

Procedure

This procedure is intended to apply to Telkom SA SOC Limited and its Group of Companies

Emergency Preparedness and Response

Version: 3

Emergency Preparedness and Response

TABLE OF CONTENTS

1	PURPOSE AND OBJECTIVES.....	6
2	APPLICABILITY AND SCOPE	6
3	CLASSIFICATION OF TELKOM OCCUPIED BUILDINGS.....	6
4	TYPES OF EMERGENCY SITUATIONS	6
5	RESPONSIBILITIES.....	6
6	EMPLOYEE SAFETY	7
7	EMERGENCY PERSONNEL	7
8	TRAINING	7
9	RECORDING AND REPORTING	7
10	DUTIES AND RESPONSIBILITIES OF EMERGENCY PERSONNEL.....	8
11	A FIRE RESPONSE AND PREPAREDNESS.....	9
12	FIRE EVACUATION DRILLS	10
13	BOMB THREAT (PERSONS RECEIVING CALL).....	10
14	AUTHORITY TO ACTIVATE & DE-ACTIVATE A CRISIS/DISASTER	11
15	EARTHQUAKES	11
16	GENERAL REMARKS	12
17	IMMEDIATE EMERGENCY ACTIONS	13
18	EMERGENCY EVACUATION ACTIONS.....	13
19	CASUALTIES.....	14
20	FLOOR-PLAN	14
21	CONTROL CENTRE/ROOM (WHERE APPLICABLE)	15
22	PROCEDURE ENFORCEMENT AND VIOLATION	15
23	LAWS AND REGULATIONS.....	15
24	DEFINITIONS, ABBREVIATIONS AND ACRONYMS	15
25	EXCEPTIONS	15
26	APPENDIX A: DEFINITIONS, ACRONYMS, REFERENCE DOCUMENTS, LAWS & REGULATIONS ...	16
27	APPENDIX B: APPROVALS	17

Emergency Preparedness and Response

DOCUMENT CONTROL INFORMATION

Document review and approvals		
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Approved by:	Nonkululeko Dlamini: Group Chief Financial Officer	2024/03/25

Quality Control and Assurance					
Effective Date	This version comes into effect on date of final approval per the delegation of authority and policy approval matrix				
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Type:	Group wide	Yes	✓	No	
	Entity Specific - (Name of Entity)	Yes		No	✓
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Level 2 - BU/Subsidiary	Every 3rd year or if there are any significant changes	Yes		No	✓
Level 3 - Operational	Every 3rd year and no later than 5 years or if there are any significant changes	Yes		No	✓
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Emergency Preparedness and Response

Version Control – Summary of Changes			
Version Number	Paragraph	Description (changes since last version)	Date
2		Updated the requirement for conducting drills biannually to annually to align with the bi-laws	2019/06/30
3	Whole document	Document come up for three-year review Template update	2023/09/09
3	Paragraph 9 IV	Duties and responsibilities of emergency personnel been address as a new heading - Numbering 10	2023/09/09
3	Paragraph 9.1	Emergency coordinator/EPRC chairman /site manager - Numbering change from 9.1 to 10.1	2023/09/09
3	Paragraph 9.2	Fire Co-ordinator / Marshall - Numbering change from 9.2 to 10.2	2023/09/09
3	Paragraph 9.3	Evacuation Leader / Officer - Numbering change from 9.2 to 10.3	2023/09/09
3	Paragraph 9.4	First Aid Officer – Numbering change from 9.4 to 10.4	2023/09/09
3	Paragraph 9.5	Security Officer – Numbering change from 9.5 to 10.5	2023/09/09
3	Paragraph 10	Fire response and preparedness heading change from numbering 10 to 11	2023/09/09
3	Paragraph 10.1	Classes of fire - numbering change from 10.1 to 11.1	2023/09/09
3	Paragraph 11	Fire Evacuation Drills – numbering change from 11 to 12	2023/09/09
3	Paragraph 12	This heading moves to heading 16 and is addressing – “ General Remarks”	2023/09/09
3	Paragraph 13	Paragraph 13 move to paragraph 17. New paragraph been added as heading 13 and is addressing “Bomb threat (person receiving a call)”	2023/09/09
3	Paragraph 14	Paragraph 14 move to paragraph 18. New paragraph been added as heading 14 and is addressing “Authority to activate & De-activate a Crisis/Disaster”	2023/09/09

