

## LANGUAGE POLICY

### INTRODUCTION

Glow Electrical Solutions acknowledges the South African Constitution that has outlined the recognised official languages in South Africa namely isiZulu, Afrikaans, English, Xitsonga, isiNdebele, Siswati, Setswana, Tshivenda, Sesotho, Sepedi and isiXhosa. In this regard our organization will positively promote the freedom of expression of all the official languages.

### POLICY STATEMENT

To ensure relationships are retained with our stakeholders which are but not limited to employees, customers, suppliers, investors whereby they are all in use of the official languages. Glow Electrical Solutions shall make use of English as the common medium method of business communication internally and externally across all operations. In alternative communication context which is not subjected to business operations, employees and/or stakeholders may freely use any other official language recognised in the Republic of South Africa with reference to Act No 108 Of 1996.

No individual shall be subjected to discrimination because of their use of any recognised official language. Where communication barrier is experienced due to foreign language or at times even the recognised official language, an interpreter may be deployed in assistance to fairly transmit the conveyed communication. The interpreter may be one of the members within the organization if personnel have without any doubt knowledge of the language in question of communication barrier.

Glow Electrical Solutions shall document all their documents in English. Other methods of communications such as advertisements, public notices, interviews, meetings, emails, instant messaging can be elaborated in any official language dependant on the target audience for effective transmission of content.

To achieve the aim of not discriminating, to individuals who are visually impaired, have hearing challenges or speech difficulties, technology and medically recommended methods of communication may be used to aid an effective

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**Sanibonani || Dumelang || Xewani**

**Hello || Molweni || Lotjhani**

**Sawubona || Ndaa! Aa! || Hallo**

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communication. These alternatives may include but not limited to software, sign language in case of deaf personnel.



S.M Zulu

**Director**