unexpected occurrence.
- xi. **Fire-related types of contact**
 - a) **Building:** where combustion, including smouldering or consumption of fuel, occurring in such a way as to give off heat, gases, and possibly flames, takes place and where built structure(s) or building(s) are involved.
 - b) **Equipment:** where combustion, including smouldering or consumption of fuel, occurring in such a way as to give off heat, gases, and possibly flames, takes place, and where any type of equipment is involved without having an impact on any built structure or building. (When equipment burns inside a building and the building burns as well, the type of contact must be a building fire.)
 - c) **Veld/forest:** where combustion, including smouldering or consumption of fuel, occurring in such a way as to give off heat, gases, and possibly flames, takes place where vegetation, for example, veld or forest areas, is involved.
 - d) **Vehicle:** where combustion, including smouldering or consumption of fuel, occurring in such a way as to give off heat, gases, and possibly flames, takes place where any road-going, aircraft, or watercraft is involved.
 - e) **Other:** where combustion, including smouldering or consumption of fuel, occurring in such a way as to give off heat, gases, and possibly flames, takes place where something other than buildings, equipment, veld/forest, or vehicles is involved.
- xii. **Food poisoning:** illness/sickness arising from consumption of food/water.
- xiii. **Handling (lifting-pushing-pulling):** a handling incident is one in which a person suffers injury as a result of handling items that require lifting, pushing, or pulling.
- xiv. **Snake bite:** when a person is injured by a snake.

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- xv. **Snake encounter:** when a person, other than a professional trained to deal with snakes that is called upon to handle the snake, comes across a snake.
- xvi. **Struck against:** an incident in which a person, abruptly and with force, makes contact with some object in his/her surroundings. The defining principle is that the person is in motion and forcefully makes contact with the object.
- xvii. **Struck by:** an incident in which some object in motion abruptly and forcefully makes contact with a person. The person struck may be standing still or may also be moving. The defining principle is that some object, for example, a tool, machine, equipment, etc., is in or gets into motion and, with force, makes contact with the person.
- xviii. **Motor vehicle accident:** an accident involving mobile equipment used for furthering Eskom's business. This excludes incidents where the vehicle was stationary and unoccupied or any incidents of windscreen chips with no serious or potential consequences.
- xix. **Occupational diseases exposure:** an exposure incident is one in which a person suffers injury of illness as a result of exposure to harmful conditions. It is common practice to sub classify such incidents according to the type of agent that caused the injury or illness.
- xx. **Post-traumatic stress disorder:** a mental disorder/syndrome certified by a relevant medical practitioner following exposure to an extreme traumatic work-related event or stressor.

3.4 OHS Metrics

Metrics	Calculations
Fatalities (employee and contractor)	<p>Total number of fatalities as a result of work-related incidents that occurred in a 12-month period measured against a set target of zero.</p> <p>Note: the fatalities figure includes occupational diseases and excludes third-party-at-fault incidents (refer to definition). Third-party-at-fault incidents must be confirmed by the Safety Data Integrity Committee (SDIC) at Group Risk and Sustainability.</p>
Lost-time injury rate (LTIR)	<p>$LTIR = (\text{total number of lost-time injuries} \times 200\,000) / (\text{total number of employee work hours})$. The figure 200 000 refers to the average number of hours worked by 100 employees in one year, where:</p> <ul style="list-style-type: none">total number of lost-time injuries is the sum of all the lost-time injuries that occurred over a 12-month period; andtotal number of employee work hours is the sum of all employee work hours over a 12-month period and measured against a set target. <p>Note: the LTIR figure includes occupational diseases and excludes third-party-at-fault incidents (refer to definition). Third-party-at-fault incidents must be confirmed by the Safety Data Integrity Committee (SDIC) at Group Sustainability.</p>

