

Health and Safety Policy

Policy	:	Health and Safety Policy
Section	:	Section 7.1
Manual	:	Human Resources Policies and Procedures Manual

Applicability

This policy applies to all employees, suppliers and contractors, employed by or performing services on the premises of the Company.

Associated Forms

Safety Risk Management Procedures	Section 7.1.1
Statutory Health and Safety Forms	Form 7.1.2
Appointment Chief Executive Officer	Form 7.1.3
Health And Safety Officer Appointment	Form 7.1.4
Health and Safety Representative Nomination Form	Form 7.1.5
CEO Assistant Appointment	Form 7.1.6
Health and Safety Emergency Instructions.....	Form 7.1.7
First Aid Representatives	Form 7.1.8

Approved by:		Policy: Confidential Request of Assistance
Implementation Date: 1 July 2010		Section: 7.3.2
© Umlamli Health Care (Pty) Ltd	Page 1 of 14	Compiled by: Human Resources

HEALTH AND SAFETY POLICY

1 Introduction

The Company recognises and accepts responsibility for taking all reasonable steps to ensure the health, safety and welfare at work, of all employees, and will ensure that every effort is made to meet all statutory requirements. The Company's Health and Safety programme incorporates physical, environmental and ergonomic factors in addressing Health and Safety concerns.

Employees and all other persons are reminded that they have a legal responsibility to take all reasonable care to avoid injury to themselves and/or to others. All potential safety hazards should be reported to the Health and Safety committee.

Employees shall comply with all relevant health and safety policies, procedures, agreements and directives applicable to him/her. Failure to comply with these procedures, etc will result in disciplinary action.

2 Fire Procedures

The following emergency procedures have been designed to save life, property, and assets and constitute essential reading and complete familiarisation by all employees.

Every staff member should know:

- Where the fire escape is situated
- To whom a fire or fire hazard should be reported
- How to conduct him/herself in the event of a fire alarm

It is the duty and responsibility of each staff member to:

- Ensure that all electrical equipment such as heaters, air conditioners and other office equipment used by them or situated in their immediate proximity is switched off at the plug point before leaving each afternoon.
- Refrain from smoking in the building.
- Not overload the electric current by connecting numerous appliances to one power point.
- Ensure that all important paper work is stored properly as it is regarded as a fire hazard.

In the event of a fire:

- Do not panic
- Sound the alarm immediately, leave by the nearest exit and report to your designated meeting area.
- Act quickly and quietly and do not stop to collect personal belongings. Do not run.

Approved by:		Policy: Confidential Request of Assistance
Implementation Date: 1 July 2010		Section: 7.3.2
© Umlamli Health Care (Pty) Ltd	Page 2 of 14	Compiled by: Human Resources

Health and Safety Policy

- Do not re-enter the building until permission has been given to do so.

3 Firearms and weapons

Firearms, ammunition and offensive weapons are not permitted onto any premises the Company.

All employees and guests of the Company may be searched prior to entering the premises of the Company.

4 Narcotics and drugs

Employees are not permitted to use drugs other than those obtained through a prescription from a registered general practitioner or registered specialist.

Disciplinary action will be instituted in the following instances:

- having or using drugs, other than those defined above, whilst at work or at a the Company sponsored function and/or facility;
- having or using drugs, other than those defined above, that effects the employees' job performance;
- illegal manufacturing and/or sales of drugs and/or prescription drugs;
- any conviction for violation of laws involving illegal or prescription drugs.

5 First Aid Kits

First Aid kits are held on the premises for emergency purposes. However, no prescription medication is available.

Certain staff have been trained in first aid and are available to assist when required.

All accidents that happen while you are at work, however minor they may seem, must be reported to the Human Resources department.

Designated Officials

The Company's designated first aid officers are:-

Name : _____
Position : _____
Telephone : _____
Cellular : _____

Alternatively,

Name : _____
Position : _____

Approved by:		Policy: Confidential Request of Assistance
Implementation Date: 1 July 2010		Section: 7.3.2
© Umlamli Health Care (Pty) Ltd	Page 3 of 14	Compiled by: Human Resources

Health and Safety Policy

Telephone : _____
Cellular : _____

The First Aid box is located at _____

The Company's designated health and safety officer is:

Name : _____
Position : _____
Telephone : _____
Cellular : _____

Alternatively,

Name : _____
Position : _____
Telephone : _____
Cellular : _____

The Company's designated health and safety committee members / representatives are:

Name : _____
Position : _____
Telephone : _____
Cellular : _____

Alternatively,

Name : _____
Position : _____
Telephone : _____
Cellular : _____

The Human Resources department must be notified immediately of any and all health and safety concerns or incidents which may or have resulted in any injury to employees or third parties.

