

FOR PSA MEMBERS: **SOUTH AFRICAN SOCIAL SECURITY AGENCY (SASSA) - LIMPOPO**

30-05-2024

Feedback: Poor working conditions at SASSA in Limpopo

Members are aware that the PSA visited ten SASSA offices in the Waterberg District, where it was discovered that employees are subjected to poor and uncondusive work environments, which contravene the *Occupational Health and Safety Act*. The following issues were raised with the employer:

- Poor ventilation owing to dysfunctional and broken air conditioners
- Poor and inadequate lighting
- Inadequate and broken toilets
- Exposed electrical wires
- Dirty and smelling carpets
- Broken and non-locking doors
- Damaged blinds cause direct sunlight
- Broken cubicles and kitchen cupboards
- No signs of emergency exit and assembly points
- Shortage of water
- Small inadequate offices in some centers
- Failure to provide drinkable water in some offices owing to the failure of replacing filters and procurement of small water purification systems

Subsequently, the PSA requested a meeting with the employer, which was held on 24 May 2024 where the employer reported progress with the issues that were raised by the PSA. Amongst others, the employer reported that carpets were cleaned, air conditioners and blinds were replaced/fixed, damaged and non-locking doors were fixed, and damaged ceilings were replaced. Other issues are still receiving the necessary attention. District management also indicated that maintenance matters that needed huge budget were escalated to the Regional Office and further alluded to the problem of staff shortage, which delays the office's ability to address infrastructure challenges. The employer confirmed that all its offices do not have emergency signs as it does not have knowledge of safety requirements and requested the Regional Office to assist. The issue of small space at Mokerong and Mokopane will be resolved as there are plans to close the Mokerong office and have Mokopane as one office where additional spaces will be procured, and prefabs will be erected. The Bakenberg office's borehole was also fixed. Infrastructure maintenance is a challenge as SASSA does not have artisans and is dependent on the Public Works

Department, which is also stretched with vacant positions and the critical position of Facility Management was not filled, making it difficult to address maintenance issues timeously and properly.

The PSA agreed with the employer that as some projects are underway, including the procurement of lights and that the estimated time for projects to be finalised will be at the end of June, there will be inspection conducted in these offices around July 2024, although the PSA will escalate some of these issues to the Regional Office as these do not fall within the scope of District Offices.

Members will be informed of developments. Shop stewards are encouraged to report any alleged contravention in the workplace to the PSA Provincial Office for further assistance to queen.seema@psa.co.za.

Employees who want to join the PSA can contact Lawrence Muvhango on Lawrence.muvhango@psa.co.za / 082 880 8995 or Paulina Moloto on Paulina.moloto@psa.co.za / 082 880 8957.

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GENERAL MANAGER