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	Note: the inputs into the calculation of LTIR are subject to change. Changes will be communicated every financial year.
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Metrics	Calculations
Public recordable fatality incidents (PRFI)	The total number of PRFIs (public recordable fatality incidents) that occurred in a 12-month period measured against a set target of zero.
Severity rate	<p>Severity rate = (the number of calendar days lost x 200 000) / (total number of employee work hours), where:</p> <ul style="list-style-type: none"> the number of days lost is the sum of all the calendar days lost and restricted days over a 12-month period; and total number of employee work hours is the sum of all employee work hours over a 12-month period.
Total public fatalities	The total number of public fatalities that occurred in a 12-month period measured against a set target of zero.
Total recordable injury rate (TRIR)	<p>TRIR = (total number of recordable incidents x 200 000) / total number of employee work hours). The figure 200 000 refers to the average number of hours worked by 100 employees in one year, where:</p> <ul style="list-style-type: none"> total number of recordable incidents is the sum of all recordable incidents that occurred in a 12-month period; and total number of employee work hours is the sum of all employee work hours over a 12-month period and measured against a set target. <p>Note: the TRIR figure excludes third-party-at-fault incidents (refer to definition). Third-party-at-fault incidents must be confirmed by the Safety Data Integrity Committee (SDIC) at Group Sustainability.</p>

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3.4.1 Incident Consequences Table

Consequences	Low/minimum	Minor	Moderate	Major	Critical
Fatalities/injuries to Eskom employees and/or contractor employees	First-aid Injury	Medical Injury	Lost-time Injury	A serious incident (see definition of serious incident)	An incident resulting in a single or multiple fatalities
Occupational Hygiene related Incidents	Resulted in irritation or nuisance	Resulted in reversible occupational impairment	Resulted in a single confirmed occupational disease/illness (as per 3.1.54)	Resulted in *multiple confirmed occupational disease/illness (as per 3.1.54) <i>*more than one person in the same OU/BU within the same month</i>	Resulted in a fatality due to occupational disease/illness (as per 3.1.54)
	All NIHL cases where the PLH shift of between 3.2% and 6.3% will be regarded as an occupational impairment and need to be investigated in terms of SANS 10083.	All NIHL cases where the PLH shift of 6.4% to 9.9% will be regarded as incidents and need to be investigated in terms of SANS 10083.	NIHL case with a PLH shift of 10% and above. This will be regarded as an incident and need to be investigated in terms of SANS 10083.	*Multiple NIHL cases with a PLH shift of 10% and above. These will be regarded as incidents and need to be investigated in terms of SANS 10083. <i>*more than one person in the same OU/BU within the same quarter</i>	—
Fatalities/injuries to members of the public	First-aid Injury	Medical Injury	Incidents that resulted in hospitalisation (not ICU)	Incidents that resulted in hospitalisation (ICU)	An incident resulting in a single or multiple fatalities
Property damage (loss in terms of financial values)	Value: R1-10k	Value: R10-100k	Value: R100k-1m	Value: R1-10m	Value: > R10m
Eskom and/or contractor employee near-miss incidents (in the same OU/BU)	Could have resulted, or previously did result, in a first-aid injury	Could have resulted, or previously did result, in a medical injury	Could have resulted, or previously did result, in a lost-time injury	Could have resulted, or previously did result, to a serious incident	Could have resulted, or previously did result, in a single or multiple fatalities

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Note 1: where there are multiple injuries in the same incident with the same injury classification, the next consequence level needs to be adopted.

Note 2: where there are multiple injuries in the same incident with different injury classification, the most serious injury classification will determine the consequence level to be adopted.

Note 3: (The given PLH shift of 3.2% is the summation of the contributions to the PLH of 0.8% at 2 kHz, 0.3% at 3 kHz, and 0.1% at 4 kHz, plus 2% as listed in Table 1 of SANS 10083:2013 and Instruction 171, plus 2%.)