6 Safety Representative Nomination Form

The Company has appointed safety representatives to establish a workplace safety committee.

This committee is comprised of management and employee safety representatives who will undergo training and be responsible for the implementation of health and safety standards.

The final selection of health and safety representatives are appointed in consultation with employees or their representatives and will be required to undertake various assessment tests.

Approved by:		Policy: Confidential Request of Assistance
Implementation Date: 1 July 2010		Section: 7.3.2
© Umlamli Health Care (Pty) Ltd	Page 4 of 14	Compiled by: Human Resources

Health and Safety Policy

Should you wish to be considered for appointment as a health and safety representative, please complete the Safety Representative Nomination Form and return it to your line manager.

7 Roles and Responsibilities of Health and safety representatives

Health and safety representatives

Every employer who has more than 20 employees in his employment at any workplace, shall, within four months after the commencement of this Act or after commencing business, or from such time as the number of employees exceeds 20, as the case may be, designate in writing for a specified period health and safety representatives for such workplace, or for different sections thereof.

An employer and his employees or their representatives shall consult in good faith regarding the arrangements and procedures for the:-

- nomination or election,
- period of office and
- subsequent designation of health and safety representatives

Provided that if such consultation fails, the matter shall be referred for arbitration to an inspector, whose decision shall be final.

Only those employees employed in a full-time capacity at a specific workplace and who are acquainted with conditions and activities at that workplace or section thereof, as the case may be, shall be eligible for designation as health and safety representatives for that workplace.

The number of health and safety representatives for a workplace or section thereof shall in the case of shops and offices be at least one health and safety representative for every 100 employees or part thereof, and in the case of all other workplaces at least one health and safety representative for every 50 employees or part thereof: Provided that those employees performing work at a workplace other than that where they ordinarily report for duty, shall be deemed to be working at the workplace where they so report for duty.

All activities in connection with the designation, functions and training of health and safety representatives shall be performed during ordinary working hours, and any time reasonably spent by any employee in this regard shall for all purposes be deemed to be time spent by him in the carrying out of his duties as an employee.

Functions of health and safety representatives

A health and safety representative may perform the following functions in respect of the workplace or section of the workplace for which he has been designated, namely-

- review the effectiveness of health and safety measures;
- identify potential hazards and potential major incidents at the workplace;
- in collaboration with his employer, examine the causes of incidents at the workplace;
- investigate complaints by any employee relating to that employee's health or safety at

Approved by:		Policy: Confidential Request of Assistance
Implementation Date: 1 July 2010		Section: 7.3.2
© Umlamli Health Care (Pty) Ltd	Page 5 of 14	Compiled by: Human Resources

Health and Safety Policy

work;

- ❑ make representations to the employer or a health and safety committee on matters arising from paragraphs (a), (a), (c) or (d), or where such representations are unsuccessful, to an inspector;
- ❑ make representations to the employer on general matters affecting the health or safety of the employees at the workplace;
- ❑ inspect the workplace, including any article, substance, plant, machinery or health and safety equipment at that workplace with a view to the health and safety of employees, at such intervals as may be agreed upon with the employer: Provided that the health and safety representative shall give reasonable notice of his intention to carry out such an inspection to the employer, who may be present during the inspection;
- ❑ participate in consultations with inspectors at the workplace and accompany inspectors on inspections of the workplace;
- ❑ in his capacity as a health and safety representative attend meetings of the health and safety committee of which he is a member, in connection with any of the above functions.

A health and safety representative may, in respect of the workplace or section of the workplace for which he has been designated-

- ❑ visit the site of an incident and attend any inspection in loco;
- ❑ attend any investigation or formal inquiry held in terms of this Act;
- ❑ in so far as is reasonably necessary to perform his functions, inspect any document which the employer is required to keep in terms of this Act;
- ❑ assist an inspector on any inspection;
- ❑ with the approval of the employer (which approval shall not be unreasonably withheld), be accompanied by a technical adviser, on any inspection; and
- ❑ participate in any internal health or safety audit.