Emergency Preparedness and Response

3	Paragraph 15	Paragraph 15 move to paragraph 19. New paragraph been added as heading 15 and is addressing “What to do when receiving bomb threat call”	2023/09/09
3	Paragraph 16	Old Paragraph 16 moves to paragraph 20. New Paragraph 16 is addressing “General Remarks”	2023/09/09
	Paragraph 17	Paragraph 17 moves to paragraph 21	2023/09/09
3	Paragraph 18	Paragraph 18 moves to paragraph 22	2023/09/09
3	Paragraph 23	Paragraph been added, with heading Law and Regulations	2023/09/09
3	Paragraphs 19	Paragraphs 19 moves to paragraph 24	2023/09/09
3	Paragraph 20	Paragraph 20 moves to paragraph 25	2023/09/09
3	Paragraph 26	Definitions and Abbreviation tables been updated	2023/09/09
3	Paragraph 26.3	Law documents been moved to paragraph 26.4	2023/09/09
3	Paragraph 26.4	Laws and Regulations been corrected	2023/09/09

Emergency Preparedness and Response

1 PURPOSE AND OBJECTIVES

The purpose of this procedure is to ensure that efficient and safe evacuation of all Telkom employees/ visitors in case of emergencies, and also to comply with all the applicable by-laws.

2 APPLICABILITY AND SCOPE

To provide meaningful, planned, coordinated, organized, and disciplined joint action in order to prevent and / or minimize losses, injuries, damage, and disruption as far as possible in case of emergencies. The emergency evacuation drill will be conducted annually or as per the local by-laws.

3 CLASSIFICATION OF TELKOM OCCUPIED BUILDINGS

- I. High Rise Buildings (Leased, Owned or Business Focused).
- II. Multi - Tenant Buildings.
- III. KPA - Key Point Area Buildings (Network critical sites.)
- IV. Single Story Buildings.
- V. These categories of buildings will have a major impact on Telkom S.A. business if preparedness and response is not adhered to.

4 TYPES OF EMERGENCY SITUATIONS

The types of emergency situations, whether it be natural or man-made, for which plans must be formulated. The main factors that Telkom SA is faced with are:

- I. Floods, explosions, fires, earthquakes
- II. Bomb threats, armed attacks.
- III. Strikes, riots, civilian and industrial uproar.
- IV. Biological agents being planted on a site / building.
- V. Any other threats which may result in an emergency.

5 RESPONSIBILITIES

- I. It is the responsibility of each Site Manager to formulate emergency plans for buildings under his jurisdiction in conformity with the emergency plan guidelines.
- II. The chairman of the Health and Safety Committee is automatically also the EPRC Chairman and is the responsible person in the event of an emergency in the building or on the site. Also referred to as the Site Manager, this person would be charged with the responsibility of ensuring that all building / site issues / problems are taken up with the correct persons / agencies.

Emergency Preparedness and Response

- III. The yard or site manager have the responsibility to notify the Regional Management and the SHE specialist on all emergencies requiring evacuation. This is to ensure that crisis management and business continuity processes are triggered timeously where required.

6 EMPLOYEE SAFETY

- I. It must be reiterated that under no circumstances must employees be exposed to hazards or dangers, should any situation be a direct threat to the lives of employees, the emphasis must be personal safety first and foremost.
- II. It is also expected of employees not to be heroic or to follow dangerous preventative measures in the event of an emergency. The most important issue in the event of an impending emergency must be to establish as to whether, the incident can be reasonably managed or not and whether it can be prevented or minimised through careful planning and coordinated timeous action rather than to expose employees to dangers over and above those that they will be subjected to in the course of their normal duty.