3.4.2 Likelihood table

Probability Categories (within a Group/Division)	Likelihood or recurrence of event (within a Group/Division)	Description
Frequent, almost certain	One or more times per month	It is expected to occur again either immediately or in a short period of time (that is, in the next few weeks)
Likely	Occurs once per month	Will probably occur in most circumstances (several times a year)
Possible	Occurs once per year or every two years	Possibly will recur or may occur at some time (may happen every one to two years)
Unlikely	Occurs more than once in 10 years	Possibly will recur or could occur at some time (may happen every three to 10 years)
Rare	Occurs once after 10 years or once in a lifetime	Unlikely to occur or may occur only in exceptional circumstances (may happen every 10 to 100 years)

3.4.3 Priority matrix

		Consequence/severity				
		Low/ minimum	Minor	Moderate	Major	Critical
Likelihood	Frequent, almost certain	Moderate	Moderate	High	Extreme	Extreme
	Likely	Low	Moderate	High	Extreme	Extreme
	Possible	Low	Moderate	Moderate	High	Extreme
	Unlikely	Low	Low	Moderate	High	Extreme
	Rare	Low	Low	Moderate	High	Extreme

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3.5 Action and Responsibility Requirements

	Low	Moderate	High	Extreme
Levels of management to be informed	Need to inform middle manager.	Need to inform OU/BU management.	Immediately inform Group Executive and his/her direct reports for OHS incidents and Sustainability Systems Department.	Immediately inform the Chief Executive, Group Executive, and Sustainability Systems Department for OHS incidents. Note: for occupational diseases, inform the Group Executive.
Levels of management to be informed of near-miss incidents	Inform immediate supervisor or Responsible Manager.	Inform immediate supervisor or Responsible Manager.	Inform immediate supervisor and OU/BU Responsible Manager	Immediately inform OU/BU Responsible Manager and Sustainability Systems Department.
Employer investigation requirements (injury, Occupational Diseases and property damage)	Initiate investigation process within 48 hours. Complete investigation within 30 calendar days or as soon as reasonably practicable.	Initiate investigation process within 48 hours. Complete investigation within 30 calendar days or as soon as reasonably practicable.	Initiate investigation process within 48 hours. Complete investigation within 30 calendar days or as soon as reasonably practicable.	Initiate investigation process within 24 hours. Complete investigation within 30 calendar days or as soon as reasonably practicable.
Employer investigation requirements for near-miss incidents, including occupational hygiene near-miss incidents (Note: Life-saving Rule violation will be investigated as per the Life-saving Rule Procedure)	No investigation required; remedial corrective action must be implemented. OHS responsible manager in the OU/BU shall analyse trends and investigate negative trends of concern.	No investigation required; remedial corrective action must be implemented. OHS responsible manager in the OU/BU shall analyse trends and investigate negative trends of concern.	Initiate investigation process within 48 hours. Complete employer investigation within 30 calendar days or as soon as reasonably practicable.	Initiate investigation process within 48 hours. Complete employer investigation within 30 calendar days or as soon as reasonably practicable.
Chairperson of near-miss investigation	No investigation required; remedial corrective action must be implemented. OHS responsible manager in the OU/BU shall analyse trends and investigate negative trends of concern.	No investigation required; remedial corrective action must be implemented. OHS responsible manager in the OU/BU shall analyse trends and investigate negative trends of concern.	Chaired by an immediate Responsible Manager who is at least MPS17. For occupational hygiene incidents, a completed OH investigation guidance form should be evaluated by at least a SAIOH-registered occupational hygiene technologist prior to the investigation.	Chaired by direct report to the OU/BU manager (that is, power station, regional, or grid manager) – at least E Band.