An employer shall provide such facilities, assistance and training as a health and safety representative may reasonably require and as have been agreed upon for the carrying out of his functions.

A health and safety representative shall not incur any civil liability by reason of the fact only that he failed to do anything which he may do or is required to do in terms of this Act.

Health and safety committees

An employer shall in respect of each workplace where two or more health and safety representatives have been designated, establish one or more health and safety committees and, at every meeting of such a committee consult with the committee with a view to initiating, developing, promoting, maintaining and reviewing measures to ensure the health and safety of his employees at work.

A health and safety committee shall consist of such number of members as the employer may from time to time determine: Provided that-

The persons nominated by an employer on a health and safety committee shall be designated in writing by the employer for such period as may be determined by him, while the health and safety representatives shall be members of the committee for the period of their designation.

Approved by:		Policy: Confidential Request of Assistance
Implementation Date: 1 July 2010		Section: 7.3.2
© Umlamli Health Care (Pty) Ltd	Page 6 of 14	Compiled by: Human Resources

Health and Safety Policy

A health and safety committee shall hold meetings as often as may be necessary, but at least once every three months, at a time and place determined by the committee: Provided that an inspector may by notice in writing direct the members of a health and safety committee to hold a meeting at a time and place determined by him: Provided further that, if more than 10 per cent of the employees at a specific workplace has handed a written request to an inspector, the inspector may by written notice direct that such a meeting be held.

The procedure at meetings of a health and safety committee shall be determined by the committee.

Advisory member

A health and safety committee may co-opt one or more persons by reason of his or their particular knowledge of health or safety matters as an advisory member or as advisory members of the committee. An advisory member shall not be entitled to vote on any matter before the committee.

Functions of health and safety committees

A health and safety committee-

- may make **recommendations** to the employer regarding any matter affecting the health or safety of persons at the workplace or any section thereof for which such committee has been established;
- shall **discuss any incident** at the workplace or section thereof in which or in consequence of which any person was injured, became ill or died, and may in writing report on the incident to an inspector;
- shall perform such **other functions** as may be prescribed. and
- shall keep record of each recommendation made

Health and Safety Criteria

Objective: to ensure that the following basic measures are in place in offices and factory environment.

First Aid Representatives

Where no more than 5 employees are employed at a workplace, the employer shall provide a regulatory first aid box.

Where more than 10 persons are employed, the employer shall ensure that for every group of:-

- 100 employees in respect of offices, and
- 50 employees in respect of factory environments

One person is trained in First Aid care (valid certificate of competency).

Approved by:		Policy: Confidential Request of Assistance
Implementation Date: 1 July 2010		Section: 7.3.2
© Umlamli Health Care (Pty) Ltd	Page 7 of 14	Compiled by: Human Resources

8 General Workplace Safety Rules

Your safety is the constant concern of this Company. Every precaution has been taken to provide a safe workplace. [Name or title of the person in charge of safety] makes regular inspections and holds regular safety meetings. [He or she] also meets with management to plan and implement further improvements in our safety program. Common sense and personal interest in safety are still the greatest guarantees of your safety at work, on the road, and at home. We take your safety seriously and any willful or habitual violation of safety rules will be considered cause for dismissal. [Your Company] is sincerely concerned for the health and well being of each member of the team.

The cooperation of every employee is necessary to make this Company a safe place in which to work. Help yourself and others by reporting unsafe conditions or hazards immediately to your supervisor or to a member of the safety committee. Give earnest consideration to the rules of safety presented to you by poster signs, discussions with your supervisor, posted department rules, and regulations published in the safety booklet. Begin right by always thinking of safety as you perform your job, or as you learn a new one.

Accident reporting

Any injury at work—no matter how small—must be reported immediately to your supervisor and receive first aid attention. Serious conditions often arise from small injuries if they are not cared for at once.

