

06 MAY 2021

INCIDENT MANAGEMENT POLICY

1. INTRODUCTION

This policy is in place to report, record and investigate incidents and near misses and shall include an overview of the management roles and responsibilities in incident reporting and investigation in line with the Occupational Health and Safety Act 85 of 1993 and associated Regulations and the Compensation for Occupational Injuries and Diseases 130 of 1993.

2. DEFINITIONS:

Manger/ Promoter/ Supervisor: This refers to the person that the employee ordinarily reports to and the use of any one of these terms must be interpreted to include all three terms i.e. the terms may be used interchangeably in this document where only one is mentioned. In the case of employees who work in stores for Perx's clients i.e. Telkom this refers to the floor managers.

Incident: Any unplanned event that results in harm, damage, and or environmental damage or degradation or an incident as contemplated in Section 24(1) of the Occupational Health & Safety Act 85 of 1993.

Chief Executive Officer: Means the person who is responsible for the overall management and control of the business of a body corporate, a private enterprise or an enterprise conducted by the State. Neville Thomson is the CEO of Perx Consulting and his contact details are neville@perx.co.za.

Employee: Means a person who is in service of or who works for an employer and who receives or is entitled to receives remuneration or who works under the direction or supervision of a casual worker taken into service for the purpose of the employer's business but not a person.

Fatality: A death resulting directly from an occupational incident or a death that arouse out of and in the course of normal duty the resultant death should result from injuries on duty suffered by permanent, fixed term contract and/or temporary employees.

Death: is the loss of life that did not arise out of and in the course of normal duty. Death of an employee as a consequence of any activity not directly related to the course and scope of the deceased's employment.

Occupational Disease/illness: Any confirmed disease/illness arising out of and in the course of an employee's employment and which is listed in Schedule 3 of the COIDA Act or

any other condition as determined by the Occupational Medical Practitioner based on the objective diagnostic and/ feedback from specialists depending on the disease or illness.

Hazard: Means a source or situation with a potential for harm.

Injury: An injury occurs at the point where the body's natural resistance is exceeded by an external force/substance.

Occupational Incident: Any event that results in (or has the potential to result in) injury, illness, disease, damage or harm to the environment.

Near Miss: Means an incident having the potential to cause personal injury or environmental damage.

First aid treatment case: an incident that results in a work injury that necessitates treatment by either a first – aider or an Occupational Health Nurse acting as a first aider, where no subsequent medical treatment is required; the affected employee is able to resume work after the injury has been treated.

Medical Treatment Case: an incident that results from a work injury where treatment was rendered by an occupational health nurse practitioner, a doctor or hospital within a 24-hour period and medication is prescribed or the nature of treatment is such that first aider is not qualified to render that assistance.

Lost Time: a work injury, including an occupational disease/illness or fatality, which arise out of and in the course of employment and which renders the injured employee or contractor unable to perform his regular/ normal work on one or more full days or shifts other than the day on which the injury occurred.

3. LEVELS OF INCIDENTS CLASSIFICATION

Level 1: First Aid Treatment case, Medical Treatment case including Near Misses.

Level 2: Reportable Injury or Illness (Lost time injury where fewer than 14 days were lost on diagnosed occupational illness/injury.

Level 3A: Reportable injury or illness (lost time injury /illness wherein the employee was booked off for 14 or more days).

Level 3B: Reportable case (a fatality resulting from occupational illness/injury including multiple fatalities)

3.1 DETERMINE TYPE OF INJURY

Refer to Annexure A

4. REPORTING

4.1 INTERNAL REPORTING

In any case where an employee is injured during the scope of employment as recognized in terms of this document the injured employee must notify his/her promoter/supervisor/manager of his/her injuries immediately after the accident happened, thereafter the promoter/supervisor/manager must immediately notify the Regional Manager.

However, the submission of claims to the fund is always the employee's manager's responsibility as they are on the "floor" and will therefore have first hand knowledge of the incident.

4.1.1. Level 1 and 2 incidents

- 4.1.1.1. The injured employee must notify the promoter/supervisor/manager of his/her injuries within 24 hours after the accident happened.
- 4.1.1.2. Promoters/Supervisors must then report to the Perx Regional Department i.e. the Regional Manager and admin team.