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	Low	Moderate	High	Extreme
Chairperson of employer investigation	<p>Chaired by a person who is at least at Supervisor level.</p> <p>For occupational diseases, there must be at least a SAIOH-registered occupational hygiene technologist on the committee.</p>	<p>Chaired by a person who is at least at MPS14 level.</p> <p>For occupational diseases, there must be at least a SAIOH-registered occupational hygiene technologist on the committee.</p>	<p>Chaired by a person who reports directly to the OU/BU manager who is at least at M17level.</p> <p>For occupational diseases, there must be at least a SAIOH-registered occupational hygiene technologist on the committee.</p>	<p>1. For serious incidents: the OU/BU responsible manager to appoint, in writing, an independent chairperson (from another OU/BU) to chair the investigation (who is at least M17 level). Note 1: the OU/BU to liaise with Sustainability Systems on: a. the independent subject matter specialist(s); b. attendance by a Sustainability Systems representative.</p> <p>2. For fatalities: the most senior manager in the OU/BU (i.e. Senior Manager or GM) to chair the employer investigation; Note 2: the OU/BU to liaise with Sustainability Systems on: a. the independent subject matter specialist(s); b. attendance by a Sustainability Systems representative. and c. the legal investigation process that is to follow.</p> <p>For occupational diseases: the chairperson for occupational disease-related incident investigations must be a senior manager from the same OU/BU. There must be at least a SAIOH-registered occupational hygiene technologist on the committee.</p>
Classification and recording requirements	<p>Initial classification and recording of incidents must be done on SAP EH&S within 48 hours. Any change in classification must be done immediately when new information is available. Confirm classification during the investigation process.</p>	<p>Initial classification and recording of incidents must be done on SAP EH&S within 48 hours. Any change in classification must be done immediately when new information is available. Confirm classification during the investigation process.</p>	<p>Initial classification and recording of incidents on SAP EH&S must be done within 48 hours. Any change in classification must be done immediately when new information is available. Confirm classification during the investigation process.</p>	<p>Initial classification and recording of incidents on SAP EH&S must be done within 48 hours. Any change in classification must be done immediately when new information is available. Confirm classification during the investigation process.</p>

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	Low	Moderate	High	Extreme
OHS injury, occupational disease and property damage incident communication	<p>Notify the relevant SHEQS/Risk and Assurance Department and local line management in writing immediately or no later than 24 hours. Communicate the SAP EH&S Flash report to OU/BU management within 48 hours.</p> <p>Communicate the preliminary brief in the OU/BU within three working days.</p>	<p>Notify the relevant SHEQS/Risk and Assurance Department and local line management in writing immediately or no later than 24 hours. Communicate the SAP EH&S Flash report to Sustainability Systems Department and to management of the applicable Group/Division within 48 hours.</p> <p>Communicate the preliminary brief in the Group/Division (through SHEQ/Risk and Assurance Managers) within three working days.</p> <p>Communicate the case study in the Group/Division (through SHEQ/Risk and Assurance Managers) within five working days after finalising the report (that is date of signature).</p>	<p>Notify the relevant SHEQS/Risk and Assurance Department and local line management in writing immediately or no later than 24 hours. Communicate the SAP EH&S Flash report to Sustainability Systems Department and to management of the applicable Group/Division within 48 hours.</p> <p>Communicate the preliminary brief in the Group/Division (through SHEQ/Risk and Assurance Managers) within three working days.</p> <p>Communicate the case study in the Group/Division (through SHEQ/Risk and Assurance Managers) within five working days after finalising the report (that is date of signature).</p>	<p>Notify the relevant SHEQS/Risk and Assurance Department, local line management, and Sustainability in writing immediately or no later than 24 hours. Communicate the SAP EH&S Flash report to Sustainability Systems and management of the applicable Group/Division within 48 hours.</p> <p>The OU/BU must, within 48 hours of the incident occurring, ensure that the preliminary brief is compiled and forwarded to Sustainability Systems in order to be distributed Eskom-wide within 5 calendar days from the date of the incident.</p> <p>The OU/BU must, within seven working days after the initial presentation of the incident at the executive committee, compile and forward the case study to Sustainability Systems.</p>
Near-miss incident communication	<p>No communication of Flash report required.</p> <p>Create awareness based on trends.</p>	<p>No communication of Flash report required.</p> <p>Create awareness based on trends.</p>	<p>Notify the relevant SHEQS/Risk and Assurance Department and local line management in writing immediately or no later than 48 hours.</p> <p>Communicate the SAP EH&S Flash report to Sustainability Systems Department and in the group/division within 48 hours.</p> <p>Communicate the preliminary brief in the Group/Division (through SHEQ/Risk and Assurance Managers) within three working days.</p>	<p>Notify the relevant SHEQS/Risk and Assurance Department, local line management, and Sustainability in writing immediately or no later than 24 hours.</p> <p>Communicate the SAP EH&S Flash report to Sustainability Systems Department and in the group/division within 48 hours.</p> <p>Communicate the preliminary brief in the Group/Division (through SHEQ/Risk and Assurance Managers) within three working days.</p>

