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Title: **Management of Employees with Substance Abuse and Addiction Standard** Document Identifier: **240-76618189**

Alternative Reference Number: **N/A**

Area of Applicability: **Eskom Holdings SOC Ltd**

Functional Area: **Human Resources**

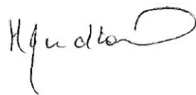
Revision: **2**

Total Pages: **10**

Next Review Date: **September 2023**

Disclosure Classification: **Controlled Disclosure**

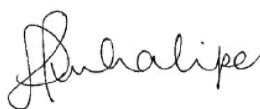
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Content

	Page
1. Introduction.....	3
2. Supporting Clauses	3
2.1 Scope.....	3
2.1.1 Purpose.....	3
2.1.2 Applicability	3
2.1.3 Effective date.....	3
2.2 Normative/Informative References	3
2.2.1 Normative.....	3
2.2.2 Informative.....	4
2.3 Definitions	4
2.3.1 Substance Abuse.....	4
2.3.2 Substance Dependency.....	4
2.3.3 Addiction.....	4
2.3.4 Illegal Drugs/Controlled Substances	4
2.3.5 Alcohol Abuse.....	4
2.3.6 Legal Substances/Medication	4
2.3.7 Inhalants	4
2.3.8 Under the Influence/Intoxicated.....	4
2.3.9 Senior EAP Advisor	4
2.3.10 Occupational Health Practitioner	4
2.3.11 Line Manager.....	6
2.3.12 Employee Relations Practitioners/Advisors (ER/IR).....	6
2.4 Abbreviations	6
2.5 Roles and Responsibilities	6
2.5.1 Employee Assistance Programme (EAP) Advisors.....	6
2.5.2 Employee Relations or IR advisors.....	7
2.5.3 Line Managers'/Supervisors' Roles and Responsibilities	7
2.5.4 Occupational Health Practitioners.....	7
2.6 Process for Monitoring.....	8
2.7 Related/Supporting Documents.....	8
3. Document Content.....	8
3.1 General Principles	8
3.2 The Management of Payment for Rehabilitation Purposes	9
4. Acceptance.....	9
5. Revisions.....	10
6. Development Team	10
7. Acknowledgements	10

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1. Introduction

Eskom is committed to protecting the safety, health, and well-being of all employees in the workplace. We acknowledge that overuse/abuse of alcohol and/or other intoxicating substances and various addictions have detrimental negative effects on the individual's health, safety and total well-being. This may, furthermore, pose safety risks and threats to others in the workplace and to the business performance.

2. Supporting Clauses

2.1 Scope

2.1.1 Purpose

The purpose of this standard is to ensure a consistent and equitable approach in managing employees with substance-abuse-related problems and to ascertain that this standard is interpreted and implemented uniformly throughout the business.

The scope of the EAP services provided will cover assessments, referrals for rehabilitation (where applicable), counselling, advice and support for all employees with substance abuse, dependency or addiction problems

2.1.2 Applicability

This document shall apply throughout Eskom Holdings SOC LTD divisions and subsidiaries, including Eskom Rotek Industries.

2.1.3 Effective date

The standard is effective from the date that it is authorised.

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] Occupational Health and Safety Act No. 85 of 1993
- [3] Labour Relations Act No. 56 of 1995

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- [4] Mine Health and Safety Act 29 of 1996.
- [5] Health and Wellness Policy 32-1122.
- [6] Process Control Manual: Health and Wellness 32-1250.
- [7] Employee Assistance Programme (EAP) Standard 240-91258590.
- [8] Health Professions Act 56 of 1974.
- [9] Social Services Professions Act 110 of 1978.
- [10] National Health Act 61 of 2003.
- [11] Nursing Act No. 33 of 2005.

2.2.2 Informative

- [12] Grievance Procedure 32-1114.
- [13] Disciplinary Procedure 32-1113.
- [14] Disciplinary Code Standard 32-1112.
- [15] Employment Equity Act 55 of 1998.
- [16] Eskom Life-saving Rules Standard 240-62196227.
- [17] Safety, Health, Environment and Quality Policy 32-727.
- [18] Eskom Conditions of Service for Bargaining Unit Employees TASK Grades T04 to T13.
- [19] Eskom Employment Conditions for Managerial Levels TASK Grades M/P/S/G 14-18.

2.3 Definitions

2.3.1 Substance Abuse: Substance abuse is the excessive use of a substance, especially alcohol or a drug that adversely alters mind and physical co-ordination.

2.3.2 Substance Dependency: A compulsory need to use drugs or alcohol in order to function optimally. When such substances are unobtainable, the user suffers from withdrawal symptoms.

