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## **Policies Amendments Register – 2024/25**

# Centlec (SoC) Ltd – Policies Amendments Register

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<b>POLICY / PROCEDURE NAME</b>	<b>Information And Communications Technology (ICT) User Access Management Policy</b>			
<b>POLICY / DIRECTORATE</b>	<b>Office of the CEO</b>			
<b>POLICY / COMMITTEE</b>	<b>ICT &amp; Engineering Committee</b>			
<b>SUMMARY OF ISSUE</b>	<b>REF.NO (Par. in policy / procedure)</b>	<b>PROPOSED AMENDMENT / CHANGE</b>	<b>SOURCE DETAILS (e.g. Legislation, regulation, etc.)</b>	<b>Priority / Risk</b>
<p>The Auditor General raised a finding that the user access management policy did not make provision for the following processes:</p> <ul style="list-style-type: none"> <li>How often will user profile reviews be performed.</li> </ul>	Section 4 paragraph 2	<p>Amendment of Section 4 of the Policy.</p> <p>User access rights shall be reviewed by ICT services on regular basis by qualified staff not responsible for account creation to ensure that the rights are in alignment with roles and responsibilities authorized.</p> <p>Proposed amendment:</p> <p>User access rights shall be reviewed monthly (last working day of the month) by independent ICT personnel as a reviewer and approved by the manager to ensure that the rights are in alignment with roles and responsibilities authorized.</p>	AG Finding	Priority

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The process of reviewing the system controller activities and the frequency thereof.		Administrator activity shall be reviewed monthly (last working day of the month) by independent ICT personnel as a reviewer and approved by the manager to ensure that the rights are in alignment with roles and responsibilities authorized.		

<b>POLICY / PROCEDURE NAME</b>	<b>Identity Management - Password Policy</b>			
<b>POLICY / DIRECTORATE</b>	<b>Office of the CEO</b>			
<b>POLICY / COMMITTEE</b>	<b>ICT &amp; Engineering Committee</b>			
<b>SUMMARY OF ISSUE</b>	<b>REF.NO (Par. in policy / procedure)</b>	<b>PROPOSED AMENDMENT / CHANGE</b>	<b>SOURCE DETAILS (e.g. Legislation, regulation, etc.)</b>	<b>Priority / Risk</b>
The Auditor General raised a finding that the Identity Management Password Policy states that the password history to remember should be 30 days. However, the 30-day password history is not aligned to the	Section 4	<u>Amendment of Section 4 – Password Requirement</u>  Password history – (e.g. require a number of unique passwords before an old password may be reused) 30 Day remembrance  Proposed amendment:	AG Finding	Priority

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<p>password configuration good practice, which is in numbers rather than days.</p>		<p>Password history – (e.g. require a number of unique passwords before an old password may be reused) (5 times)</p> <p>Administrator account should expire every thirty (30) days. Default Administrator account cannot be used in all the systems. In the case of administrative password used; the password or administrative must be associated with the name of the person. It is advisable that the administrator password be associated with the manager OR Independent personnel who's not administrator.</p> <p><u>Amendment of Section 6 – Responsibilities</u></p> <p>ICT Administrator should perform password reset for the users through approved user password form. Users can reset their password when reminded by the system.</p> <p>Proposed amendment:</p> <p>ICT Administrator should perform password reset for the users through approved user password form. The password must be the temporary password that expires within 24 hours. Users can reset their password when reminded by the system.</p>		
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POLICY / PROCEDURE NAME	Cellphone Policy			
POLICY / DIRECTORATE	Human Resources			
POLICY / COMMITTEE	Human Resources & Remuneration Committee			
SUMMARY OF ISSUE	REF.NO (Par. in policy / procedure)	PROPOSED AMENDMENT / CHANGE	SOURCE DETAILS (e.g. Legislation, regulation, etc.)	Priority / Risk
Rephrasing of the paragraph and inclusion of other paragraphs	Par 1	<p><b>1. PREAMBLE</b></p> <p>The ICT continuously endeavors to achieve best practice policies and procedures when managing the administration and operation of the Entity. In order to enable and enhance the productivity of the Entity business units it s critical to make use of the latest means of communication technology. Based on, cellular phone are allocated for sound business reasons, primarily for receiving business calls and making business call when located in the office.</p> <p>The purpose of the Policy is to develop a means of managing these tools/assets in an effective and efficient manner. This document is a review of all previous document/policies on this topic.</p> <p><b>Proposed amendment:</b></p>	Internal control process	Priority

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1.1 CENTLEC (SOC) Ltd continuously endeavors to achieve best practice policies and procedures when managing the administration and operations of the Company. To enable and enhance the productivity of the Company's business units it is critical to make use of the latest means of communication technology. Cellphone allowance is a benefit allocated to qualifying employees primarily for receiving and making business calls.

1.2 This covers the usage of the cellphone allowance by permanent employees where the regular use of a cellphone is necessary to meet the requirements of the job and is applicable to any official who has received approval from the Chief Executive Officer based on the recommendation from the relevant executive manager.

1.3 Over time, the cost of living has increased due to inflation. This includes the cost of goods and services, such as cellphone plans and devices. With advancements in technology, newer and more advanced smartphones are introduced into the market. These devices often come with higher price tags. Ensuring that employees have access to the tools and resources they need to perform their jobs effectively is crucial for maintaining fairness and equity within the Company.

1.4 Some employees require higher cellphone allowances due to the nature of their roles and responsibilities hence it becomes important to adjust the cellphone allowance.

1.5 As such, employees may require a higher cellphone allowance to afford the latest technology that enables them to perform their job efficiently and effectively.

