

City Power Johannesburg (SOC) is a separate company, with the City of Johannesburg as its sole shareholder. It distributes electricity, bought from bulk generators to Joburg keeping the city's residents warm and its lights burning.



ISSUES BEFORE IMPLEMENTATION



Lack of Top Management Awareness on the social responsibilities of staff.



A lack of understanding about the fundamental process of social responsibilities of employees, employers, and relevant stakeholders.



High absenteeism due to staff being over-worked, with medical and mental health issues being diagnosed.



Occupational health issues identified due to working behind a desk too much.



The medical doctor on site was overwhelmed with the cases that were being handled.



Auditor General was concerned about ineffective social responsibility programs of Interested Parties and Stakeholders.

THE PROCESS OF IMPLEMENTATION

Phase 1 – Data is collected and a GAP analysis is conducted.

Phase 2 – ISO documentation, risk assessment and process mapping.

Phase 3 – Implementation and coaching.

Phase 4 – Certification.

THE BENEFITS AFTER IMPLEMENTATION



Top Management were made aware of various occupational diseases and issues with regards to the workplace environment related to social responsibilities not being identified.



Programs were created where staff, communities and stakeholders were able to raise their concerns in a confidential manner.



Team Building sessions were held to create a more health-conscious working environment.



An industrial psychologist included various social programs for staff.

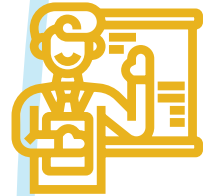
RESULTS



Reduction in absenteeism by 12%.



Almost 65% of participation in social programs from stakeholders.



Top Management were made aware of the requirements of the standard, objectives were set and KPI'S were met leading to an 80% level of satisfaction.

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☎ 08610 99473 (WWISE)
✉ admin@wwise.co.za
🌐 www.wwise.co.za
and www.wwise-iso-e-learning.com

ADDRESS:
254 Hall Street, Westend Office Park, Building 2, Floor 2, Centurion, 0157, South Africa

ADDRESS:
Bridgewater One, Block 3, Unit 303, First Floor, 4 Conference Lane, Century City, Cape Town, 7441, South Africa

CAPE TOWN OFFICE:
TEL: 021 525 9159