2.3.3 Addiction: When a person no longer has control over what he/she is doing, taking, or using. Addictions do not only include physical things we consume, such as drugs and alcohol, but may include virtually anything, from abstract things, such as gambling, pornography to seemingly harmless products, such as chocolate.

Addiction impacts negatively on the person's ability to conduct daily activities.

2.3.4 Illegal Drugs/Controlled Substances: All forms of narcotics, depressants, stimulants, hallucinogens, and all other drug types, whose manufacture, transportation, transfer, dispensation, sale, purchase, possession, or use is restricted or prohibited by law.

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Substances that affect the way the body functions, unlawfully manufactured, possessed, bought, or sold and are forbidden by law.

Excludes the use of controlled substances by an individual for whom a valid prescription has been issued or other uses that have been authorized by law.

2.3.5 Alcohol Abuse: Alcohol abuse means having unhealthy alcohol drinking habits, such as drinking every day or drinking excessively at a time.

Alcohol abuse can harm your relationships, impact on work performance, contribute to absence from work, accident and dysfunction both personally and occupationally and can lead to legal problems, such as being arrested for disorderly conduct or driving while intoxicated. If alcohol abuse continues, it can lead to alcohol dependency.

2.3.6 Legal Substances/Medication: These are legal drugs or medication that are prescribed by a medical practitioner and may be abused by the user. These can also be over the counter medication.

This abuse happens when the user does not adhere to the prescribed dosage as indicated by the medical practitioner or pharmacist. When an individual overuses or overconsumes lawful/prescribed medication, he/she is considered to be “under the influence of such a substance”.

2.3.7 Inhalants: Inhalants are breathable chemical vapors that users intentionally inhale because of the chemical’s mind-altering effects. The substances inhaled are often common household products that contain volatile solvents, aerosols or gases. Examples: glue, benzene, perfumes etc.

2.3.8 Under the Influence/Intoxicated: The use of alcohol, drugs, and/or a controlled substance to the extent that:

- a) the individual’s senses are in any way impaired by the consumption or use of the aforesaid substances;
- b) the individual is unable to perform in a safe, productive manner;
- c) the individual’s alcohol/drug reading is positive at the time of testing in line with Eskom’s Life-saving Rules; or
- d) The individual is and/or appears to be under the influence of alcohol/drugs and/or his/her blood, urine, saliva and/or breath alcohol concentration registers a positive reading.

2.3.9 Senior EAP Advisor: A social worker, counsellor or psychologist registered with a professional body, working for or under contract to Eskom Holdings.

2.3.10 Occupational Health Practitioner: This means either an occupational health nursing practitioner or an occupational medicine practitioner.

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2.3.11 Line Manager: Unless the context dictates otherwise, shall be construed to mean the supervisor or the manager in a department or at a work site, whichever may be applicable.

2.3.12 Employee Relations Practitioners/Advisors (ER/IR): Employee/industrial relations practitioners/advisors in Human Resources

2.4 Abbreviations

Abbreviation	Explanation
AA	Alcoholics Anonymous
BU	Business Unit
EAP	Employee Assistance Programme
ER/IR advisors	Employee/Industrial Relations Advisors
FCO	Functional Compliance Officer
FFD	Fitness for Duty
OHP	Occupational Health Practitioner
OHSA	Occupational Health and Safety Act
OHNP	Occupational Health Nursing Practitioner
SME	Subject Matter Expert

2.5 Roles and Responsibilities

2.5.1 Employee Assistance Programme (EAP) Advisors

Employees who are identified through the organisational screening and testing procedures for substance abuse or who know that they have a problem are encouraged to seek assistance from the internal EAP advisors or contact the external EAP Provider contracted to Eskom. This will include employees who have referred themselves due to various addictions.

Their responsibilities would be to:

- a) Assess, advise, counsel and offer support to the employee;
- b) Refer the employee to a relevant external service provider or institution for treatment, rehabilitation and management;
- c) Engage and provide necessary feedback and recommendations to the line manager where the employee has been formally referred;
- d) Receive feedback and progress from the external service provider or institution where the employee is receiving treatment;
- e) Monitor and evaluate the treatment intervention and provide a progress report, where required.

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- f) Ensure that a “Return to Work” plan is communicated to the employee and line manager.
- g) Offer support during recovery period e.g. refer to Alcoholics Anonymous (AA) etc.

2.5.2 Employee Relations or IR advisors

- a) Serve as referral of employee(s) to EAP for counselling, advice and support
- b) Advise employees on their rights, the IR/ER procedures and processes.
- c) ER/IR advisors would not obtain confidential information from the EAP; nor do they independently approach the employee regarding the problem.

