

Isiqondiso Sokuziphatha

Ukuziphatha

Amandla okuqhuba kahle ibhizinisi



Powering Business Worldwide

Ukukhetha Impumelelo



“Ngokuqonda ukwaziswa kulesi siqondiso kanye nokukusebenzisa noma yinini lapho kunesidingo, wenza isinqumo esicatshangelwe sokugada ifa lethu elikade likhona lobuqotho ngenkathi uba nesandla kwimpumelelo yekusasa lethu.”

Kubaqondisi, Abaphathi Bamahhovisi kanye Nabasebenzi:

Izinkampani ezingcono kakhulu emhlabeni wonke yilezo ezithatha isinqumo. Ngokuqonda okucacile ngombono kanye nomgomo yazo, zihlela imigomo enokuzimisela bese ziyafinyelela. Impumelelo iyacatshangelwa.

Ngendlela efanayo, i-Eaton izuze idumela layo lobuqotho emhlabeni wonke ngokwenza ukuziphatha kube into eza kuqala kubo. Sondla izimiso ezifanele futhi sikwenza kuqace ukuthi kusho ukuthini ukuziphatha ngobuqotho kanye Nokuqhuba Kahle Ibhizinisi.

Umpfumela walokho, ukuthi idumela le-Eaton njengenhlangano enokuziphatha okuhle libe isici esinamandla, futhi esigqamile. Ngokuqhubeka sihlangabezana nokulindelekile okuphezulu esizibekela khona, sivikela ingxenye ebalulekile eyenza ukuba sibe ngabaphumelele phambi kwamehllo amakhasimende, abahlinzeki kanye nabasebenzi.

I-Eaton izimisele ukuqinisekisa ukuthi unemininingwane, ukubonisa kanye namathuluzi owardingayo ukuqonda kanye nokusekela izimiso zokuziphatha ze-Eaton endaweni yokusebenza, ngisho noma ukuziphatha kwasendaweni noma izimo zingase zemboze lesi sinqumo. Lesi Siqondiso Sokuziphatha siyingxenye ebalulekile yaleso sibopho. Njengoba sigcwele izibonelo eziyisisekelo futhi ezicacile, isiqondiso esisebenzayo, sichaza futhi sisekela izimiso zethu zokuziphatha kahle nsuku zonke lapho ukhulumisana nabasebenzi ngisho abaphathi benkampani bangaphandle.

E-Eaton, sibhekisisa indlela esifinyelela ngayo imiphumela njengesilinganiso esibalulekile sempumelelo. Ukuqhuba kahle Ibhizinisi umnyombo (kungumgomo) wohlobo lwe-Eaton kanye nensika ephakathi nendawo yendlela esakha ngayo idumela lethu endaweni yokusebenza. Ngokuqonda ukwaziswa kulesi siqondiso kanye nokukusebenzisa noma yinini lapho kunesidingo khona, wenza isinqumo esicatshangelwe sokugada ifa lethu elikade likhona lobuqotho ngenkathi uba nesandla kwimpumelelo yekusasa lethu.



Craig Arnold
Usihlalo kanye ne-CEO

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Izimisizo ze-Eaton

Siyaqonda ukuthi ikhono lethu lokufinyelela imigomo yethu yokusebenza lincike kithi ngabanye abasingatha izimisizo zethu eziwumongo:

Ukuqondisa Ikhosimende — Senza ikhosimende lethu ibe ukugxila kwayo yonke into esiyenzayo.

Abantu — Siqaphela abantu bethu njengensiza yethu eyaziswa kakhulu.

Ukwethemba — Sinesibindi sokwethemba abanye ukuba benze into efanele.

Inhlonipho — Siphathana ngenhlonipho futhi siyacabangelana.

Isithunzi — Sazisa ukuziqhenya kanye nokuzazi kwabanye.

Ubuqotho — Sikhuluma iqiniso futhi siziphatha kahle.

Sikholelwa ukuthi sifi yelela “*Kokuhle Ngenxa Yabantu*” ngokwenza kanye nokugcina indawo yokusebenzela yezinga eliphezulu. Sishisekela ukusebenza kwezinga eliphezulu Ngefil sofi e-Eaton, ehlanganisa izimiso zethu eziwumongo kanye nemithwalo yethu yemfanelo kube into eyodwa, kwihlangano, kumakhasimende ngisho nabanamashezi.

Impilo kanye Nokuphepha

Sizibophozele kwihlalakahle yabo bonke abasebenzi.

Ubuhle

Silwela ukuba abangcono kakhulu.

Ukuba necala

Sigcina izibopho zethu.

Ukwehlukana kobuhlanga

Sazisa ukungefani kwabantu ngabanye.

Ukukhulumisana

Sikhulumisana ngokukhululekile futhi ngokwethembeka.

Isinxephezelo

Sinikeza inkokhelo encintisanayo kanye nezinzuzo.

Ukufunda

Ngokuqhubekayo siyafunda, siyakhula futhi siyashintsha.

Umkhuba oqanjwe kabusha

Sazisa imibono emisha.

Ukuzihlanganisa

Siyazihlanganisa emsebenzini wethu futhi sizinikela kwikusasa le-Eaton.

Imvelo kanye Nemiphakathi

Silwela ukuthuthukisa imvelo kanye nemiphakathi yethu.

Ikhodi Yokuziphatha

Inhlangano ye-Eaton idinga ukuba bonke abaqondisi, abaphathi bamahhovisi kanye nabasebenzi be-Eaton, ababasizayo kanye nabangaphansi kwabo (i-"Eaton") ukuba benze ngokuvumelana ngezimiso zokuziphatha eziqavile ezichazwe lapha lapho benza imisebenzi yabo.