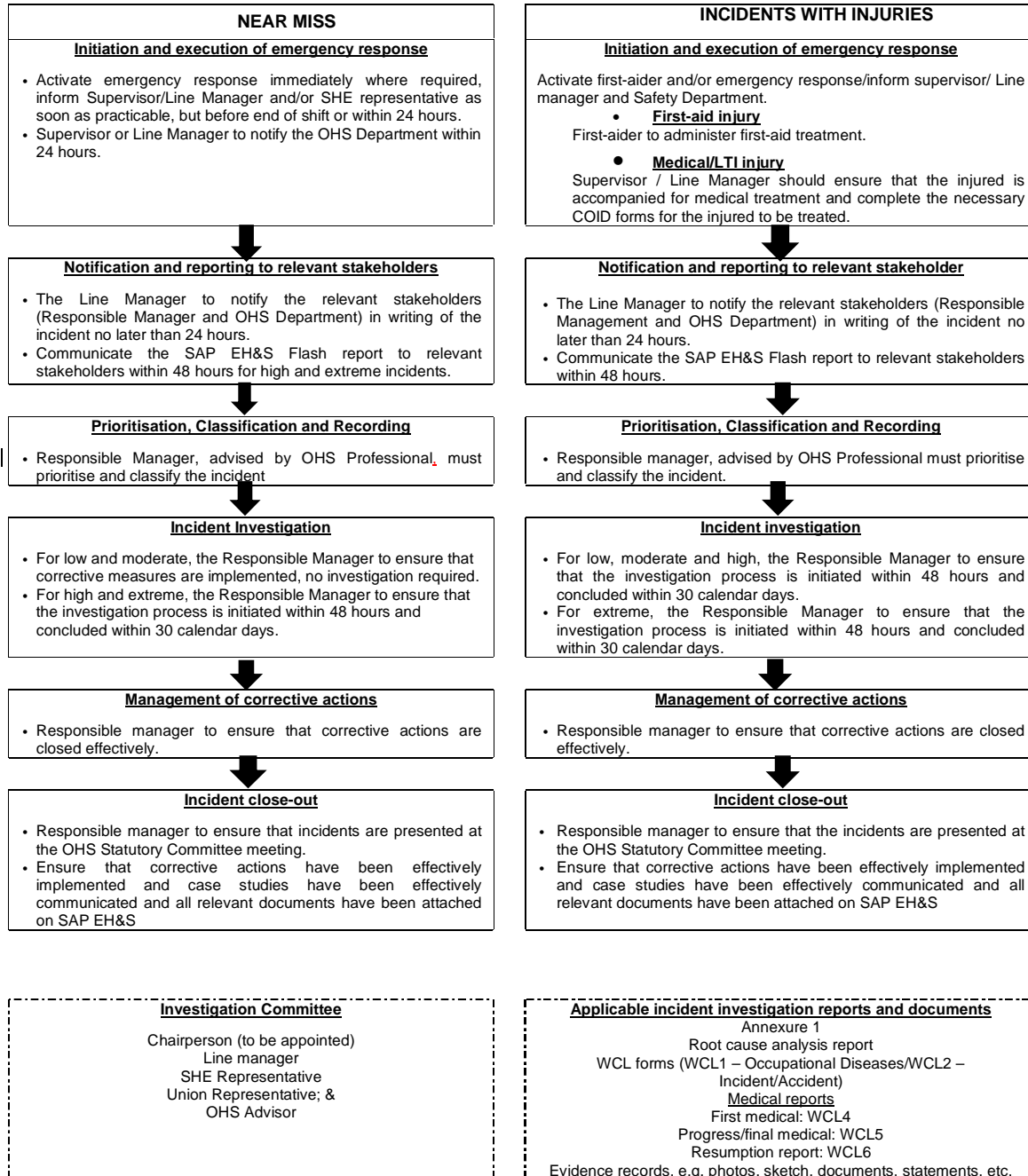
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3.6 Flow Diagrams