7 EMERGENCY PERSONNEL

- I. The site/yard management must see to it that employees are appointed in writing and that their respective duties are defined in the letters of appointment as stipulated in the relevant emergency plan document.
- II. The appointees must be appointed for a period not exceeding three (3) years.

8 TRAINING

Employees appointed in the emergency planning committee should undergo training.

8.1 The training presented for EPRC members is:

- I. Emergency Preparedness and Response Committee
- II. Fire Fighting
- III. First Aid (Level 1)

9 RECORDING AND REPORTING

- I. A fully detailed report must be kept in a register regarding any potential and / or genuine emergency, which may occur, including all incidents, times, decisions, and any other relevant information prior to, during and after such an emergency.
- II. Only Telkom Group Comms is authorized to make media statements or press release on any emergencies arising in any of Telkom sites.
- III. It is always advisable to consult your local SHE Consultant for guidance.

Emergency Preparedness and Response

10 DUTIES AND RESPONSIBILITIES OF EMERGENCY PERSONNEL

10.1 Emergency Co-ordinator / EPRC Chairman / Site Manager

The Emergency Co-ordinator is the chairman of the Emergency Preparedness and Response Committee, and he must ensure that: (This individual is normally the site Manager).

- I. He / She accept overall Control and Accountability during emergencies until such time that the emergency services arrive and take over control.
- II. Is responsible for alerting Regional Management and SHE specialist on any emergencies requiring evacuation.

10.2 Fire Co-ordinator / Marshall

The Fire Co-ordinator / Marshall has the following responsibilities in the Emergency Preparedness and Response Committee:

- I. The Fire Co-Ordinator / Marshall on premises must receive the relevant training.
- II. Evaluation of the personnel on the basis of fire safety and protection.
- III. Determination of the safest, most efficient fire exit and evacuation routes.
- IV. To ensure that all fire exits are practical and that these cannot be locked in such a manner that their use is prevented.
- V. To ensure that evacuation routes remain open.
- VI. To ensure that fire hazards are eliminated or restricted to the minimum.
- VII. To ensure that fire-fighting equipment is kept safe but accessible is well distributed, maintained, and effective.
- VIII. Directions to fire-fighting equipment.
- IX. To assist the Emergency Co-Ordinator with emergency planning and the handling of actual emergencies.
- X. Conduct inspections on firefighting equipment's.

10.3 Evacuation Leader / Officer

The Evacuation Leader / Officer has the following responsibilities in the Emergency Preparedness and Response Committee:

- I. The determination of the safest possible evacuation routes, in collaboration with the Fire Co-Ordinator / Marshall
- II. To ensure that evacuation routes (and alternatives) are clearly marked on floor plans.
- III. To keep a record of all handicapped staff members and the special arrangements to be made to assist them during evacuation (in collaboration with the First Aid Officer).
- IV. To ensure that doors and windows are closed when evacuation takes place as a result of a fire, and that they are open when evacuation takes place as a result of a bomb threat or the discovery of a bomb.
- V. To ensure that panic is minimized during evacuation and that order is maintained throughout.

Emergency Preparedness and Response

- VI. To ensure that regular progress reports are received from floor evacuation officers during evacuation.

10.4 First Aid Officer

The First Aid Officer have the following responsibilities in the Emergency Preparedness and Response Committee:

- I. To ensure that the first aid equipment is readily available.
- II. To ensure that suitable evacuation points are identified for injured and that these are accessible for ambulances and medical personnel.
- III. To ensure that storage facilities for first aid equipment are clearly identified by means of a white cross on a green background and that this is also indicated on the floor plan.
- IV. To ensure that first aid officers can be identified (White hard hats and vests) and that they are sufficiently equipped for the execution of their duties.
- V. To conduct monthly inspections on the First Aid kits.

