



## **OFFICE OF THE PREMIER**

## **SOLICITOUS POLICY**

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## **1. INTRODUCTION**

1.1. The Office of the Premier recognizes that caring for its work force is essential and upholds human dignity. The Office is mindful that sickness or death does exist in the workplace and when it occurs, it carries the same feeling as it does in the family. Whether it's sudden or expected, sickness or death of an employee can be traumatic for fellow employees and management. It may also impact corrosively on both the emotional and physical wellbeing of fellow employees in the workplace to the extent that at times workforce productivity may be negatively affected. In the event of any of the two incidents a sense of loss or paralysis is experienced and felt by fellow employees. There is therefore a need for solidarity and provision of maximum support amongst the employees or immediate family members. This policy thus regulates the role of the Office and the extent to which the Office can provide the necessary support.

## **2. PURPOSE**

2.1. The purpose of this policy is to regulate the manner in which the Office respond to sickness or death in terms of the provision of support and the extent to which such support is provided to the fellow employees who have been hospitalised and the family of the deceased employee.

## **3. REGULATORY FRAMEWORK**

3.1. This policy is regulated by the following legislation:

- (a) Employment Equity Act, 1998 (Act No. 55 of 1998), as amended
- (b) Basic Conditions of Employment Act, 1997 (Act No. 75 of 1997), as amended;
- (c) Occupational Health and Safety Act, No, 85 of 1993;
- (d) Public Service Act, 1994, as amended;
- (e) Public Service Regulations, 2016, as amended;
- (f) Employee Health and Wellness Strategic Framework for the Public Service.

## **4. DEFINITIONS**

- (a) Employee, means a person appointed in the Office of the Premier terms of the Public Service Act, No.103 of 1994 as amended, whether as a permanent, contract and an intern.
- (b) Period of sickness, means employee being hospitalised for more than 5 days
- (c) Deceased employee, means an employee as mentioned in paragraph 4(a) who died whilst in the employ of the Office;
- (d) Line Manager, a person with direct managerial responsibility over the deceased employee;
- (e) Time-off, means the period during which employees are officially released from work to pay visits or attend the memorial service and funeral.
- (f) Immediate family member means the employee's parent, adoptive parent, step-parent, parents-in-law, child, adopted child, stepchild, or sibling.

## **5. SCOPE OF APPLICABILITY**

5.1. This policy is applicable to all the employees; permanent, contract and interns in the Office of the Premier.

## **6. POLICY PRINCIPLES**

6.1. The following are the principles underpinning this policy:

- (a) The Office of the Premier value the lives of its employees;
- (b) In the event the employee is hospitalized, the Office shall arrange a voucher and allow staff members who work closely with the hospitalized employee to visit during the employee hospital stay
- (c) In the event of employee death, the Office shall arrange the memorial service in the name of the deceased employee for a maximum of three hours;
- (d) The memorial service shall be utilized to reflect on the life and times of the deceased employee whilst in the employ of the Office;
- (e) Where practically possible, the wishes of the family of the deceased employee shall be considered and accommodated during the memorial service;

- (f) Where informed and/ or aware and where practically possible, the Office shall observe both cultural and religious beliefs of the deceased employee during the memorial service;
- (g) Where the funeral of the deceased employee is scheduled to take place during the working days, only employees who have officially submitted their names through their supervisors/managers shall be granted time-off to attend such a funeral;
- (h) Employees other than those officially delegated to attend the funeral in terms of paragraph 6.1(i) and 7(c) , utilizing their own transport and having arranged their own accommodation shall not be reimbursed for the costs incurred for purposes of attending the funeral service;
- (i) Employees who are members of SMS and MMS utilizing their own transport shall request permission from their supervisors for time-off for purposes of attending the funeral of a fellow employee in case such a funeral takes place during the official working hours and shall not be reimbursed for the kilometers travelled.
- (j) Attendance of a funeral of a fellow employee who resides outside the demarcation of the workplace, and or where the kilometers is above 200 single trip from the demarcation of the workplace, shall be provided with transport and accommodation inclusive of dinner and breakfast at the cost of the Office. Accommodation will only be provided for 15 non-SMS officials, including the drivers.
- (k) Where the deceased employee resides outside the demarcation of the workplace as mentioned in paragraph 6(i) officials mentioned in paragraph 6.1 (i) and 7(c) shall only be catered to attend the funeral service.



## **7. ROLES AND RESPONSIBILITIES**

### **7.1. The Director General shall:**

- (a) Approve the Solicitous policy for the Office;
- (b) Ensure prompt response to employee sickness by delegating powers for the managers to nominate two (2) officials for hospital visitation and approve the utilization of Official or private vehicle (1) to and from the hospital. Approve for full coverage of associated costs by the Office.
- (c) Ensure prompt response to employee death by delegating the Chief Director: Corporate Management the authority to approve the utilization of Official vehicles to transport staff to and from both the memorial and funeral service;
- (d) Where required, delegate and authorize a maximum of two (2) Senior Managers to represent the Office at the funeral service and provide them with accommodation, dinner, breakfast and for the reimbursement of kilometers travelled.
- (e) Assess the logistical arrangements including the cost associated with the funerals and determine availability of resources and material conditions
- (f) Wherein the deceased employee is to be buried outside the Republic of South Africa only the Director General will delegate two senior managers and four non-SMS members to attend the funeral and provide them with accommodation, meals and transport/reimbursement of kilometers travelled.

