



# **Tshiamiso Trust Stakeholder Site Visits Process**

## **Framework for Trust Site Visits by Stakeholders**

The purpose of this document is to define and communicate the process of handling requests for visits to Tshiamiso Trust claims process sites.

## 1 Introduction

One of the guiding principles of the Tshiamiso Trust's ("Tshiamiso") claims administration process is to be transparent about how the claims process works.

Tshiamiso recognizes the importance of working with stakeholder organisations whose experience and expertise can assist Tshiamiso to improve the claims process.

Tshiamiso recognizes the importance of reducing the opportunity for touts<sup>1</sup> to exploit vulnerable claimants and the need to closely control access to claims process sites.

Towards this end the Tshiamiso Trust welcomes recognized stakeholder organisations to observe the claims process and has hence established this process to ensure stakeholders obtain the information and exposure needed in an efficient manner.

## 2 Observing the Claims Process

Stakeholder organisations may have a need from time to time to familiarise themselves with the processes followed and standards maintained at any of the Tshiamiso operational locations.

There may also be a need to monitor that the published processes are followed, and standards upheld to satisfy stakeholders that Tshiamiso is executing on its mandate.

These objectives may be served through a visit to:

1. Lodgement sites
2. Benefit Medical Examination (BME) sites
3. Tshiamiso Call Centre
4. Tshiamiso Claims Administration Office

## 3 Need to control access to sites

Access to Tshiamiso facilities needs to be controlled for a range of reasons as discuss further below.

### 3.1 Principles of Privacy and Confidentiality

The domain of medical compensation is a very personal one, and as such, privacy of claimants must be observed and respected at all times.

The confidentiality of information relating to claimants, their medical information, compensation, contact details and banking information must be upheld at all times.

Claimants may elect not to have their lodgement observed. Claimants will be informed that:

- There is no need for official representation to lodge a claim.
- They have the right to privacy, and should not disclose any information to any third parties, and,
- The services are completely free of charge

Stakeholders observing a lodgement may be asked to sign a confidentiality agreement for the purposes discussed above.

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<sup>1</sup> Tout: A tout is any person who solicits business in a persistent and annoying manner and, often misrepresents their authority and, or, ability to secure compensation for claimants

- No Stakeholders will be allowed to accompany claimants through the lodgment process unless the accompanied claimant has given express written permission.

### 3.2 Covid 19 Protocols

- Covid 19 protocols must be observed at all times. The various service providers will communicate these protocols on arrival. Due to varying physical conditions and internal policies every site may have unique protocols.
- Due to these protocols, the number of observers at a site at any time may be restricted. These restrictions will be shared at the time of arranging the visit.

### 3.3 Third Party facilities

Out of all the locations mentioned above it is only the Tshiamiso Claims Administration Office that operates in a facility controlled by Tshiamiso. The majority of the facilities, involved in the claims process, are owned and operated by third party service providers who provide services related to one or more steps in this process. The Trust has an obligation to respect the property of these providers and ensure that their other operations are not disrupted.

## 4 Arranging to Observe the Claims Process

### 4.1 Request a visit to a Tshiamiso site

A visit to a Tshiamiso facility must be by prior arrangement with the Trust. This can be done through the office of the Stakeholder and Communications Manager. A request should be in writing and sent to:

1. [communications@tshiamisotrust.com](mailto:communications@tshiamisotrust.com)

- The following information must be provided:
  - Full names and identification of individual wishing to observe the process
  - Date, time and venue
  - Stakeholder organization represented
  - Reason for the request
- Requests for site visits should be made at least three weeks in advance.

### 4.2 Confirmation of appointment

The Stakeholder and Communications Management team will coordinate the visit with the requested venue at the requested time. Once confirmed the requester will be notified that the time is confirmed. If the requested date and time is not suitable to the services provider an alternative date and time will be arranged with the requester. The requester will also be provided with the site address or location and the name of the individual that will be expecting the visitors.

If no prior arrangement has been made, Tshiamiso officials and, or accredited service providers may deny access to the claims process site.

### 4.3 On the day of visit

On the day of the appointment the visitor should follow the guidelines to optimize the time:

1. Approach or enter the claims process site.
2. Complete the infection control screening and prevention procedures deployed at the site.
3. Request to see the contact person provided at booking confirmation.
4. Share the objective of the visit and which process needs to be observed.

5. Follow the guidance of the host.
6. No pictures or videos can be taken to protect the privacy of claimants.

## 5 Outcomes

In order to align with the objectives of our stakeholders, the Tshiamiso Trust requests that the impressions or findings of the delegation is shared with the Trust following the visit. This can ideally take place in the form of a report of the visit within a timeframe after the visit as agreed with the Stakeholder & Communications Manager.

The report should cover:

- Observations made during the visit; and
- Recommendations for improvements, if any.

Who will be accommodated:

The Trust and its service providers will welcome stakeholders in the process from all of the following groups:

- Civil society organisations
- Labour unions in the mining industry
- Various tiers of concerned government officials
- Representatives of mine workers.