

POLICY NUMBER	3/P
POLICY TYPE	Human Resources Policy
COMMENCEMENT DATE	19 January 2021
INITIAL APPROVAL DATE	03 August 2017
LAST APPROVAL DATE	19 January 2021
PREVIOUS REVIEWS	01
NEXT REVIEW DUE	30 January 2022
RESPONSIBLE MANAGER	Head : Corporate Services

BEREAVEMENT POLICY



NTINGA O.R TAMBO DEVELOPMENT AGENCY SOC LTD

INTRODUCTION

The Ntinga O.R. Tambo Development Agency SOC Ltd (hereinafter referred to as "Ntinga") is committed to employing the best possible standards in its duty of care to staff and employment practice.

In the unfortunate event of death in service, the Ntinga recognises the need to balance sensitivity with the practical need to administer pay arrangements during a difficult and emotional time for the next of kin.

In addition, it is accepted that the death of a colleague has a major impact on the team. Managers should ensure appropriate support is put in place/offered to colleagues through this difficult and emotional time.

1. SCOPE OF POLICY

This policy applies to all staff and Board of Directors of Ntinga O.R. Tambo Development Agency SOC Ltd.

2. DEFINITIONS

"Bereavement" – means the loss of employee and immediate family member.

"Committee" – means the Bereavement Committee established in terms of clause 4

"Deceased" – a Board Member or employee who has passed on.

"Immediate family member" – means the spouse(s) or life partner, entity registered same sex partner, children, parents and siblings of or an Employee. Their names and ID numbers are to be recorded in the entity records.

"Ntinga" – refers to Ntinga O.R. Tambo Development Agency SOC Ltd

3. ROLES AND RESPONSIBILITIES

3.1 Chief Executive

3.1.1 Ensures appropriate condolences are expressed at a senior level from the Ntinga to the next of kin and deceased member of employees' team.

3.1.2 Where the death in service occurs in the workplace, overall responsibility for ensuring the death in service incident procedures are implemented.

3.2 Corporate Services

3.2.1 Responsible for notifying key personnel such as the Head of Business Units/HOD and HR that a death in service has occurred.

3.2.2 Liaising with the HR completes a leave form in a timely manner.

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- 3.2.3 Notifies colleagues in a sensitive way. Any staff affected by the death of a colleague should be given the option of referral to the EAP.
- 3.2.4 Ensures all calls and correspondence relating to the death in service are dealt with in a confidential and sensitive manner.
- 3.2.5 Arranges for removal of the deceased employee's details from all departmental/locality distribution lists.
- 3.2.6 Where appropriate and in conjunction with the payroll department, keeps the next of kin/estate informed of payment of salary arrangements.
- 3.2.7 Oversees the return of personal property and the collection of Ntinga property from the deceased member of staff's next of kin/estate.
- 3.3 Payroll Section
 - 3.3.1 Ensures timely administration of payment of salary and where appropriate provident fund/pension administration.
 - 3.3.2 Ensures all calls and correspondence relating to the death in service are dealt with in a confidential and sensitive manner
 - 3.3.3 Where appropriate, liaises with key personnel – Head of Business Units/HODs, next of kin/estate of the deceased member of staff regarding final pay and pension arrangements.
- 3.4 HR Manager
 - 3.4.1 Provides support to Corporate Services in the practical application of the Ntinga's death in service procedure.
 - 3.4.2 Ensures deceased employee's details are removed from current Ntinga-wide circulation lists (e.g. email; staff survey) and electronic staff records.
 - 3.4.3 Advise payroll in advance of the staff leaver form being completed.
 - 3.4.4 Where appropriate, makes arrangements for staff obituary, press releases, liaises with outside agencies etc where such has no cost implications to the Agency.
 - 3.4.5 Where the death in service occurs in the workplace, Head of Corporate Services would need to inform the Chief Executive in order to obtain a decision whether to instigate a Incident Investigation.