3.6.1 Action to be taken after an incident

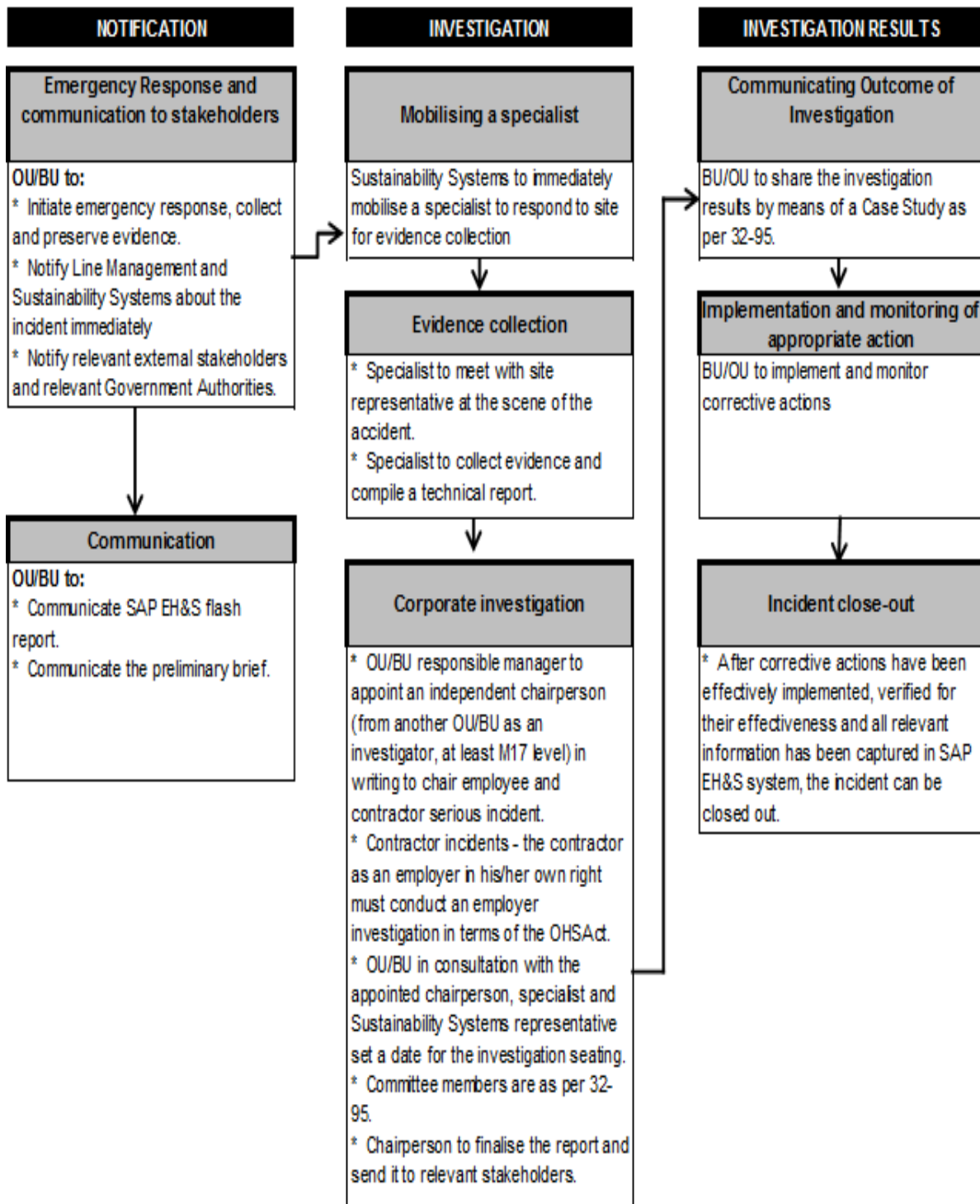


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3.6.2 Steps to be followed in case of a serious incident (employees and contractors)

