
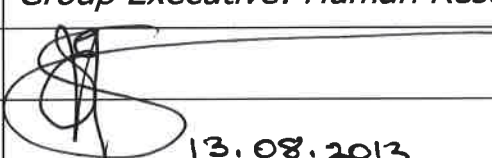




Transnet Group

Employee Assistance Programme (EAP) Policy

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Review Date	1 July 2013
Policy Owner	Group Employee Wellness
Signature	
Policy Sponsor	Group Executive: Human Resources
Signature	
Date Approved	13.08.2013



Stakeholders

Name	Designation	Approval Signature	Date	E-Mail	Contact Number
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Recommended by Policy Owner and Policy Sponsor:

I hereby acknowledge that a search has been conducted and that the Policy is not duplicated or in conflict with any other Transnet Policies.

	Name	Designation	Approval Signature	Date	E-Mail	Contact Number
Policy Owner	Azima Batcha	GM: Change		September 2012	Azima.Batcha@transnet.net	011 3081471
Policy Sponsor	Nonkululeko Sishi	GE: Human Resources		September 2012	Nonkululeko.Sishi@transnet.net	011 308 3344

Final Approval

Name of Committee

Date Approved

Summary of Version Control

Version Number	Effective Date	Summary of Changes
2	1 January 2008	Policy template
		Grammar corrected, hence structure different throughout the document.
		Clause on Abuse of EAP
		Included a clause on confidentiality and the seriousness of a breach of this clause
		The clause on normal sick leave being utilised for treatment for substance abuse, then annual and then unpaid leave, for a first admission was removed
3	September 2012- April 2013	There are a few circumstances under which line managers are encouraged to effect a referral and these have been included. These circumstances are necessary because of safety risks.
		The word "visitation" is replaced by the word "consultation" to reflect the actual activity.
		The seriousness of a breach of confidentiality is enhanced even more by building in a position on disciplinary action.
		The number of sessions Transnet will pay for is as per the SLA with the current service provider, the policy position cannot be altered with each EAP vendor change and is in line with industry benchmarks.
		The clause on additional consultations was amended to stipulate that these will only be granted through a written application and approval of the EWP Manager.
		A clause on Transnet's rights to request reports from the EWP provider is expanded on.
		The clause on the Benevolent fund funding assistance is removed as this is no longer exists. The exact nature of assistance in regards of substance abuse is clarified.
		The clause on the nature of the EAP benefits has been expanded

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**BACKGROUND**

1. Transnet has an established Employee Assistance Programme (EAP).
2. The EAP Policy of 2008 is revised to incorporate changes to employee and business requirements.

PURPOSE

3. The EAP is a support programme that specifically aims to assist with resolution of personal and work-related crises. The programme is premised on short-term solution focused interventions.
4. Unsatisfactory job performance; absenteeism, tardiness, accidents, etc. are often early warning signs of deeper personal; professional and environmental problems.
5. Transnet recognises that personal, professional and environmental factors, if detected early, can prevent or alleviate poor performance; accidents; and absenteeism
6. The Employee Assistance Programme seeks to empower employees with life skills in order to cope with difficult life and work related issues, so that work performance is not affected.
7. The EAP is a voluntary programme and guarantees confidentiality to those who access it.
8. Despite the voluntary nature of the Employee Assistance Programme, line managers are encouraged to refer and the employee is encouraged to access the EAP service, where an employee has failed a substance abuse test.
9. Records of EAP participation are confidential, and separate from other personnel records. Job security and promotions opportunities will not be jeopardised because of EAP participation.
10. Employees are encouraged to voluntarily contact the EAP for information or assistance.

11. The EAP does not alter existing policies and procedures for misconduct or incapacity.

This Policy should be read in conjunction with the Substance Abuse Policy.

DEFINITIONS

12. "Contracted EAP provider" - A specialist service provider who is contracted to provide EAP services on behalf of Transnet.
13. "Immediate family member" – for the purpose of this policy it includes an employee's spouse, life partner or biological and/or adopted children and parents living in the same household as the employee. This definition also includes dependants and children studying away from home.
14. "Employee Assistance Programme (EAP)" - The approved means of assistance, such as counselling or referral to external professionals, for employees whose performance is considered to be negatively affected by wellbeing-related problems.
15. "*Spouse*" means a person that is the partner of an employee as a result of
- (a) a marriage in terms of the Marriage Act 25 of 1961;
 - (b) a union contracted in accordance with customary law or which is recognised as marriage in accordance with the tenets of any religion;
 - (c) a same sex union in terms of the Civil Union Act 17 of 2006; or
 - (d) a continuous cohabitation in a same-sex or heterosexual partnership for a period of at least five (5) years attested to by the employee in an affidavit.
16. "Wellbeing-related problems" – Personal problems includes lifestyle illnesses, HIV/AIDS, alcohol and drug abuse, mental and emotional issues, financial problems, marital and family distress, legal problems and other life concerns, as well as occupational problems such as work fatigue, heat exhaustion, heat stress and work related stress.
17. "Consultations"" - A period of time devoted to counselling by telephone or face-to-face.