4. PROCEDURE/COURSE OF ACTION REQUIRED

- 4.1 Notification of a Death in Service
- 4.1.1 When a death in service occurs, the deceased employee's line manager/HOD must inform the Corporate Services.
- 4.1.2 The HR Manager shall make available next of kin details or, in the absence of next of kin, emergency contact details.
- 4.1.3 The Corporate Services will send a letter of condolence to the next of kin. An example letter is given at Appendix 1, however careful consideration will be given to the appropriateness and circumstances surrounding the individual case in question.
- 4.1.4 The HR will be responsible for cascading notification of a death in service by email to affected Ninga employees and colleagues in a sensitive manner.
- 4.1.5 Where there is likely to be press interest in a death, the Corporate Services will liaise to agree a strategy for dealing with media interest. No information should be given to any external enquirer; instead, they should be referred to Corporate Services.
- 4.1.6 It is accepted that a death of a colleague has a major impact on the team and organisation effectiveness. Managers/Supervisors should ensure appropriate support is in place/offered to employees and colleagues through this difficult and emotional time. The Entity multi-faith can provide a valuable resource for employees.
- 4.1.7 A second letter will be sent within one week of the first letter to the next of kin. The letter will focus on the practical arrangements regarding payment of salary with a request for details of the executors of the estate. An example letter is given at Appendix 2, however careful consideration should be given to the wording of the letter. The co-ordination and responsibility of this letter will be the deceased employee's line manager in liaison with the Corporate Services and HR Manager.
- 4.1.8 The Immediate Manager/Supervisor is responsible for dealing sensitively with the return of personal belongings to the next of kin.
- 4.1.9 The Immediate Manager/Supervisor is responsible for ensuring the return of Entity items e.g. keys, laptops, Data Card etc. Relatives/next of kin should not be pressured immediately after the death to return such items.
- 4.2 Death at Work
- 4.2.1 A death in service in the workplace is, considered a catastrophic incidence and it should be immediately reported to a Head of Business Unit or Manager/Supervisor-on-call. The Incident Procedure and investigation should immediately be instigated.

4.2.2 Where there is likely to be press interest in a death, the Corporate Services will liaise to agree a strategy for dealing with media interest. No information should be given to any external enquirer instead; they should be referred to the Corporate Services.

4.2.3 For any death at work, Ntinga shall cover the costs of the speedy removal of the body to the mortuary and provide counselling to the colleagues

4.2.4 If death is as a result of Occupational Hazard, Ntinga will submit a claim to the Compensation Fund for the deceased

4.3 Completion of a Leaver Form/Termination checklist

4.3.1 When a death in service occurs, the deceased employee's line manager/HOD is responsible for completing a leaver form as soon as possible.

4.3.2 To prevent a leaver's exit interview questionnaire being issued and to prevent unnecessary communication with the next of kin, the leaver form must state 'Death in Service'.

4.3.3 The leaver form should include any outstanding annual leave owed to the deceased employee.

4.3.4 The leaver form should include details of the next of kin where such detail is known. Where these details are not known, at the time of completing a leaver form, the HR Manager is responsible for forwarding these details to the Payroll Administrator as soon as possible.

4.3.5 The HR Manager is responsible for completion of the HR section of the leaver form and would also need to advise the Payroll Department in advance of a leaver form being completed to avoid any salary overpayments.

4.4 Annual Leave Entitlement

4.4.1 In the event of the death of an employee or retiree, the following procedures will be followed:

- (i) Regular staff members are provided with paid time off for making arrangements, settling family affairs, bereavement, and/or attending the funeral or memorial service of a member of the immediate family.
- (ii) The Entity reserves the right to require documentation of the death (e.g., death certificate).
- (iii) Time off for death in the family is arranged by notifying the staff member's immediate supervisor or department head for more information on how to track and manage time away from work

4.5 Time Allowances

4.5.1 A maximum of five (5) days off per annum will be granted in line with the provisions of the family responsibility leave stipulated in the Entity's Leave Management Policy

4.5.2 The allotted days off with pay do not have to be consecutive. However, the allotted time off should be used within a year of the death of the family member. The family responsibility leave principles will apply

Note: where management is of the view that an employee who has gone through bereavement is not coping with the situation, he/she may be afforded the services of Entity's Employee Health and Wellness Programme for professional grief counselling services and/or crisis intervention.

4.5.3 An allowance equivalent to the balance of the annual leave entitlement on the date of death, calculated on a proportionate basis shall be paid to the employee's next of kin/estate. No deduction from the final salary payment should be made in respect of annual leave taken in excess of entitlement on the date of death.

4.6 Payment of Final Salary/Provident Fund/Pension Arrangements

4.6.1 The Payroll Department cannot stop payment of salary until they have been advised by HR/or a leaver form has been received.

4.6.2 By law, the Entity may only discuss payment of salary with the next of kin and executors of the deceased employee's estate.

4.6.3 Leave Gratuity of the deceased employee shall only be paid when all the assets that were used by the deceased have been returned

4.6.4 If at the time of leave gratuity payment assets in the custody of the deceased, have not been returned, the amount equal to the book value of the assets shall be deducted.

4.6.5 On confirmation of the executors of the deceased employee's estate, payroll will calculate any final payment due. Final payment will be by cheque to the executors of the deceased employee's estate.

4.6.6 Where the deceased employee was a member of the provident fund/pension scheme, the Payroll Department shall, liaise with the executors, next of kin and the Provident Fund/Pensions Agency about the pension administration. The deceased employee's provident fund/pension entitlement shall be processed, as a priority by the Payroll Department.

