	<b>Standard</b>	
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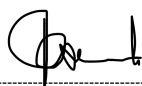
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### CONTROLLED DISCLOSURE

## 1. Introduction

Eskom is committed to ensuring that no operating condition or urgency of service can justify the endangering of life of, or the causing of injury to, anyone and will strive to prevent occupational illnesses. This commitment applies to the safety of Eskom's employees and contractors and the safety of members of the public as we strive to achieve our aspirational value of Zero Harm.

In addition to the supply of electricity, Eskom, as a state-owned enterprise, has a greater role to play in supporting South Africa's growth and development aspirations. To do this effectively, Eskom must consistently provide stakeholders with confidence that its activities are managed safely, sustainably, effectively, and efficiently for the benefit of the South African economy.

The following initiatives will be pursued by all divisions across the organisation to achieve the objectives set out in this document:

- Public safety efforts must focus on the public safety risks unique to their circumstances.
- Educational campaigns will be conducted and be in constant engagement with communities.
- Local community forums will be participated in to maintain a good relationship with communities.

The business focuses on two main safety risk areas where the greatest benefits can be realised, namely, electrical contacts and motor vehicle incidents involving pedestrians/the public. However, risks unique to specific divisions, such as the risk of public drownings in power station dams in the Generation Division, should not be ignored.

The following key strategic streams have been identified as critical to achieving zero injuries and fatalities to members of the public and must be considered by the divisions/clusters/grids/power stations when developing their response plans:

- Communication stream
- Customer awareness and education stream
- Technical and network stream
- Security stream
- Driver and vehicle safety stream

## 2. Supporting clauses

### 2.1 Scope

#### 2.1.1 Purpose

The purpose of this standard is to standardise the management of public safety, outline the requirements for managing public safety, and ensure that all the risks that may arise out of or in the course of Eskom's activities are addressed through technical, educational, and awareness interventions, contributing to Eskom's strategic OHS objective of reducing public safety incidents as prescribed by Eskom's OHS Strategy.

### **2.1.2 Applicability**

This document shall apply throughout Eskom Holdings SOC Limited, its subsidiaries, and wherever Eskom has a controlling interest.

### **2.1.3 Effective date**

This standard is effective from the date of authorisation.

## **2.2 Normative/Informative references**

Parties using this document shall apply the most recent edition of the documents listed in the following paragraphs. At the time of publication, the editions indicated were valid. All standards are subject to revision, and parties to agreements based on this standard are encouraged to investigate the possibility of applying the most recent editions of the documents below.

### **2.2.1 Normative**

- [1] ISO 9001 Quality Management Systems
- [2] ISO 45001 Safety Management Systems
- [3] ISO 14001 Environmental Management Systems
- [4] Occupational Health and Safety Act 85 of 1993
- [5] Mine Health and Safety Act 29 of 1996
- [6] National Road Traffic Act 93 of 1996
- [7] 240-120857815: Brand, Communication, Media, Marketing, and Heritage Policy
- [8] 32-716: Internal Occupational Hygiene and Safety Communication Standard
- [9] 32-727: Eskom Occupational Health and Safety Policy
- [10] 32-95: Eskom Occupational Health and Safety Incident Management Procedure
- [11] 240-82744627: Procedure to Process Public Liability and Customer Claims

### **2.2.2 Informative**

Not applicable

## **2.3 Definitions**

<b>Definition</b>	<b>Explanation</b>
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 or contractor, as well as the death of, or injury to, any member of the public or damage to property.
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.
Incident	Any unplanned event that could, or does, result in harm, damage, and/or environmental pollution or degradation or gives rise to an accident or has the potential to lead to an accident.
Key strategic stream	One or more focus areas that have been identified by the organisation, based on an ongoing analysis of public injuries and fatalities that, if addressed by each division/OU/BU, within their specific context, will significantly contribute to a reduction in public injuries and fatalities.
Local media	Refers to newspapers and radio stations that serve the smaller local area as opposed to regional and national radio stations and newspapers.
Member of the public	<p>Any person who is not regarded as an Eskom employee or a contractor employee in any manner but includes visitors and minors.</p> <p>Any family member or visitor of a teleworker in the event of an incident, if present and involved in performing work for, or on behalf of, the teleworker at the house deemed to be the employee's house, will be regarded as a member of the public.</p> <p>Note: A visitor is any person visiting a workplace with the knowledge of, or under the supervision of, an employee. This could include a minor.</p>
Minor	According to the South African Constitution (section 28), a child (that is, a minor) means a person under the age of 18.
Public fatality	The death of a member of the public.