Specific safety rules and guidelines

To ensure your safety, and that of your coworkers, please observe and obey the following rules and guidelines:

- Observe and practice the safety procedures established for the job.
- In case of sickness or injury, no matter how slight, report at once to your supervisor. In no case should an employee treat his own or someone else's injuries or attempt to remove foreign particles from the eye.
- In case of injury resulting in possible fracture to legs, back, or neck, or any accident resulting in an unconscious condition, or a severe head injury, the employee is not to be moved until medical attention has been given by authorized personnel.
- Do not wear loose clothing or jewelry around machinery. It may catch on moving equipment and cause a serious injury.
- Never distract the attention of another employee, as you might cause him or her to be injured. If necessary to get the attention of another employee, wait until it can be done safely.
- Where required, you must wear protective equipment, such as goggles, safety glasses, masks, gloves, hair nets, etc.
- Safety equipment such as restraints, pull backs, and two-hand devices are designed for your protection. Be sure such equipment is adjusted for you.
- Pile materials, skids, bins, boxes, or other equipment so as not to block aisles, exits, fire fighting equipment, electric lighting or power panel, valves, etc. **FIRE DOORS AND AISLES MUST BE KEPT CLEAR.**
- Keep your work area clean.

Approved by:		Policy: Confidential Request of Assistance
Implementation Date: 1 July 2010		Section: 7.3.2
© Umlamli Health Care (Pty) Ltd	Page 8 of 14	Compiled by: Human Resources

Health and Safety Policy

- Use compressed air only for the job for which it is intended. Do not clean your clothes with it and do not fool with it.
- Observe smoking regulations.
- Shut down your machine before cleaning, repairing, or leaving.
- Tow motors and lift trucks will be operated only by authorized personnel. Walk-type lift trucks will not be ridden and no one but the operator is permitted to ride the tow motors. Do not exceed a speed that is safe for existing conditions.
- Running and horseplay are strictly forbidden.
- Do not block access to fire extinguishers.
- Do not tamper with electric controls or switches.
- Do not operate machines or equipment until you have been properly instructed and authorized to do so by your supervisor.
- Do not engage in such other practices as may be inconsistent with ordinary and reasonable common sense safety rules.
- Report any UNSAFE condition or acts to your supervisor.
- HELP TO PREVENT ACCIDENTS.
- Use designated passages when moving from one place to another; never take hazardous shortcuts.
- Lift properly—use your legs, not your back. For heavier loads, ask for assistance.
- Do not adjust, clean, or oil moving machinery.
- Keep machine guards in their intended place.
- Do not throw objects.
- Clean up spilled liquid, oil, or grease immediately.
- Wear hard sole shoes and appropriate clothing. Shorts or mini dresses are not permitted.
- Place trash and paper in proper containers and not in cans provided for cigarette butts.

Checklist. It's every employee's responsibility to be on the lookout for possible hazards. If you spot one of the conditions on the following list—or any other possible hazardous situation—report it to your supervisor immediately.

- Slippery floors and walkways
- Tripping hazards, such as hose links, piping, etc.
- Missing (or inoperative) entrance and exit signs and lighting
- Poorly lighted stairs
- Loose handrails or guard rails
- Loose or broken windows
- Dangerously piled supplies or equipment
- Open or broken windows
- Unlocked doors and gates
- Electrical equipment left operating
- Open doors on electrical panels
- Leaks of steam, water, oil, etc.
- Blocked aisles
- Blocked fire extinguishers, hose sprinkler heads
- Blocked fire doors
- Evidence of any equipment running hot or overheating
- Oily rags
- Evidence of smoking in non-smoking areas
- Roof leaks
- Directional or warning signs not in place

Approved by:		Policy: Confidential Request of Assistance
Implementation Date: 1 July 2010		Section: 7.3.2
© Umlamli Health Care (Pty) Ltd	Page 9 of 14	Compiled by: Human Resources

Health and Safety Policy

- Safety devices not operating properly
- Machine, power transmission, or drive guards missing, damaged, loose, or improperly placed

Safety equipment. Your supervisor will see that you receive the protective clothing and equipment required for your job. Use them as instructed and take care of them. You will be charged for loss or destruction of these articles only when it occurs through negligence.

Safety shoes. The Company will designate which jobs and work areas require safety shoes. Under no circumstances will an employee be permitted to work in sandals or open-toe shoes. A reliable safety shoe vendor will visit the Company periodically. Notices will be posted prior to the visits.

Safety glasses. The wearing of safety glasses by all shop employees is mandatory. Strict adherence to this policy can significantly reduce the risk of eye injuries.

Seat belts. All employees must use seat belts and shoulder restraints (if available) whenever they operate a vehicle on Company business. The driver is responsible for seeing that all passengers in front and rear seats are buckled up.

