

## Eskom's Safety, Health, Environment and Quality (SHEQ) Policy (32-727)

Eskom will integrate and/or incorporate safety, health, environment and quality requirements through the plan-do-check-act (PDCA) quality cycle in its activities so that decisions made ensure the consideration of economic development, environmental duty of care, and social equity to continually improve performance and achieve stakeholder requirements.

### Eskom's commitment to safety, health, environment, and quality management is achieved through:

1. implementation of management systems in accordance with, but not limited to ISO 9001, ISO 14001, and OHSAS 18001 requirements;
2. fulfilling conformance and compliance obligations to which Eskom subscribes and sets to meet the intent of this policy;
3. addressing the needs and expectations of Eskom's customers and stakeholders;
4. setting safety, health, environment and quality intended outcomes and measuring performance against these to ensure continual improvement;
5. applying risk-based methodology by conducting hazard identification, environmental risk and opportunity assessments, fitness for duty assessments and medical surveillances;
6. providing safety, health, environment and quality training and awareness for employees;
7. engaging stakeholders by promoting open communication and engagement that is safety, health, environment and purpose-driven;
8. ensuring that Eskom's contractors meet Eskom's safety, health, environment and quality requirements;
9. ensuring that adequate resources are available for safety, health, environment and quality management;
10. proactively managing Eskom's environmental footprint, prevention of pollution and environmental degradation, pursuing a low-carbon future, and prioritising energy and water efficiency and conservation within and outside Eskom by transitioning to a cleaner energy mix;
11. engaging, directing and supporting persons to contribute to the effective management of SHEQ requirements;
12. ensuring the sustainable use of resources, climate change mitigation and adaptation, and protection of biodiversity and ecosystems.

### Eskom's principles and rules that underpin the way in which it approaches safety, health, environment and quality are as follows:

1. Poor quality performance and occupational health, safety and environmental incidents are preventable.
2. SHEQ performance is achieved through a Zero Harm culture.
3. Management is accountable for safety, health, environment and quality and each employee is responsible for implementation and compliance.
4. Conducting business with respect and care for people, the environment and assets.
5. Eskom strives to ensure that Zero Harm befalls its employees, contractors, the public and the environment:
  - Zero fatalities
  - Zero injuries
  - Zero environmental incidents
  - Zero tolerance
  - Zero defects
6. Eskom's Life-saving Rules apply to all employees, contractors and visitors:
  - Open, isolate, test, earth, bond, and/or insulate before touch
  - Hook up at heights
  - Buckle up
  - Be sober
  - Permit to work
7. **No operating condition, or urgency of service, justifies exposing anyone to negative risks arising out of Eskom's business, causing an incident with health, safety, environmental and quality consequences.**
8. Governance, decision-making processes and plans are based on safety, health, environment and quality intended outcomes and criteria.



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