<b>Definition</b>	<b>Explanation</b>
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, or damage to property and the environment or interruption of business.
Public property	Any movable or immovable property that belongs to the public and can be negatively affected by Eskom's product or activities, for example, livestock, game, buildings, etc.
Public safety	Those activities aimed at reasonably and practically reducing and managing the effects of personal injury and/or damage to third-party property and the environment as a result of Eskom's business operation.
Record	Document stating results achieved or providing evidence of activities performed.
Risk	The probability that injury or damage will occur.
Risk assessment	Overall process of hazard identification, risk analysis, and risk evaluation.
Risk profile	A quantitative analysis of the types of threats an organisation faces.
Stream representative	A subject matter expert/knowledgeable person who has been identified for each of the key strategic streams outlined in this Public Safety Standard and who has agreed to play an advisory role to the National Public Safety Work Group and/or Cluster Public Safety Multidisciplinary Team with respect to the stream that they represent.

## 2.4 Abbreviations

<b>Abbreviation</b>	<b>Explanation</b>
<b>BU</b>	Business Unit
<b>M&amp;O</b>	Maintenance and Operations
<b>OHS Act</b>	Occupational Health and Safety Act 85 of 1993
<b>OU</b>	Operational Unit

Abbreviation	Explanation
SHEQ	Safety, Health, Environment and Quality

## 2.5 Roles and responsibilities

### 2.5.1 The Group Executive/General Manager

The Group Executive and/or General Manager shall be responsible for ensuring adherence to this standard in their area of responsibility and authority.

### 2.5.2 Risk and Sustainability: Occupational Health and Safety (R&S OHS)

shall be responsible for:

Providing strategic direction and oversight on the management of public safety by:

- 2.5.2.1 Developing, maintaining, reviewing, and communicating the Public Safety Management Standard.
- 2.5.2.2 Conducting sampled inspections and verification to monitor and verify if divisions/clusters/grids/power stations have conducted public safety risk assessments.
- 2.5.2.3 Collaborating with and providing guidance and support to divisions/OUTs in establishing public safety plans.
- 2.5.2.4 Chairing the National Public Safety Work Group consisting of divisional representatives through which progress on the development and implementation of divisional/cluster/grid/power station public safety plans (aligned to public safety risk assessments and the key strategic streams) is monitored.
- 2.5.2.5 Participating in public safety fatality incident investigations where required and or requested.
- 2.5.2.6 Participating/Collaborating in public safety awareness initiatives by establishing external and internal networks to leverage, for example, Electrical Safety Month, national and international benchmarking, national campaigns and divisional/OUT initiatives.
- 2.5.2.7 Developing and/or reviewing high-level documentary templates to assist in standardising the approach to the management of public safety, for example, the public safety risk assessment template.
- 2.5.2.8 Compiling and sharing monthly, quarterly, and annual public safety reports that analyse and trend public safety injuries and fatalities statistics, as well as awareness and education sessions conducted by the divisions/clusters/grids/power stations.
- 2.5.2.9 Monitoring and updating controls on the Eskom Level 1 risk linked to public safety captured on CURA.

### **2.5.3 Stream representatives (National Public Safety Work Group)**

- 2.5.3.1 Actively participate in the review of the Public Safety Standard and supporting documents.
- 2.5.3.2 Participate as a coopted member in the National Public Safety Work Group meetings providing expert advice with respect to a specific public safety key strategic stream.
- 2.5.3.3 Assist in defining a clear public safety compliance inspection/review scope and assist in the development and/or review of the public safety compliance inspection checklist to ensure compliance with this standard.

### **2.5.4 Divisional management**

- 2.5.4.1 Ensure the implementation of this standard.
- 2.5.4.2 In collaboration with R&S OHS, provide direction and oversight within the division, to the appropriate level, on developing an integrated public safety plan, taking into consideration the public safety risk profile and key strategic streams identified in this standard.
- 2.5.4.3 Monitor and report on progress in terms of implementation of the divisional public safety plan within the divisional management forums as well as through the National Public Safety Work Group.
- 2.5.4.4 Ensure the consolidation, implementation, monitoring and management of common needs arising out of risk profiles and public safety plans through participation in and collaboration with the various Distribution Division Cluster Public Safety Multidisciplinary Teams to prevent duplication of effort and ensure financial savings for Eskom Holdings.

### **2.5.5 Divisional SHEQ management**

- 2.5.5.1 Assist OU/BU/cluster/grid/power station management in providing direction and oversight on public safety matters.
- 2.5.5.2 Assist in the development of OU/BU/cluster/grid/power station public safety risk profiles.
- 2.5.5.3 Assist in the development of divisional/OU-specific public safety plans.
- 2.5.5.4 Establish and ensure the effectiveness of the Cluster Public Safety Multidisciplinary Team.