18. "Wellness" - Any of a wide assortment of programmes, materials and services related to wellbeing promotion. Topics may include education about nutrition, stress, violence, depression, HIV/AIDS, financial management, gambling and substance abuse.
19. "Employee representative" – A shop steward or full-time union representative or Trade Union Official.
20. "Dependent" - is an employee's spouse and children, foster children, adopted children and/or step-children, and can include the employee's parents if they live with the employee and are dependent on him/her for support

SCOPE

21. This policy applies to all Transnet employees.

POLICY STATEMENT

22. PRINCIPLES

- 22.1. Transnet is committed to:
 - 22.1.1. Ensuring that this policy is applied fairly and consistently; that employees have equal access to the EAP; and that employees who access the EAP are not victimised as a result;
 - 22.1.2. Helping line managers to manage (where appropriate) problematic employee behaviour by proactively using the EAP;
 - 22.1.3. Creating an environment that enables employees to voluntarily seek assistance at the earliest opportunity (and preferably before incapacity status or risky behaviour occurs), by educating them on problem recognition;
 - 22.1.4. Encouraging employees to take responsibility for addressing personal or work-related problems that are affecting or could affect their performance;
 - 22.1.5. Ensuring that the EAP is not abused; and

22.1.6. Monitoring the efficacy of the EAP, and effecting improvements.

22.1.7. Ensuring that employee's family have access to the Employee Assistance Programme.

23. **PARTIES RIGHTS**

23.1. Employees participating in the EAP should not expect any special privileges to required performance standards and operating procedures.

23.2. The EAP Policy does not prevent Management from initiating discipline or impacts on an employee's right to use the grievance procedure, where applicable.

23.3. Information in individual EAP files will not be released without the employee's written authorisation, except if the law requires disclosure in respect of:

- Sexual harassment;
- Suspected child abuse;
- Threats of physical harm to self or others;
- Fraud;
- Espionage; or
- Sabotage.

23.4. Breaching confidentiality regarding an employee's EAP record, except insofar as it is necessary to keep the employee's line manager/ supervisor informed of the employee's clinical progress in relation to his /her job performance, will be viewed in a very serious light and will be subject to disciplinary measures.

PAYMENTS

24. EAP consultations will be conducted, based on the service level agreement, between Transnet and the contracted service provider and the employee will not pay for this service.

25. In exceptional circumstances and with the prior written application and approval of the EAP Manager, the number of paid consultations may be increased.

SUBSTANCE ABUSE REHABILITATION

26. Transnet will assist with the rehabilitation of employees who suffer from alcohol or drug addiction or dependency. All medical schemes, as part of their prescribed minimum benefits should pay for an employee’s alcohol or substance abuse rehabilitation. Transnet will not fund the rehabilitation costs for employees.

27. Employees who are medically uninsured will be able to access the psycho-social counselling services of the Employee Assistance programme and will also be referred to the appropriate non-governmental organisations.

28. Employees who present themselves for treatment and who cooperate with EAP treatment programmes will not be prejudiced in terms of job security or promotional opportunities. However, Transnet reserves the right to request individual progress reports from the contracted service provider and /or the EAP practitioner or manager.

ROLES AND RESPONSIBILITIES

29. ACCOUNTABILITY

- 29.1. Accountable managers: CE in OD’s and GE’s in Corporate Centre
- 29.2. Responsible: Senior managers, line managers, and internal EAP
- 29.3. Consultation: Affected employees and representatives
- 29.4. Informed: General employees
- 29.5. Supports: Human Resource Department
- 29.6. Monitors and maintains: CEO, Senior Managers and Human Resources Departments

RELATED INFORMATION AND REFERENCE

30. This Policy should be read in conjunction with the following supporting guidelines:

Internal Documents:

- 31. The Substance Abuse Policy
- 32. The Occupational Health Management Policy

External Documents:

N/A

Regulatory Requirements:

33. Transnet recognises the importance of complying with all applicable regulatory requirements as reflected in the Transnet regulatory universe. Specific reference is made to:
- 33.1. The Labour Relations Act Number 66 of 1995.

EXCLUSIONS

34. There are no exclusions to this Policy.

REQUEST TO DEVIATE FROM POLICY

35. In cases where material and compelling circumstances merit deviation(s) from particular provision(s) of a policy, written submissions shall be sent to GCE, who shall have full authority to grant such request, in whole or in part, or to refuse same.

WARNING

36. Breaches of this policy will be seen in a very serious light. Employees who do not conform to the Policy or Principles & Standards may be subject to disciplinary action in terms of the applicable Transnet disciplinary processes and procedures.