4.6.7 Where the deceased employee was a member of the provident fund/pension scheme, the widow, widower or partner through a civil partnership will receive provident fund payouts

4.7	Attendance at Deceased Employee's Funeral and Prayer Visit/Memorial Services
4.7.1	In the event of a death in service, the Entity would wish to show support at a senior level to the next of kin and the deceased employee's colleagues. The Corporate Services in liaison with HR shall decide on the appropriateness of senior personnel attending the deceased employee's funeral in each individual circumstance.
4.7.2	Should staff wish to attend the funeral of the deceased the Corporate Services will seek permission from the Next of Kin. Employees who wish to attend the funeral must submit their names to HR.
4.7.3	The number of people to attend funerals during COVID 19 Lockdown shall be aligned to COVID 19 Regulations and shall not exceed four (4)
4.8	Entity vehicle
4.8.1	The usage of Ntinga vehicle and running costs will be pre-approved by Corporate Services and this must be obtained prior to any business travel.
4.8.2	In the event that there are five or more of the listed employees attending the Funeral/Memorial service travelling to the same destination, not more than one vehicle must be used, subject to, that there is sufficient space in one vehicle.
4.8.3	In the event that the deceased is the employee, the Agency shall avail a mini-bus or an appropriate vehicle to transport employees to the family visit and funeral
4.8.4	In the event that the deceased is the employee's immediate family member, the Entity shall avail a mini-bus or an appropriate vehicle to transport employees for family visit
4.9	Funeral Wreath
4.10	Memorial Arrangements Expenses
4.10.1	In a time of loss, funeral flowers and gourmet sympathy gifts will be provided as a great deal of comfort to those who mourn. Gifts of fresh flowers and sympathy plants beautify memorial services and provide a tangible reminder of employer condolences for the bereaved. The employer will conduct a wide Bereavement Policy

selection of floral arrangements to allow HR to choose the gifts that best express employer heartfelt condolences.

4.10.2 The memorial services logistics and other necessary arrangements expenses will be borne by the employer

4.10.3 The employer shall provide transport and refreshments for the family to attend the memorial service of the deceased employee

5. AWARENESS OF POLICY AND PROCEDURE

Corporate Services will be responsible for ensuring employees are familiar with the contents of this policy.

6. BREACH OF THIS POLICY AND PROCEDURE

6.1 In all cases, the Entity seeks to employ consistency and sensitivity in these matters and in no way, wants to add to the distress of next of kin and work colleagues when a death in service occurs.

6.2 Failure to follow the actions stated in this policy and procedure may result in needless prolonging of the processes, additional distress to the next of kin and work colleagues and adverse publicity for the Entity

7. IMPACT ASSESSMENT

This policy has been impact assessed in accordance with the Batho Pele principles.

8. POLICY REVIEW

It is the responsibility of Corporate Services to monitor and review this policy, and to present any necessary changes, after consultation with the recognised labour Union to the Human Resources and Remuneration Committee.

9. APPROVAL AND SIGNATURES

FORMULATED BY:  DATE 19/01/2022

CEO RECOMMENDATION:  DATE 19/01/2022

BOARD APPROVAL: NTINGA-O.R. TAMBO DEV. AGENCY DATE 19/01/2022

Signature:.....
S.O.C
Date:.....

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APPENDIX 1 – EXAMPLE LETTER 1

Personal – Addressee Only
Name of next of kin
Address
Dear Name of next of kin

I write on behalf of the Ntanga O.R Tambo Development Agency to convey my most deep felt sorrow for the recent death of (employee's name). I know that all (employee's name) colleagues, and in particular (name of manager), would like to convey their deepest sympathies at this difficult time for you and your family.

It is felt inappropriate at this juncture to discuss the various administrative details concerning (employee's name). In the light of this, and to extend the appropriate privacy during your bereavement, the Entity will contact you in due course outlining these details. In the meantime please contact me on () if there is anything, I can do to help you further during this difficult time.

Yours faithfully

Chief Executive Officer

cc: (name) - Payroll
(name) - HR Manager
(name) - Corporate Services

APPENDIX 2 - EXAMPLE Letter 2

Personal – Addressee Only
Name of next of kin
Address

Dear Name of next of kin

I was deeply saddened to hear of (employee's name)'s death. I know that (employee's name) was a dedicated and well-respected member of the team and that all (employee's name) colleagues would like to convey their deepest sympathies at this difficult time for you and your family [for similarly worded paragraph].

I am sorry to intrude at this difficult time but there are a number of administrative matters that do need to be addressed. Obviously we will be doing all that we can to minimise the burden to you at this time. The Entity's Payroll Administrator is completing the necessary paperwork for any monies owing. All cheques will be made payable to the estate of (employee's name). Please would you inform me of the name and address of the executors. Please contact me on (telephone number) if there is anything I can further help you with, or if there is anything contained within this letter you would like clarified.

Yours sincerely

Head: Corporate Services
cc (insert name) - Payroll
(insert name) - HR Manager



COMMUNICATION AND MARKETING POLICY

POLICY NUMBER	
POLICY TYPE AND CATEGORY	
COMMENCEMENT DATE	01 MAY 2021
INITIAL APPROVAL DATE	30 APRIL 2021
NEXT REVIEW DUE	01 JULY 2022
RESPONSIBLE MANAGER	MANAGER: OFFICE OF THE CEO