### **7.2 Finance Chief Directorate shall:**

- (a) Ensure that the Office has five-thousand-rand (R5000.00) in the form of petty cash to purchase wreaths to the value of R2000.00 and three thousand rand (R3000.00) finger lunch for the family of the deceased.
- (b) Ensure that the Office has R1000, 00 in the form of petty cash to purchase a flower and voucher for a hospitalized employee.
- (c) Ensure that the Office budget for the accommodation expenses for purposes of visits or funerals referred to in item 6.1

- (d) Provide official vehicles to transport fellow employees to the memorial and funeral services held in the name of the deceased employee;

**7.3 Chief Director: Corporate Management shall:**

- (a) Coordinate for the utilization of official vehicles to transport fellow employees to the hospital or memorial and funeral services ;
- (b) Enable the choir to take part in the memorial service

**7.4 Directorate: Corporate Communications shall:**

- (a) Receive the notice of sickness or death from Human Resource Management and communicate it to the entire Office;
- (b) Ensure that officials in the case of sickness or an Official for visitation or to serve as the programme Director during the memorial service of the deceased employee;
- (c) Avail the public address system and corporate flyers during the memorial service.

**7.5 Directorate: Human Resource Management shall:**

- (a) Pursuant to the confirmation of sickness of an employee by the line manager, prepare an application for petty cash and facilitate for a mode of appropriate transportation.
- (b) Pursuant to the confirmation of e death of an employee by the line manager, prepare a notification for the staff and submit such to the Directorate: Corporate Communications for circulation in the Office;
- (c) Ensure that the notification in paragraph 7.5(a) includes amongst others the deceased's date of passing, details for the memorial and funeral services;
- (d) Prepare a submission for utilization of official vehicle to and from the memorial and funeral services' and accommodation where there is a need.
- (e) Handover the approved submission mentioned in paragraph 7.5(c) to the Directorate: Supply Chain, Asset Management and Transport;
- (f) In consultation with the mourning directorate, agree on the role players to speak during the memorial service and consider the wishes of the deceased's family;

- (g) Prepare the memorial service programme in consultation with various role players and submit it to the Directorate: Corporate Communications for circulation;
- (h) Facilitate the release of petty cash from the Directorate: Financial Accounting and Administration to purchase wreaths and finger lunch for the deceased family.
- (i) Through the Employee Health and Wellness Practitioner conduct the debriefing session of the employees following the confirmation of death and where required, extent such to the family of the deceased.
- (j) Through the Employee Health and Wellness Practitioner, coordinate through manager/ supervisors the list as per paragraph 6.1 (g) of fellow employees intending to attend the funeral service following which sign of such list and submit to the Directorate: Supply Chain, Asset Management and Transport Services;

#### **7.6 Chief Directorate: Government Information Technology Office shall:**

- (a) Upon receipt of a request from Human Resource Management arrange the virtual memorial service where such is opted.

#### **7.7 Line Manager of the deceased employee:**

- (a) Communicate the death of a fellow employee officially to the Human Resource Management;
- (b) At the cost of the Office, pay visit to the family of the deceased employee; (paragraphs 6.1 J & K to be considered when implementing this clause)
- (c) Where applicable, provide the Human Resource Management with the latest photo of the deceased employee to be inserted into the death notification of ;
- (d) Provide Human Resource Management with the name and contact details of the family representative of the deceased employee;
- (e) Provide Human Resource Management with the names and designations of fellow employees who will be on the memorial service programme;
- (f) In conjunction with EHW unit, arrange the venue and logistics for the memorial service and ensure such is at no cost to the Office;
- (g) Speak as the supervisor of the deceased or delegate employee during the memorial service;



- (h) Grant the family of the deceased employee access to his/her work station or Office to collect personal belongings of the deceased where such are available.

## **8 CONDOLENCES AND/ OR CONTRIBUTIONS BY FELLOW EMPLOYEES**

- 8.1. Individual employee contributions in the event of employee death or illness shall be voluntary and shall be administered by the unit's nominated official.

## **9. FUNERALS OF IMMEDIATE FAMILY MEMBERS OF THE EMPLOYEES OF THE OFFICE**

- 9.1. The Office will issue a notice for the announcement of the death of an immediate family member of the employee for voluntary support.
- 9.2. Voluntary attendance of a funeral/memorial service of the death of the immediate family member by staff is encouraged.
- 9.3. The relevant directorate / line manager shall ensure provision/procurement of wreath to the maximum value amount of R500.00 is utilised for the death of the immediate family member of the staff.

## **10. VISITATION OF EMPLOYEES WHO HAVE BEEN HOSPITALISED**

- 10.1. Immediate managers shall report on employees who have been hospitalized for a period of more than five (5) days.
- 10.2. The Office shall release a maximum of three (3) staff members to go and visit an employee who has been hospitalized as mentioned in paragraph 10.1 above
- 10.3. Employees who are delegated to go and visit an employee as mentioned in paragraph 10.1 above shall be catered for at the expense of the Office and where necessary shall be accommodated at the expense of the Office.



## 11. POLICY MONITORING AND REVIEW

11.1. The Director: Human Resource Management shall monitor the implementation of this policy and review it once every five years and/ or as the need arise.

## 12. COMPLIANCE

12.1. The Director HRM shall determine compliance to this policy.

12.2. Failure to comply with this policy will result in disciplinary action taken by the Director General.

Approval



MP Mogotlhe  
Director General

Date:

30/03/2025