10.5 Security Officer

Level of preparedness minimum requirements.

- I. To call the emergency services and the emergency coordinators on discovering an emergency situation on site.
- II. To maintain order during an emergency situation and when the evacuation drills are conducted.
- III. To assist with access control and give access and directions to the emergency services on arrival.
- IV. To assist the Emergency Committee members with sweeping the floor during the evacuation drill.
- V. Compilations of bomb threat and search procedures.
- VI. Access loss and call control.
- VII. Any other duties particular to the company's security and subsequent efficient emergency planning and the execution thereof.

11 A FIRE RESPONSE AND PREPAREDNESS

The local fire department will be equally prompted when an emergency situation presents itself on your site. Their success in responding is totally dependent on the preparedness of the information given to them, before and on call e.g.

11.1 Classes of fire

- I. Class A

Fires involving ordinary solid combustible materials, e.g., coal, paper, plastics, wood, or textiles.

Emergency Preparedness and Response

- II. Class B
Fires involving flammable liquids and greases, e.g., alcohol, benzene, oils, paraffin, or petrol.
- III. Class C
Fires occurring in the presence of live electrical installations, e.g., electrical cables, generators, transformers, or switchboards.
- IV. Class D1
Fires involving non-alkali metals, e.g., aluminium and magnesium.
- V. Class D2
Fires involving alkali metals, e.g., sodium, potassium, or lithium.
- VI. Class E
Fires involving flammable gases, e.g., methane, propane, and natural gas.

12 FIRE EVACUATION DRILLS

- I. It would be advisable to consult your local SHE Consultant and local Fire Department,
- II. The priority is to not endanger any person's life but to evacuate the staff efficiently and effectively, with no casualties.
- III. A fire-drill should be conducted at least once a year.

13 BOMB THREAT (PERSONS RECEIVING CALL)

Most bomb threat are made to an office by telephone. Individuals most likely to receive a bomb threat are:

- I. Switchboard operators
- II. Employees around the building
- III. Security personnel

The person receiving the threat should immediately after the call is completed, notify Gyro security and GEMT commander or REMT commander if in the Region of the threat. The receiver of the call should only discuss the call with the GEMT/REMT to avoid panic in the building.

13.1 What to do when receiving bomb threat call

- I. Stay calm!
- II. Do not transfer the call unless requested to do so
- III. Do not interrupt the caller
- IV. Keep the caller talking for as long as possible and ask the following questions:
 - a. In which building is the bomb placed?
 - b. When is set to go off?
 - c. What type of bomb is it?

Emergency Preparedness and Response

- d. Where is it placed?
- e. Why are you doing this?
- f. Who are you?
- g. From where are you calling?

13.2 During this period make mental note of the following:

- I. Did the caller appear familiar with the building?
- II. Note caller's identity.
- III. Origin of call, local or international
- IV. Language and accent
- V. Does his speech sound dis-oriented, slow, slurred?
- VI. Manner of speech, did the caller sound agitated, irrational, angry calm etc.

14 AUTHORITY TO ACTIVATE & DE-ACTIVATE A CRISIS/DISASTER

14.1 In line with clause 9(a) of Group Emergency Management Team, the authority to declare a crisis/disaster based on information received is limited to the Telkom Group Incident Commander in conjunction with:

- I. Applicable Steerco
- II. Gyro Security Services
- III. CEOs
- IV. Group EXCO
- V. GCEO

14.2 Should there be a need to evacuate the emergency response commander will be directed by the GEMT commander accordingly.

14.3 Upon receiving instruction to evacuate the building or site the Emergency Co-ordinator / EPRC Chairman / Site Manager will immediately notify the local fire department, SAPS and emergency medical services.

15 EARTHQUAKES

- I. Where possible the Emergency Co-ordinator / EPRC Chairman / Site Manager must take charge of the building and activate the building emergency evacuation and response team to be on alert.
- II. Do not activate evacuation during active tremors, the following action will be followed.