Good housekeeping. Your work location should be kept clean and orderly. Keep machines and other objects (merchandise, boxes, shopping carts, etc.) out of the center of aisles. Clean up spills, drips, and leaks immediately to avoid slips and falls. Place trash in the proper receptacles. Stock shelves carefully so merchandise will not fall over upon customer contact.

9 Office Safety

Policy

All work performed in offices and administrative areas will be conducted using safe work practices. Office and administrative areas will be maintained free of recognized hazards.

Responsibilities

Supervisor

- The ultimate responsibility for office safety rests with the supervisor. All work hazards must be anticipated and appropriate safeguards utilised.
- Ensures all employees are properly trained and instructed in safe office practices and aware of all hazards associated with their work.

Employee

- Follows the health and safety policies and instructions of the responsible supervisor and Health and Safety representative.
- Brings to the attention of the supervisor and/or Health and Safety representative potential

Approved by:		Policy: Confidential Request of Assistance
Implementation Date: 1 July 2010		Section: 7.3.2
© Umlamli Health Care (Pty) Ltd	Page 10 of 14	Compiled by: Human Resources

Health and Safety Policy

hazardous situations.

Health and Safety Division

- ❑ Assists supervisors in correcting hazardous situations and designating safe working practices.
- ❑ Periodically inspects all office facilities to ensure compliance with existing Health and Safety policy.

Safe Work Practices

- ❑ Guard the sharp edges of furniture to prevent personal injury. Keep desk "pull-out" writing surfaces closed when not in use.
- ❑ Practice good housekeeping. Keep floors free of items that might cause tripping. Keep waste cans out of the way; do not overfill them.
- ❑ Prevent slipping accident by cleaning up spills immediately.
- ❑ Report all defects such as loose tiles, broken steps, railings and doors immediately to the Facilities Manager.
- ❑ Do not participate in horseplay.
- ❑ Keep razor blades, tacks, and other sharp objects in closed containers.
- ❑ Use the proper tool for the job at hand (e.g. a staple remover to remove staples).
- ❑ Do not overload electrical outlets. Do not plug a multiple outlet strip-- an extension cord with multiple electrical receptacles--into a second multiple outlet strip.
- ❑ Report immediately, any damaged electrical cords, broken switches, loose connections, or bare wires to the Facilities Manager.
- ❑ Unplug any office machine that smokes, sparks, or delivers an electrical shock. Have it inspected by the appropriate repair personnel.
- ❑ The Company is a smoke free environment and smoking is prohibited inside all buildings.
- ❑ Avoid overloading the top drawers of filing cabinets to avoid the possible tipping of the cabinet when the drawers are opened. Open one drawer of the file cabinet at a time to prevent tipping. File cabinets should be placed where their use will not interfere with office traffic patterns.
- ❑ Keep file and desk drawers closed when not in use to help prevent tripping accidents.
- ❑ Be sure to use proper lifting techniques. Make arrangements with personnel skilled in moving to shift furniture and other heavy objects.
- ❑ Do not lean too far back in chairs. This may result in over-balancing and a fall.
- ❑ Use only safety step stools or ladders for climbing. Don't stand on swivel chairs or use them as step stools.
- ❑ Be careful with flammable liquids. Only the quantity needed for use should be in the work place. They should be kept and used in a ventilated area, away from excessive heat or ignition sources.
- ❑ Book cases or file cabinets taller than 64 inches must be secured or anchored. Keep book case doors closed when not in use.
- ❑ Power switches must be off, or the cord unplugged, when electrical equipment, such as a typewriter, is being cleaned or serviced.
- ❑ Office doors shall be free of obstructions at all times to permit egress in case of an emergency.
- ❑ Jewellery, long hair, and clothing must be kept clear of the moving parts of all office machines.

Approved by:		Policy: Confidential Request of Assistance
Implementation Date: 1 July 2010		Section: 7.3.2
© Umlamli Health Care (Pty) Ltd	Page 11 of 14	Compiled by: Human Resources

Health and Safety Policy

- ❑ If it is necessary to run a cable or electrical cord across the floor, a cable cover must be used to protect the wiring and prevent tripping.
- ❑ Do not cover air vents or obstruct air flow from registers. Do not place furniture, equipment, or materials in locations that will interfere with air movement around thermostats.
- ❑ Report any observed pest control problems to a Pest Control Specialist. Never attempt to apply any pest control chemical yourself.