4.1.2. Level 3A

- 4.1.1.1. The Employee is to immediately notify the promoter/manager after the occurrence of an incident. The manager is then to communicate by way of telephone and/or e-mail immediately after being notified by witnesses or relevant authorities within or outside the organization. The manager must immediately notify the Perx Regional Department i.e. the Regional Manager and admin team.
- 4.1.1.2. Thereafter the Regional Manager is to report the incident to HR and the relevant account manager for their records.

4.1.2. Level 3B

- 4.1.2.1. Incidents Notification to upwards chain of command the manager is to communicate by way of telephone and/or e-mail immediately after being notified by witnesses or to the Regional Manager.
- 4.1.2.2. For any fatality incident the Regional Manager is to report the incident to HR and the relevant account manager who thereafter is to report the issue to the CEO and legal services/legal department.

4.2 REPORTING RESPONSIBILITIES

- 4.2.1 Initial incident reporting is the responsibility of the injured employee to the manager/floor manager as soon as possible.
- 4.2.2 The manager must ensure that the injury is formally reported to the Regional Manager who is then to report as per the above categories.
- 4.2.3 Upon notification the floor manager is to ensure that the injured employee is given some form of medical attention i.e. Call an ambulance where necessary and/or assist the employee in contacting his doctor.
- 4.2.4 Employees are to use their own doctors and/or medical persons who will examine the employee and determine the next course of action.
- 4.2.5 It is always to be recommended that injured employees seek medical assistance by a doctor that is covered under the medical aid Prime Care.
- 4.2.6 In any case of injury on duty the employee's manager/ i.e. the floor manager together with the employee is to fill in, sign and submit an Employer's Report of an Accident form, or an Employer's Report of an Occupational Disease form.
- 4.2.7 It is important to note that any incident at a place of work that necessitates medical treatment means that an employer must fill in the necessary form and submit it

within seven (7) days to the Fund, failing which there are harsh sanctions applicable.

4.2.8 It will be the responsibility of the injured employee's direct manager and/or in the case of instore work the floor managers to submit all relevant forms and claims to the fund. If any manager is unsure of the process or information to be contained in the forms, he/she must reach out to HQ.

5. DOCUMENTS REQUIREMENTS FOR INITIAL NOTIFICATION

5.1 It is the responsibility of the employee's managers to ensure that the necessary documentation (i.e., an incident report and all applicable WCL forms) is generated immediately or as soon as is practicable, before the end of the working day and communicated.

5.2 In case of an injury, the applicable WCL 2 forms, must be completed immediately to accompany the injured in a case of medical treatment and reporting to the WCC. If it is not reasonably practicable to complete the form immediately, the onus is on the manager/ supervisor to complete it within 24 hours.

6. COMMUNICABLE DISEASES

6.1 The employee is to report any communicable diseases to the manager/floor manager.

6.2 The floor manager/promoter must immediately report all communicable diseases to the Regional Manager.

6.3 The Regional Manager must then report to HR and/or the relevant account manager.

6.4 The HR and/or account manager to report to the CEO whereafter the CEO may escalate to Legal Department.

6.5 Once again forms are to be filled in by the employee and the managers i.e. floor managers are to assist them. Thereafter any claims and reports are to be submitted to the fund by the managers/floor managers.

7. INTERNAL REPORT AND FORMAL INCIDENT REPORT REQUIREMENTS

7.1 The manager/ floor manager is responsible for investigating any incidents or accidents and is to send an internal report to the Regional Manager.

7.2 The minimum information that must be contained in an internal report includes the following: Type of incident (i.e. injury, occupational disease/illness, etc.). Name, surname and the age of the injured person or deceased. Relationship with Perx, e.g. Perx employee who is employed in the Telkom Sales Division as an agent, also record the Business Unit/Region and Section in which the person was working;

7.3 Date and approximate time of the incident or the date and approximate time of any fatality. Severity of the incident (e.g. fatality, lost time injury, medical treatment case, first-aid treatment case, near-miss occurrence, etc.) and location or place of incident.

7.4 The Regional Manager together with the floor manager must conduct interviews and continue the investigation and thereafter to send the findings and the formal incident report to the Fund.

7.5 Any of the investigations or hearings initiated by either the Department of Labour and SAPS could also run concurrently with the investigations conducted by Perx.

7.6 The investigation of occupational diseases/illnesses must start within seven (7) working days of notification. Such an investigation must be completed as soon as possible, and may not take longer than three months, unless exemption is obtained from management.