15.1 Employees must move away from windows, stay indoors, and do the following:

- I. Building occupants must drop onto their hands and knees to avoid being knocked down.
- II. Cover their head with their arms.

Emergency Preparedness and Response

- III. Hold onto neck with hands.
- IV. Crawl to nearby safe space such as under steady solid desk, large furniture that won't tip off.
- V. Once tremors stop the Emergency Co-ordinator / EPRC Chairman / Site Manager must make an assessment and activate the evacuation from building.

16 GENERAL REMARKS

16.1 The duties and responsibilities of emergency personnel may vary, and this document is only meant to provide a guideline.

16.2 The duties of officers that are not specified (i.e., traffic control, emergency closure, etc.) are particular to each company. The omission thereof in this document is however not meant to diminish its importance.

16.1 Notice

SHOULD IT BE DECIDED TO EVACUATE THE PREMISES, THE EMERGENCY CO-ORDINATOR MUST:

- I. Inform the CEO, heads of sections, security and emergency personnel.
- II. Inform all concerned of the evacuation / escape routes, which have to be followed.

16.2 Records Keeping

- I. All emergency situations must be investigated, and investigation records kept.
- II. Emergency evacuation drills must be minuted and records kept.

16.3 Facility Manager & Security Manager

Facility Manager (Bidvest) and Security Manager must be incorporated into the EPRC as a co-opted member.

16.4 SHE Consultant

SHE Consultant can be approached to assist with establishment of new EPRC.

16.5 Defence Force Colour Coding

The following colour codes can be applied, should the EPRC decide to purchase helmets:

- I. Emergency Co-ordinator- Blue
- II. Fire Co-ordinator / Marshall - Red
- III. Evacuation Leader / Officer - Yellow
- IV. First Aid Co-ordinator / Officer- White / Green

Emergency Preparedness and Response

16.6 Emergency Alarm System

- I. Personnel must only react under command and supervision of the Emergency Personnel.
- II. Should orders be given to Emergency Personnel over the intercom system / or any applicable public announcement system, this must be done in code in order to prevent panic.

17 IMMEDIATE EMERGENCY ACTIONS

17.1 Person Discovering the Emergency Situation

- I. Notify the Emergency Co-ordinator immediately.
- II. Terminate all activities, telephone calls, etc. Await instructions from your floor officer.
- III. Strictly follow the instructions of your floor evacuation officer, as determined by him.
- IV. Evacuate the building.
- V. Do not use the lifts.
- VI. Gather at a pre-determined assembly point.
- VII. Ensure that the Fire Brigade is notified at telephone number (Your local number) and provide the following information:
 - a. Your name and surname
 - b. Address where fire or emergency situation has been discovered.
 - c. The nearest crossroad.
 - d. The suburb
 - e. What is on fire?
 - f. Are there any injuries
 - g. Ensure your own safety
 - h. Ensure a safe evacuation route.
 - i. Attempt to extinguish fire with available equipment.
 - j. If the fire is out of control, do not risk your own life.
 - k. Close windows and doors (do not lock).
 - l. Evacuate the building.
 - m. Terminate all activities, telephone calls, etc. Await instructions from your floor officer.

18 EMERGENCY EVACUATION ACTIONS

The Emergency Co-ordinator or his / her assistant can only give the command for a complete evacuation to take place.

This must be conveyed to the floor evacuation officer/s in code in order to prevent panic (if intercom system is used).