### **2.5.6 Cluster public safety multidisciplinary team**

- 2.5.6.1 Within the Distribution Division clusters, the SHEQ Department shall establish and facilitate a multidisciplinary team consisting of representatives for all key strategic streams.
- 2.5.6.2 Each Cluster Public Safety Multidisciplinary Team shall be governed by its own Terms of Reference to ensure effective and efficient participation.

### **2.5.7 Government and Regulatory Affairs Division**



2.5.7.1 Develop an integrated Public Safety Communications Plan.

2.5.7.2 Engage with the divisions on their public safety communication needs.

2.5.7.3 Develop and implement national public safety campaigns, for example, compiling and issuing media releases, booking community radio slots, staging awareness events in hot-spot areas, compiling awareness material (such as posters, infographics, and promotional material), etc.

2.5.7.4 Coordinate and manage national public relations, for example, proactive and reactive communication in response to public incidents or risks.

2.5.7.5 Develop and produce public safety creative material and designs, for example, posters, banners, infographics, promotional items, etc., and the distribution of such material to all OUs/BUs.

2.5.8 **Technical and network stream (Distribution)** (Maintenance and Operations is responsible for meeting this requirement)

2.5.8.1 compiling a proactive plan with respect to electrical contact incidents and electrical building and veld fires

2.5.8.2 implementing a proactive plan with respect to electrical contact incidents and electrical building and veld fires.

2.5.8.3 This is over and above the current Eskom standards and procedures, taking into account the conditions specific to each area. This is, therefore, a tool to optimise existing budgets for technical interventions, such as pole replacements and network refurbishments and maintenance, and for assisting to better target interventions under the other streams of this standard, for example, areas for electrification, customer education and internal communication

## **2.6 Process for monitoring**

### **2.6.1 Compliance**

Compliance with the requirements of this standard shall be audited by the Divisions/OUs/subsidiaries as part of their internal review process.

### **2.6.2 Annual Inspections**

Risk & Sustainability Occupational Health and Safety shall conduct annual inspections of preselected OUs/BUs to verify compliance with this standard.

## **2.7 Related/Supporting documents**

### **2.7.1 Public Safety Plan**

The Public Safety Plan 240-103013666 has been superseded by this document

#### 2.7.2 Public safety risk assessment template.

### 3. Public safety standard requirements

#### 3.1 Key strategic streams

Every Division/OU shall address the following streams, which should form part of their public safety plans.

##### 3.1.1 Communication stream

###### 3.1.1.1 Functions

- Interaction with local media and key stakeholders regarding public safety.
- Communicating public safety issues specific to each OU/BU as identified in the OU/BU public safety risk assessment.

##### 3.1.2 Customer awareness and education stream

###### 3.1.2.1. Functions

- Identify and categorise the public safety target market in line with the OU risk profiles.
- Set a target for the community, school (including crèches), agricultural and construction forum visits.
- Keep a record of all interventions for audit purposes.
- Ensure that there are resources available, that is, staff transport and training material.
- Partner with community leaders through formal and informal networks (traditional healers, chiefs, councillors, street committees, etc.)

##### 3.1.3 For Distribution: Technical and network stream (Maintenance and Operations ((M&O)) is responsible for meeting this requirement).

###### 3.1.3.1 Functions

- Compiling a proactive plan with respect to electrical contact incidents and electrical building and veld fires.
- Implementing a proactive plan with respect to electrical contact incidents and electrical building and veld fires.
- This is over and above the current Eskom standards and procedures, aiming to determine targeted measures for each area of the country, taking into account the conditions specific to each area. This is, therefore, a tool to optimise existing budgets for technical interventions, such as pole replacements and network refurbishments and maintenance, and for assisting to better target interventions under the other streams of this standard, for example, areas for electrification, customer education and internal communication.

- The cluster process is as follows:
  - Network Engineering and Design (NED), plant, each zone, Standards Implementation, SHEQ, Insurance and any other relevant department must support the stream lead.
  - Draw incident statistics for the cluster using SAP EH&S and SAP Insurance as the basis. This includes obtaining technical information from technical investigation reports for the identified incidents. The statistics should be broken down to CNC and network level, as far as reasonably possible.
  - Use the statistics to compile recommendations for each part of the cluster. These recommendations should include technical measures (e.g. targeted pole maintenance) and recommendations for other streams (e.g. targeted school education), as appropriate to each situation.
  - Present the analysis and recommendations to the cluster SHEQ meeting, or another suitable forum, in each cluster for approval and the implementation of the recommendations.
- The deliverable from this stream is an officially registered and published response plan that has been approved and signed by the General Manager of the cluster.
- Cluster performance against this stream will be measured as follows:

	Stage One	Stage Two	Stage Three	Stage Four
Deliverables – OU M&O managers are responsible, with the support of the OU SHEQ managers	Technical and networks team formed, and a kick-off meeting held	SAP EH&S and SAP Insurance analysis done for the previous five financial years	Detailed analysis and technical recommendations compiled and approved by the Cluster SHEQ or other applicable forum	Technical recommendations approved by GM
Details	NED, plant, each zone, Standards Implementation, SHEQ, Insurance and any other relevant department must support the appointed stream lead in each Cluster	This should be a detailed analysis, down to network names, CNC, voltage levels, type of failure, etc.	Detailed recommendations should be compiled, be specific to each CNC, and the unique needs of each CNC should be addressed	The final detailed document, signed off by the GM and published
Evidence	Provision or submission of relevant information to the stream lead	Analysis presentation	Presentation and minutes where this was approved	Officially registered, signed, and published document
Cape Coastal	Yes/No	Yes/No	Yes/No	Yes/No
Central East	Yes/No	Yes/No	Yes/No	Yes/No
Gauteng	Yes/No	Yes/No	Yes/No	Yes/No
GEMMA	Yes/No	Yes/No	Yes/No	Yes/No
Gauteng	Yes/No	Yes/No	Yes/No	Yes/No

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### **3.1.4 Security stream**

#### **3.1.4.1 Functions**

- Identify and document (via established divisional/OU processes) areas where illegal electricity connections are found to be commonly done (hot spots).
- Participate in the appropriate municipal and SAPS structures/forums to address illegal connections and electricity theft in the areas. Notify all appropriate divisional/OU officials of the threats identified.
- Coordinating the teams which remove the illegal connections.
- Assisting the SAPS to identify the criminal element responsible for installing the illegal connections.

### **3.1.5 Driver and vehicle safety stream**

#### **3.1.5.1 Functions**

- Identify, categorise and communicate high-risk areas/routes.
- Increase the awareness of internal employees with regard to driver and vehicle safety.
- Use mass campaigns to target pedestrian (driver and vehicle) safety, specifically focusing on densely populated commuter nodes.
- Collaborate with communication on developing educational pamphlets to educate the public and Eskom staff.

The five strategic streams are applicable across all divisions/OUTs apart from the Technical and Network Stream, which only applies to Distribution.

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### **3.2 The management of public safety incidents and accidents**

- 3.2.1 All public safety incident/accidents shall be investigated in accordance with Eskom's Occupational Health and Safety Incident Management Procedure (32-95).
- 3.2.2 Records in the form of Annexure 1 shall be kept by the OU/BU for all fatality and injury cases (as required in the OHS Act – General Administrative Regulations for Recording and Investigation of Incidents) relating to members of the public.
- 3.2.3 All investigation reports must be kept and archived for at least 25 years unless another period has been specified in legislation or in any court proceedings.

### **3.3 Communication**

- 3.3.1 All external and internal communication shall be in accordance with the Brand, Communication, Media, Marketing and Heritage Policy after consultation with the Media Desk and the Corporate Communication Department.
- 3.3.2 All internal communication must also comply with the internal Occupational Health and Safety Communication Standard 32-716.
- 3.3.3 All public safety awareness communication must consider Occupational Health and Safety (including hygiene) risks and be part of the OU/BU OHS Communication Plan.

### **3.4 Recordkeeping**

All records relating to the management of public safety shall be kept for at least 25 years and shall include, but not be limited to, the following records:

- Risk profiles
- Public safety statistics
- Records of visits, for example, schools, factories, farms and communities
- Radio and television advertisements – recordings/video clips
- Advertorials and news

## **4. Acceptance**

This document has been seen and accepted by:

<b>Name</b>	<b>Designation</b>
Miranda Moahlodi	Senior Manager OHS
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**CONTROLLED DISCLOSURE**

Name	Designation
	OHS Steercom

## 5. Revisions

Date	Rev.	Compiler	Remarks
September 2019	1	R Sebothoma	Combining the previous plan and standard into one document.
September 2020	2	R Sebothoma	Addressing issues identified in A&F findings with respect to the role and responsibilities of the stream representatives and governance.
August 2022	3	M Townsend	Addressing issues identified in the A&F findings with respect to the role and responsibilities of Risk and Sustainability OHS.

## 6. Development team

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

- Refilwe Sebothoma
- Mike Townsend
- Annamarie Murray
- Andreas Beutel

## 7. Acknowledgements

- The National Public Safety Work Group
- The Public Safety Technical Review Care Group, which reports to the Medium Voltage and Low Voltage Study Committee of SCOT
- Divisional/OU SHEQ managers
- Evelyn Mpshe
- Alison Bob
- Margaret Ngoasheng
- Priscilla Seleke

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