2.5.3 Line Managers’/Supervisors’ Roles and Responsibilities

Line managers and supervisors have an important role in dealing with alcohol and addiction problems in the workplace. They are responsible for:

- a) Identifying and referring employees with substance-abuse-related problems;
- b) Taking necessary corrective and disciplinary action when performance, safety contraventions or conduct problems surface;
- c) Implementing recommendations from EAP, external service providers or treating institutions;
- d) Setting work schedules, monitoring the work and on-the-job conduct of employees, as well as approving and declining leave requests;
- e) Utilising the BU cost centre for paying the costs for rehabilitation, where necessary;
- g) Discussing the outcome of the referral and EAP recommendations with the referred employee in order to facilitate a smooth implementation and monitoring process
- h) Ensuring that the employee is re-integrated into the work environment after rehabilitation; and
- i) Ensuring that reasonable accommodation of the employee is adhered to as advised

2.5.4 Occupational Health Practitioners

- a) Offer care and support including advice to employees and management on alcohol and substance abuse.
- b) Conduct Fitness for Duty (FFD) assessment on the employee’s return to work.

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2.6 Process for Monitoring

The process for monitoring the implementation and usage of the Policies, Procedures, Standards and other related governance documentation is the responsibility of the various process owners within the centres of excellence.

Further monitoring as to reviews and or status amendments will be the responsibility Group Human Resources Policy and Procedure Steering Committee.

Integral to the monitoring process by the Policy and Procedure Steering Committee is the influencing of the documents during the crafting and or reviewing phase. All documents to be influenced as follows:-

Influencing Parties	Description of Influencing
1. SMEs	Provide practical application to the theoretical content
2. Employee Relations	Where require; to coordinate with the CCF process to have influencing / inputs from organized labour.
3. Compliance	Declaration by the process owner that the document is aligned to applicable legislation

To ensure oversight is complied with, the submission to the Policy and Procedure Steering Committee to include a statement indicating that the above influencing has taken place and to indicate who and when the influencing was provided.

The Quality (QMS) process will provide assurance by means of internal reviews on an annual basis. The prioritisation of the internal reviews is based on the risk and audit profile; with the proviso that all processes will be reviewed at least every three (3) years.

The implementation of the standard will be audited as part of the self-assessment process for the Eskom Health and Wellness Department.

2.7 Related/Supporting Documents

[1] Formal Referral Form for EAP Services 240-95634556.

[2] EAP Consent Form for Referral and Feedback 240-95634536.

3. Document Content

3.1 General Principles

- a) Employees who suspect or know that they have a substance abuse or dependency problem are encouraged to refer themselves and seek assistance and treatment.

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- b) Where the employee is referred by a supervisor, or line manager or through a disciplinary process for assessment and treatment, relevant documentation required would be completed (240-95634556: Formal Referral Form for EAP Services and 240-95634536: EAP Consent Form for Referral and Feedback).
- c) Rehabilitation is among the best options in the treatment of substance abuse/dependency and addictions, and the employee may, furthermore, be referred for admission to an approved institution specialising in the treatment of such for a set period of time.
- d) Absence from work due to rehabilitation will be considered and managed as sick leave.
- e) After rehabilitation, employees are encouraged to seek aftercare assistance from community-based support groups to avoid relapse.
- f) Employees who, while undergoing rehabilitation, are found to be under the influence of alcohol or any other intoxicating drug at the workplace will be subjected to appropriate IR processes.
- g) Confidentiality and privacy should be respected throughout the management of such employees.
- h) In a situation where an employee could endanger himself/herself and/or fellow workers, the employee's information can be disclosed to the line manager.

EAP services will not substitute disciplinary processes or the management of misconduct arising from a substance or dependency problem.

3.2 The Management of Payment for Rehabilitation Purposes:

- a) Eskom encourages employees to use their medical aid benefits for rehabilitation purposes.
- b) In the event that the medical aid scheme is unable to assist the affected employee, he/she can seek assistance from Eskom via his/her manager.
- c) In the event that the medical aid scheme does not cover the full amount of treatment, the manager may consider assisting the employee by paying the amount due on behalf of the affected employee.
- d) Eskom will only be responsible for one payment for rehabilitation purposes. This payment is irrespective of whether it is a partial or total payment for the prescribed treatment purposes.
- e) Eskom employees who relapse in terms of rehabilitation, will use their medical aids for second and subsequent admission as payment to the rehabilitation centre(s).
- f) Family members are not covered by this standard, and in such cases, they may only be referred to community resources for assistance at their own cost.
- g) The cost for rehabilitation shall be levied on the employee's manager's cost centre.

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4. Acceptance

This document has been seen and accepted by members of the HR EXCO.

5. Revisions

Date	Rev.	Compiler	Remarks
May 2020	3	Thoko Ndlovu	Document due for review
November 2017	2	Thoko Ndlovu	Document due for review
January 2015	1	MM Mphelo	New document

6. Development Team

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7. Acknowledgements

Not applicable.

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