Emergency Preparedness and Response

Floor Evacuation officers must:

- I. Inform personnel that the building must be evacuated, and personal belongings collected. (Always remain calm).
- II. Ensure that essential records and cash are taken care of.
- III. Ensure efficient shut down procedure is followed.
- IV. Ensure that weak or handicapped persons are taken care of.
- V. Ensure that evacuation is carried out in an orderly manner by means of fire stairways.
- VI. Do not use lifts.
- VII. Ensure that evacuation personnel accompany the evacuation groups (front and back).
- VIII. Ensure that evacuation to the top only takes place if there are no other options.
- IX. Close doors and windows if evacuation is the result of a fire.
- X. Open doors and windows if evacuation is the result of a bomb or the discovery of a bomb (in order to reduce the damage caused by the explosion, by ventilating the explosion).
- XI. Evacuate along the safest pre-determined routes.
- XII. Ensure that all rooms, offices, toilets, tearooms, storage areas, etc. are searched to ensure that everybody has been evacuated before that last officer leaves.
- XIII. Update the Emergency Co-ordinator of all progress at regular intervals. (Done by the evacuation officer).

19 CASUALTIES

The first person at the scene must notify the first aid officer. First aid officer must:

- I. Order the first aid team to take first aid equipment and go to the scene.
- II. Evaluate the situation and notify the Emergency Co-ordinator, and if necessary, call NETCARE 911 and Fire Brigade.
- III. Apply first aid, take care of injured in order of priority of injuries (triage). Injured must be moved out of the danger areas irrespective of the degree of their injuries.
- IV. Move the injured to predetermined first aid posts, without aggravating their injuries.
- V. Keep the Emergency Co-ordinator informed of progress.
- VI. Mobilise additional first aid teams and equipment, if necessary.
- VII. Ensure that spectators are kept away from treatment areas.

20 FLOOR-PLAN

Floor plans must be simplified and where possible, be of A4 size and be displayed at all conspicuous areas throughout the building and the following must be indicated on floor plans:

- I. Evacuation routes and alternatives (preferably colour coded).
- II. Emergency exits.
- III. Assembly points and evacuation points for injured and disabled people.

Emergency Preparedness and Response

- IV. Location of firefighting and first aid equipment.
- V. Number of staff members.
- VI. Names of Emergency Personnel and their office numbers.

21 CONTROL CENTRE/ROOM (WHERE APPLICABLE)

The control centre must contain the following:

- I. Detailed floor plan.
- II. Copy of the emergency procedure
- III. List of contact persons and telephone number
- IV. Central alarm system and the PA system
- V. Suitable facilities / emergency equipment to accommodate the Emergency Preparedness Committee.
- VI. Two-way radios
- VII. Loudspeakers

22 PROCEDURE ENFORCEMENT AND VIOLATION

Compliance to this procedure will be monitored on a regular basis and the results reviewed by designated forums. Any breach will be treated as a serious disciplinary offence and may be subject to disciplinary in accordance with the provisions of the relevant Group HR policy.

23 LAWS AND REGULATIONS

For the laws and regulations applicable to this policy refer to Appendix A of this document.

24 DEFINITIONS, ABBREVIATIONS AND ACRONYMS

For definitions, acronyms and abbreviations refer to Appendix A of this document.

25 EXCEPTIONS

There are no exceptions allowed for this Procedure.

Emergency Preparedness and Response

26 APPENDIX A: DEFINITIONS, ACRONYMS, REFERENCE DOCUMENTS, LAWS & REGULATIONS

26.1 Definitions

Definitions	Description
Casualties	A person injured, killed or badly affected by the fire event.
Fire Drill	A practice of Emergency procedures to be followed in case of fire.
Jurisdiction	Having a legal right or authority over something.
Telkom Group	Telkom SA SOC limited and its Group of Companies, all business units, and subsidiaries.

26.2 Acronyms

Acronyms and Abbreviations	Description
EPRC	Emergency Preparedness and Response Committee.
KPA	Key Point Area Buildings (Network critical sites.)
SAPS	South African Police Services
SHE	Safety Health and Environment

26.3 Reference Documents

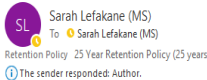
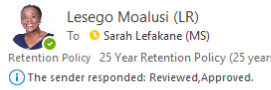
N/A

26.4 Laws and Regulations

- I. The occupational Health and Safety Act, Act No. 85 of 1993
- II. National Environmental Management Act, Act 107 of 1998

