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1 Policy Objective

Language is an intrinsic part of individual identity and expression. It enables us to communicate our thoughts, values, experiences, and aspirations, and serves as a vital tool for collaboration and understanding within the Company. Recognising the importance of linguistic diversity, the Company supports the right of employees to use any of South Africa's official languages.

While it is not the Company's intention to prohibit the use of any official language, this policy aims to establish clear guidelines for workplace communication. These guidelines are intended to promote inclusivity, operational efficiency, and mutual understanding, while respecting the linguistic preferences of all employees.

2 Application

This policy applies to all company employees.

3 Acceptable Language in the Office and with Clients

3.1 The following guidelines apply to work and other informal communications whilst at work:

- It is a matter of common courtesy to speak English if you are in a diverse group within the work environment.
- Speaking a language other than English, where there are people present who do not understand the other language, is disrespectful.
- If there is a need for you to revert to another language, ask the people in your company if you may do so.
- If you are conversing in a language other than English and a person joins the group, find out if they understand the language you are speaking, and if not, revert to English.

3.2 The company has a professional work environment and as such the company expects its employees to carry this professional image as all employees are an extension of the company that they represent.

3.3 When employees are in the office or at any other venue in the capacity of an employee, the employee shall use professional language and shall refrain from using "slang" or any other form of language that can be seen as unprofessional.

3.4 Employees shall speak in a tone of voice that is appropriate to an open office plan. Employees shall not scream at each other or speak loudly so as not to disturb any of their colleagues.

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- 3.5 When employees are communicating with clients, they must always use professional language and tone and must act as an extension of the company and the image that the company wishes to portray to their clients.

4 Swearing, Crude Language and Abusive Language

- 4.2 Employees may not swear or use crude language whilst in the office or when speaking with colleagues and or clients.
- 4.3 Employees shall under no circumstances use abusive language towards a colleague and or client.

5 Sexual or Discriminatory Language

- 5.2 Employees shall refrain from using sexual or discriminatory language when speaking to other employees and or clients.
- 5.3 As the company employs employees with diverse cultural backgrounds, employees must refrain from using language or making comments that could be seen as offensive and discriminatory by other employees in the office.

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6 Policy Breach

The company has the right to take disciplinary action against any employee who does not adhere to the language policy or who contravenes any of the terms of the policy, up to and including termination of the employee's services once due process has been followed.

7 Agreement and Compliance

It is the employee's responsibility to contact management should he/she have any queries.

I, _____ (name and employee number/ID number), hereby agree that I have read and understood the contents of this policy and agree to comply with the provisions herein.

Employee signature as receipt hereof	
Date	