



**EXPORT CREDIT INSURANCE CORPORATION
(ECIC)**

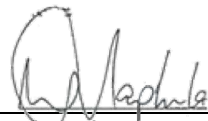
OFFICIAL LANGUAGE POLICY

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Attention : Head: Marketing, Communications & CSR
E-mail : ICarr@ecic.co.za
Custodian : Marketing, Communications & CSR Unit

Approval

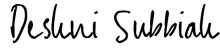


07 - 08 - 2023

Acting: Chief Executive Officer

Date

DocuSigned by:

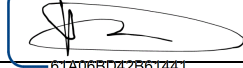


14/8/2023

Chairperson of the Social and Ethics Committee

Date

DocuSigned by:



14/8/2023

Chairperson of the Board

Date

Foreword

This Language Policy (“Policy”) is applicable to the Export Credit Insurance Corporation of South Africa SOC Ltd (“ECIC” or “Corporation”) shall be adhered to by ECIC Staff, Management and the Board. It shall be updated from time to time in light of changes in the marketplace and / or government legislation that impacts on the way ECIC conducts business.

Revision History

Revised Series	Version. Revision	ECIC Approval Date	Next Review Dated
00	01	26 March 2015	January 2016
01	02	25 January 2015	March 2017
02	03		June 2024

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1. Preamble

- 1.1** The Constitution of the Republic of South Africa, 1996 provides for 11 official languages and requires the State to take practical and positive measures to elevate the status and advance the use of indigenous languages. The Constitution further requires all official languages to enjoy parity of esteem and to be treated equitably.
- 1.2** This Policy is required in terms of The Use of Official Languages Act, 2012 in terms of which the ECIC as a national public entity must adopt a language policy on its use of official languages.
- 1.3** The Export Credit Insurance Corporation of South Africa (ECIC) has received an exemption from the Department of Arts and Culture (DAC) regarding the Language Policy. The exemption allows ECIC to predominantly use English as its main language for both internal and external communication, despite the broader language policies in place. This exemption is justified by the fact that ECIC operates in the international business environment, where English is widely accepted as the dominant language. Using English as the primary business language enables smoother interactions with global partners, clients, and stakeholders. Additionally, adopting a standardized and efficient communication framework within the organization can streamline processes, reduce misunderstandings, and facilitate effective collaboration. It is important to note that ECIC still recognizes the value of multilingualism and may leverage employees' language skills in specific contexts to strengthen relationships with international partners. By embracing linguistic diversity and promoting effective communication, ECIC aims to enhance its competitiveness and facilitate successful international collaborations.

2. Nature of the ECIC

- 2.1** ECIC was established in 2001 under the Export Credit and Foreign Investments Insurance Act, 1957, as amended, to provide political and commercial risk insurance to South African exporters of capital goods and related services. ECIC's mandate is to facilitate and encourage South African export trade by underwriting export credit loans and investments outside the country, in order to enable South African contractors to win capital goods and services' contracts in other countries.
- 2.2** ECIC is located in Pretoria, Gauteng, with no external branch.

3. Use of Official Languages by the ECIC

- 3.1** ECIC hereby adopts all eleven (11) South African official languages as its languages for purposes of this Policy, with the following understanding:
 - 3.1.1** The following factors will be taken into account in arriving at the choice of official language(s) the ECIC will use in each context/situation:

- Usage
- Practicality
- Expense
- Client base

3.2 Transactional Language

- 3.21 The transactional language of the company for external and internal operational purposes will be in English.
- 3.22 A member of the public who wishes to communicate with the ECIC in a *language other than the official language* must notify the ECIC in writing. Due consideration of the criteria outlined in clause 3.1.1 will be applied to every request. The ECIC will arrange for appropriate translation or interpreting as soon as reasonably practicable from receipt of the request.
- 3.23 A member of the public who wishes to communicate with the ECIC in *South African Sign Language* must notify the ECIC in writing. The ECIC will arrange for appropriate interpreting as soon as reasonably practical from the date of the request having been received by the ECIC.
- 3.24 Although the ECIC supports the promotion of official languages and will do everything, within reason, to encourage the equal use of languages in its business operations, due to the financial implications associated with translation, the following documents are outside of the scope of this policy
- Annual reports
 - Financial statements
 - Economic reports
 - All research documents
 - Company presentations and
 - Any Information where access to that information/record is prohibited in terms of the ECIC's PAIA Manual
 - Legal Agreements

3.3 Electronic Platforms

Due to practicalities such as systems, forms costs, efficiency, the concurrent language capability within the company, all electronic platforms, the ECIC website, the ECIC intranet, as well as human resources, procurement and financial systems will be in English.

3.4 Insurance Facilities

Due to the nature of ECIC business and its customer base which avail of its insurance cover, all ECIC communication shall only be in English.

3.5 Insurance Policy Documentation

Due to interpretation of policy documentation, all insurance related documentation shall be provided in English only.

3.6 Official Proceedings

English will be used in hearings and other official proceedings unless there is a request to provide interpretation services in another official language.

4. Publication of and Access to this Policy

This Policy will be published in English on the ECIC website (<https://www.ecic.co.za>) from where it can be downloaded. It will be available in Braille on request.

5. Complaints Mechanism

Any person who is dissatisfied with a decision of the ECIC regarding its use of official languages may lodge a complaint in writing to the Chief Executive Officer, as indicated in terms of section 4(f) of The Use of Official Languages Act, 2012 or the person may lodge a complaint via the ECIC website (<https://www.ecic.co.za>) under the customer feedback section.

6. The Responsible Officer

The Head: Marketing, Communications & CSR has overall responsibility for the maintenance and implementation of this Policy. This officer maintains a record of concerns and the outcomes emanating from the Policy and will report as necessary to the Social and Ethics Committee, the Minister of the Department of Arts and Culture and to the Pan South African Language Board.

7. Scope

The provisions of this Policy are applicable to all ECIC employees and members of the public interacting with ECIC.

8. Confidentiality and disclosure of information

All information requests submitted to the ECIC in a manner and form acceptable to the corporation shall be dealt with in line with the applicable guidelines as outlined in the ECIC PAIA Manual. And the ECIC Confidentiality Policy. These Policies are available on the ECIC Internet for ease of reference.

9. Monitoring and Review

This Policy will be reviewed whenever necessary but at least every year.

10. Related Policies

- ECIC Communication Policy
- This Policy should be read in conjunction with the following documents:
- ECIC Code of Ethics
- ECIC Confidentiality Policy
- ECIC Disciplinary Code
- ECIC Whistle Blowing Policy
- ECIC Conflicts of Interest Policy
- Fraud Prevention Policy/Plan
- Use of Official Languages Policy
- PAIA- Promotion of Access to Information Act
- POPIA - Protection of Personal Information Act
- Social Media Guidelines
- ICT Policies (collectively)Sanctionable Practices and Combating of Terror Financing Policy
- Government Communication Policy (Approved by Cabinet: 22 August 2018)