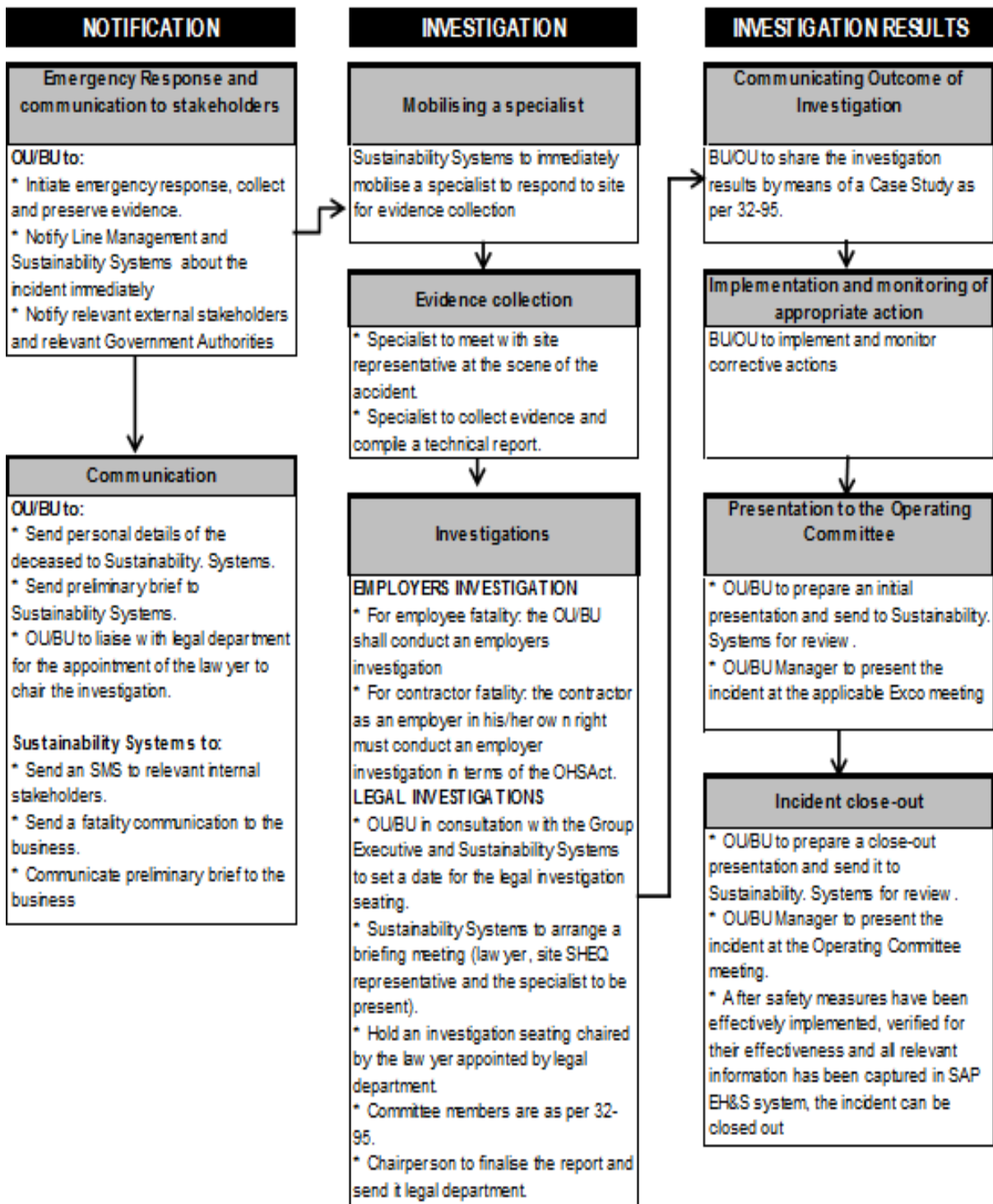


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3.6.3 Steps to be followed in case of a fatal accident (employees and contractors)



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4. Acceptance

This document has been seen and accepted by:

OHS Steering Committee

Risk and Sustainability Management Committee

5. Revisions

Date	Rev.	Compiler	Remarks
June 2018	2	M Zondi	Aligning the standard to the procedure
February 2018	1	M de Kock	A new standard with reference number 240-131838225 has been developed and published

6. Development Team

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

- Mthoko Zondi
- Mara de Kock

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