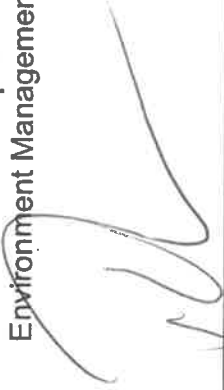
8. CORRECTIVE ACTIONS IMPLEMENTATION AND VERIFICATION

8.1 Overpayment as a result of administrative errors must first be paid out by Perx and then claimed back for any overpayment.

9. IMPORTANT NOTE

9.1 All procedures must conform to the Occupational Health and Safety Act 85 of 1993.

9.2 Environment: All procedures and waste management must conform to the National Environment Management Act 107 of 1998.



CEO (Neville Thomson)

05 May 2021

Date

Annexure A

Guidelines for determining work relatedness of incidents:

1. Arising out of and in the course of employment (scope)

This means resulting from a work activity or environment of employment. Arising out of and in the course of employment furthermore means that a causal link between the injury/disease and the task performed should be established.

2. Incidents while travelling i.e. during transport or while commuting

The following is an explanation of how to classify incidents which occur while travelling as either work-related or non-work-related incidents:

2.1 Going to and from regular place of work

An injury would not be considered as arising out of and in the course of employment if it occurred during normal routine travel from the employee's home to the employee's regular place of business and return. Normal or routine travel would not include travelling at irregular hours for special or emergency work.

2.2 Regular place of work inaccessible

If a regular place of work is inaccessible to ordinary transportation and the company furnishes special transportation from designated meeting places, an injury would be considered as arising out of and in the course of employment if it occurred between the time an employee was picked up at such a meeting place and the time he was returned to the place.

3. Parking lot incidents

An injury occurring on a parking lot established on company property for the convenience of employees would not be considered as arising out of and in the course of employment unless it occurred while the employee was performing the duties of his employment or was under the direction of a supervisor.

4. Employees not having a regular place of employment

An injury to an employee who does not have a regular place of employment, such as a member of a public utility line crew, would be considered as arising out of and in the course of employment if it occurred between the time he reached a designated meeting place for the crew and the time he was dismissed from duty at the point where the crew disbanded.

5. Employees who travel in connection with their work

An injury to any employee (salesman, engineer, consultant, etc.) who may travel in the interest of his employer, either locally or long distances, would be considered as arising out of and in the course of employment if it occurred between the time his travel started (either from his home or from his place of work) and the time his travel ended (either at his place of work or at his home), except if the injury occurred:

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5.1 In an accident involving a common carrier on which the employee was travelling as a passenger.

5.2 During normal living activities such as eating, sleeping, recreation, etc.

5.3 During deviations from a reasonably direct route of travel such as a side trip for personal reasons.

5.4 During other activities neither necessitated by the travel nor in the interest of the employer.

6. Entertainment by or as a customer or client

An injury to an employee which occurs while he is entertaining a customer or client, or while he is being entertained as a customer or client, for the purpose of transacting, discussing, or promoting business, would be considered as arising out of and in the course of employment.

7. Incidents arising from Social events/Teambuilding exercises

Any incident occurring from formally arranged teambuilding or sports days whether intended to be a teambuilding event or not, or any social event where that social event is not organised or and paid for by Perx, must be recorded, investigated and lessons learned communicated but will not be regarded as a work related incident excluding any Perx employee paid as part of his/her duty to organise or facilitate such an event.

8. Absence from company premises

An injury to an employee outside of plant premises would be considered as arising out of and in the course of employment if the absence from the premises was for a purpose that would normally be authorized by the employer and in the interest of the company

9. Lunch period injuries

An injury to an employee which occurs during his specifically defined lunch period or other specifically defined off-duty period will be considered an injury on duty except if the incident occurs outside the Perx/ allocated work premises.

10. Injuries during rest breaks

An injury which occurs during a coffee break or other rest breaks would be considered as arising out of and in the course of employment unless it occurred under circumstances which are specifically excluded by other provisions of this standard.

11. Assaults and purposely-inflicted injuries

An injury purposely inflicted by another person shall be considered a work injury if it arises out of and in the course of employment.

12. Activities necessitated by external events

An injury that results from an activity necessitated by an external event such as fighting a fire, cleaning up debris or repairing equipment shall be classified as a work injury. Note: For compensation purposes it is advisable to appoint such persons to the fire-fighting or emergency teams in writing.