Emergency Preparedness and Response

27 APPENDIX B: APPROVALS

Reviewers & Approvers	Name and Designation	Section	Signature	Attachment of Emails relating to approvals	Date
Author	Sarah Lefakane: Specialist: Group IOD & Wellness	Group Safety, Health & Environment	Author: [I] Emergency Preparedness and Response  The sender responded: Author.	 Author_ _I_ Emergency Prepared	2023/11/13
Owner and Reviewer	Malebu Makgalemela Mogohloane: Group Executive: Enterprise Risk Management, Security and Forensics	Group Enterprise Risk Management, Security and Forensics	Approved: [I] Emergency Preparedness and Response  The sender responded: Approved.	 Approved_ _I_ Emergency Prepared	2023/11/02
Reviewed	Precious Mashinini: Executive: Safety, Health, and Environment	Group Safety, Health & Environment	Reviewed: [I] Emergency Preparedness and Response  The sender responded: Reviewed.	 Reviewed_ _I_ Emergency Prepared	2023/10/18
Reviewed	Nomsa Tshivhulungi: Snr Specialist: ERM and Compliance	Openserve	Reviewed, Approved: [I] Emergency Preparedness and Response  The sender responded: Reviewed, Approved.	 Reviewed_Approved_ _I_ Emergency Prepared	2023/10/26
Reviewed	Lesego Moalusi: Executive: Risk & Compliance	Gyro	Reviewed, Approved: [I] Emergency Preparedness and Response  The sender responded: Reviewed, Approved.	 Reviewed_Approved_ _I_ Emergency Prepared	2023/10/26
Reviewed	Tebogo Magwai: Executive: Risk & Compliance	BCX	Approved: [I] Emergency Preparedness and Response  The sender responded: Approved.	 Approved_ _I_ Emergency Prepared	2023/11/02
Quality Control and Assurance (Mandatory)	Priya Singh: Executive	Group Financial Control	Reviewed: [I] Emergency Preparedness and Response  Reviewed for QCA	 Reviewed_ _I_ Emergency Prepared	2023/11/09
Approved	Nonkululeko Dlamini	Group Chief Financial Officer			25/03/2024

Emergency Preparedness and Response



Telkom

Memorandum

To : Nonkululeko Dlamini: Group Chief Financial Officer

From : Sarah Lefakane: Specialist: Group IOD & Wellness

C.C. : Precious Mashinini: Executive: Group Safety, Health & Environmental
Malebu Makgalemela Mogohloane: Group Executive: ERM, Security & Forensics

Date : 2024/02/27

Subject : Emergency Preparedness and Response Procedure

The purpose of submission is to request approval of the Emergency Preparedness and Response Procedure, version 3 as in accordance with the 3-yearly review required by the Group Policy Framework.

Below are the amendments made.

Whole document	Document come up for three-year review. Template update
Paragraph 9 IV	Duties and responsibilities of emergency personnel been address as a new heading - Numbering 10
Paragraph 9.1	Emergency coordinator/EPRC chairman /site manager - Numbering change from 9.1 to 10.1
Paragraph 9.2	Fire Co-Ordinator / Marshall - Numbering change from 9.2 to 10.2
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Paragraph 12	This heading moves to heading 16 and is addressing - General Remarks
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Emergency Preparedness and Response

Paragraph 15	Paragraph 15 move to paragraph 19. New paragraph been added as heading 15 and is addressing What to do when receiving bomb threat call
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Internal Use

Paragraph 16	Old Paragraph 16 moves to paragraph 20. New Paragraph 16 is addressing General Remarks
Paragraph 17	Paragraph 17 moves to paragraph 21
Paragraph 18	Paragraph 18 moves to paragraph 22
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Paragraph 26.3	Law documents been moved to paragraph 26.4
Paragraph 26.4	Laws and Regulations been corrected

Kind regards



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Date: 2024/02/27



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Date: 27/02/2024



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Date: 28/02/2024