1.6 An increase in cellphone allowance is necessary to keep up with rising expenses considering that the last time the policy was approved was in 2015.

1.7 It is for this reason that the review of the policy is to outline the criterion of allocating the cellphone allowance to CENTLEC (SOC) Ltd employees.

1.8 This document is a review of all previous documents/policies on this topic.

**2. APPLICATION OF THE POLICY**

- Board of Directors
  - Chief Operating Officer
  - The Chief Executive Officer
  - The Chief Financial Officer.
  - Company Secretary
  - The Executive Managers
  - General Managers
  - Managers and
- Any other official who has received approval from the Chief Executive Officer based on the nature of their job.

***Proposed amendment:***

- The Chief Executive Officer
  - The Chief Financial Officer.
  - Company Secretary
  - The Executive Managers
  - General Managers
  - Managers and
- Any other official who has received approval from the Chief Executive Officer based on the nature of their job.

**3. Application Procedure**

Procedure to be followed when applying for a cellular phone allowance by officials who do not receive a cellular allowance as part of a remuneration package (other personnel level 5 to 18)

EXCO should identify and consider application from employees who qualify for an allowance, and this should be approved by the CEO.

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		<p>All applications must be made writing, supposed with a proper motivation and must be directed to the relevant Executive manager of the directorate.</p> <p>The application must be submitted to the head of Human Resource for processing of an application.</p> <p><b>Proposed amendment:</b></p> <p>3.1 The Executive Manager of a directorate should identify and consider applications from employees who qualify for an allowance, and this should be submitted to the Chief Executive Officer for approval. All applications must be made in writing, supported with a proper motivation, and directed to the relevant Executive Manager of the directorate. The Executive Manager must consider the application and make a recommendation to the Chief Executive Officer for approval.</p> <p>3.2 Once the application has been approved, it must be submitted to Finance Directorate for processing on the payroll system.</p> <p><b>4. Conditions and Restrictions for Use</b></p> <p>The officials are provided an allowance in terms of the staff benefits provided by the Centlec. All acquisitions cost are for the bill of the individual.</p>	
	Par 2	<p>The user enters into an agreement with a cellular service provider.</p> <p>The contract is between the and the service provider and user is liable for the payment thereof.</p> <p>Only officials' international calls made by a user will be paid in full by Centlec upon submission of a comprehensive itemized billing. A limit of five private call per week no longer than 10 minutes is permitted for users to contact family.</p>	



**Proposed amendment:**

**4.1 Cellphone Allowance.**

4.1.1 The employees are provided an allowance in terms of staff benefits provided by CENTLEC (SOC) Ltd. Cellphone allowances are affected through the payroll system as a taxable allowance, and not interpreted as inclusive of negotiated remuneration packages. An allowance will not be granted to employees with no approved documentation. The user must ensure that his/her cellphone phone is available for CENTLEC (SOC) Ltd's use, failing which the user will forfeit the allowance. The Executive Managers must make provision for cell.

**5. CURRENT CELLPHONE ALLOWANCE LIMITS PER CATEGORIES**

EMPLOYEE	LIMIT	DATA 3G CARD
Chief Executive Officer/Company Secretary	R 2000	R350
CFO/COO/EXECUTIVE MANAGERS	R 1200	R350
General Managers	R 1000	R350
Managers	R 750	R350
DESIGNATION	CATEGORY	LIMIT
Chief Superintendent	Standby	R 450
Technicians	Standby	R 350
Superintendent	Standby	R 350
Assistant Superintendent (SFS)	Cell phones are their only means of Communication	R 550

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Assistant Superintendent	Standby	R 350
Electricians	Standby	R 250
Chief Superintendent (SFS)	Cell phones are their only means of Communication	R 550
Office Officials (Administrators, Communication Office, Fleet Management Office)	Depending on how often one communicates with stakeholders	R350 to R 750
<b>Proposed amendment:</b>		
Table 1: Management		
<b>DESIGNATION</b>	<b>LIMIT</b>	
Chief Executive Officer/Company Secretary/Spokesperson	R 2500	
Chief Financial Officer /Executive Managers	R 1700	
General Managers	R 1500	
Managers	R 1250	
Table 2: Other users		
<b>DESIGNATION</b>	<b>CATEGORY</b>	<b>LIMIT</b>
Chief Superintendent	Standby	R 750
Technicians	Standby	R 650
Superintendent	Standby	R 650
Assistant		R 850

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		Superintendent (SFS)	Cell phones are their only means of Communication				
		Assistant Superintendent	Standby	R 650			
		Electricians	Standby	R 550			
		Chief Superintendent (SFS)	Cell phones are their only means of Communication	R 850			
		Office Officials (Administrators, Communication Office, Fleet Management Office)	Depending on how often one communicates with stakeholders	R650 to R 1050			
	<p>5.1 The criteria used to determine the cellphone allowance of the Company's Spokesperson should be in a way that enable him or her to execute his or her functions effectively bearing in mind that cellphone as a technology is widely used as a mode of communication.</p> <p>5.2 The Spokesperson allowance should be equivalent to that of the Chief Executive Officer bearing in mind that this allowance has tax implications.</p> <p><b>6. ALLOWANCE INCREASE</b></p> <p><i>Proposed amendment:</i></p> <p>6.1 The Chief Executive Officer should determine the cellphone allowance increase amount based on the Company's financial status for the specific financial year.</p> <p><b>7. POLICY REVIEW</b></p> <p>The policy will be reviewed, when necessary, based on the financial status of the Company.</p>						