10 Visitors

Policy

All visitors entering the Company premises, grounds, or facilities must comply with applicable health and safety policies and procedures.

Responsibilities

Security Guard/Receptionist Desk - Ensures that all visitors sign in upon entry and sign out when leaving the Company premises; calls for visitor escorts.

Supervisor - Posts restricted areas; provides for adequate visitor protection; co-ordinates group visitation and designates tour guides; informs Office of Communications of visits by media representatives.

Employee - Escorts visitors; provides safety instruction and equipment as needed; acts as tour guide.

Procedures

Visitors must sign in at the guard/receptionist desk upon entry to the Company. Upon leaving the Company, the visitor sign out at the guard/receptionist desk.

Visitors entering offices must be escorted from the guard/receptionist desk by a Company employee.

Visitors must be provided appropriate safety instruction and protective equipment by the Company host employee.

Restricted areas may be visited only by permission of the supervisor in charge of the restricted area.

11 Occupational Health and Safety

All employees earning up to the maximum specified from time to time by the Unemployment Insurance Fund Act, are covered by the Compensation for Occupational Injury and Diseases Act. This protects employees in the event of an injury as a result of an accident in the course of their duties.

Approved by:		Policy: Confidential Request of Assistance
Implementation Date: 1 July 2010		Section: 7.3.2
© Umlamli Health Care (Pty) Ltd	Page 12 of 14	Compiled by: Human Resources

Health and Safety Policy

The Act makes provision for:

- Loss of earnings
- Medical expenses
- Compensation for temporary/Permanent disablement

All accidents are to be reported to a Senior Manager before the end of official working hours on the day of the accident.

The Company will report all injuries to employees as a result of an accident whilst on duty to the Commissioner for Occupational Injury and Disease.

Employees are required to report all workplace injuries to their immediate supervisor or the Human Resources Department. Workplace injuries must be reported within 24 hours of the injury being incurred. All employees are required to report immediately all injuries, accidents or illness suffered or contracted whilst at work or in the course of performing work related duties.

The following forms are to be completed by the designated persons in terms of an injury or disease suffered by an employee. Such injuries include post traumatic stress disorder. The preliminary reports which are to be completed without delay are attached hereto. Additional forms may be obtained from the Human Resources Division relating to specific statutory forms and reports.

12 Statutory Health and Safety Forms

These forms may be downloaded from the Human Resources Intranet.

1. Form COID - First Medical Report in respect of a work related upper limb disorder
 - This form must be completed by a medical practitioner and submitted to the Compensation Commissioner.
2. Form W.AS.2 - Registration of Employer with Compensation Fund
 - Employers use this form to register with the Compensation Fund
3. Form W.AS.8 - Return of Earnings
 - This form is a return of earnings for the Compensation Fund.
4. Form W.CL.1 - Employers Report of an Occupational Disease
 - This form is for reporting an occupational disease by employers for workers.
5. Form W.CL.110 - Exposure History
 - This form requests a workers exposure history to work related hazards.
6. Form W.CL.132 - Affidavit by Employee
 - An affidavit form for workers who have been in an accident or injured themselves whilst at work.
7. Form W.CL.14 - Notice of an Occupational Disease and Claim for Compensation

Approved by:		Policy: Confidential Request of Assistance
Implementation Date: 1 July 2010		Section: 7.3.2
© Umlamli Health Care (Pty) Ltd	Page 13 of 14	Compiled by: Human Resources

Health and Safety Policy

- This form must be completed by an employer notifying the compensation commissioner of a workers occupational disease.
- 8. Form W.CL.15 - Strain or Sprain Questionnaire
 - The form used to report a strain or sprain injury that occurred at work.
- 9. Form W.CL.2 - Employers Report of an Accident
 - This form must be completed by employers when reporting an accident at the workplace.
- 10. Form W.CL.20 - Enquiry Regarding Unpaid Medical or Chemist Account
 - An enquiry form to be completed by a medical practitioner when medical and/or chemist costs have not been paid.

Approved by:		Policy: Confidential Request of Assistance
Implementation Date: 1 July 2010		Section: 7.3.2
© Umlami Health Care (Pty) Ltd	Page 14 of 14	Compiled by: Human Resources