- 1. Ukuthobela Umthetho** — Sihlonipha futhi sithobela imithetho, iziqondiso, kanye nezimiso ezithinta ibhizinisi yethu emhlabeni wonke.
- 2. Ubuqotho bokuqopha kanye nokubika imiphumela yezezimali zethu** — Sigcina kahle amarekhodi ezimali anembile futhi agcwele kuhlangukane namarekhodi amanye amabhizinisi futhi sikhulumisana nemiphumela egcwele, enobulungisa, enembile, esesikhathini futhi eqondakalayo kanye nokunye ukwaziswa. Senze indlela yokulawula kwangaphakathi okuhlelwe ukugcina ubuqotho bamarekhodi ethu kanye nokwaziswa.
- 3. Ukuhlonipha amalungelo abantu** — Sihlonipha amalungelo abantu futhi sidinga ukuba abahlinzeki benze okufanayo.
- 4. Ukunikeza ikhwalithi** — Sizimisele ukukhiqiza imikhiqizo eyikhwalithi kanye nokunikeza izinsizakalo eziyikhwalithi.
- 5. Ukuncintisana kokuziphatha** — Sithola inzuzo yokuncintisana ngomsebenzi opezulu. Asihlanganyeli ekuziphatheni kokuhweba okunokuziphatha okubi noma okungekho emthethweni.
- 6. Ukuhlonipha ukwehlukana kanye nezenzo zokuqasha ezinobulungiswa** — Sizimisele ukuhlonipha indawo yokusebenza yezinhlanga ezahlukenengemisebenzi enikeza ukufinyelela okulinganayo kanye nempatho enobulungiswa kubo bonke abasebenzi ngokubafanele. Asimelani nokuhlupha noma ubandlululo endaweni yokusebenza.
- 7. Ukugwema ukungqubuzana kwemibono** — Sigwema ubudlelwano noma ukuziphatha okungase kuthibe ukwahlulela noma kwenze ukungqubuzana kwangempela noma obucacile phakathi kwezinzuzo zethu siqu kanye nokwethembeka kwethu kwi-Eaton. Asisebenzisi isikhundla sethu ne-Eaton ukuze sitholele abanye noma thina izinzuzo ezingafanele. Asihlanganyeli emisebenzini noma sibe nobudlelwano obuncintisana ne-Eaton.
- 8. Ukuvikela impahla kanye nokwaziswa** — Sisebenzisa isakhiwo se-Eaton, ukwaziswa kanye namathuba ngokwezinzuzo zebhizinisi ye-Eaton futhi hhayi ngokusetshenziswa okungavunyelwe. Sigcina kahle ubumfihlo bokwaziswa kanye nedatha yomsebenzi esiphathiswe yona i-Eaton noma abanye.
- 9. Ukuziphatha ngobuqotho** — Asinikezi noma asamukeli izifumbathiso, izinkokhelo zesenzo esithize noma izipho ezingafanelekile noma ukuzijabulisa. Sihlanganyela ezenzweni zebhizinisi ezihambelana nokuziphatha kwethu kanye nezimiso.
- 10. Ukuthengisela uhulumeni** — Silandela imithetho ekhethekile, iziqondiso kanye nezimiso ezihlobene nezinkontileka zikahulumeni kanye nobudlelwano nabasebenzi bakahulumeni.
- 11. Ukunikela kuhulumeni** — Asenzi iminikelo esikhundleni se-Eaton kumalungu kahulumeni noma amaqembu, ngisho noma kusemthethweni.
- 12. Imvelo, impilo kanye nokuphepha** — Sizimisele ukuba umholi womhlaba wonke ekuvikeleni impilo kanye nokuphepha kwabasebenzi bethu kanye nokuvikela imvelo.

Ukubika — Ngokuncika kumthetho wendawo, noma yimuphi umuntu ngokusobala noma ngokuyimfihlo angabika noma isiphi isikhalo sokuziphatha noma esingenzeka noma ukwephula ngempela umthetho, kuhlanganise nanoma iluphi udaba olumayelana nezimali, intela noma olungqabela ukufumbathisa, Ehhovisini Lokuziphatha Nokulalela. Ubumfihlo buzogcinwa ngokwezinga nangokunokwenzeka ngenkathi kwenziwa uphenyo olufanelekile.

Le mibiko ingenziwa ngeposi, i-imeyili noma ngokushayela ucingo njengoba kuboniswe ngenzansi:

- **Iposi** — Thumela kulelikheli:
VP, Ethics and Compliance
Eaton Corporation
1111 Superior Ave.
Cleveland, Ohio 44114 USA
- **Iimeyili** — Thumela i-imeyili ku Ethics@eaton.com noma sebenzisa amafomu ewebhu atholakala kwiwebhusayithi Yokuziphatha Komhlaba Wonke afinyeleleka nge-JOE (i-intranethi ye-Eaton) noma iwebhusayithi yangaphandle ye-Eaton.
- **Ucingo** — Ungathintana Nolayini Wosizo Wobuqotho Nezezimali kanye Nokuziphatha ngokushayela 800.433.27774 kusuka e-U.S. kanye nase-Canada. Kusuka kwamanye amazwe, shayela inombolo ekwiphosta yakho yasendaweni Yokuziphatha noma kwiwebhusayithi Yokuziphatha Emhlabeni Wonke e-JOE. Ulayini Wosizo yinombolo yamahhala, futhi umeleli wezilimi ezahlukeneyatholakala amahora angu-24 ngosuku izinsuku ezingu-7 ngesonto.
- **Usizo lwezilimi ezahlukeney** — Uma uthanda, ungasebenzisa ulimi lwakho lwendabuko ukubhala isikhalo sakho kweyodwa yamakheli angenhla, sizobe sesihumusha incwadi noma i-imeyili yakho.

I-Eaton ngeke ivumele noma iyiphi impindiselo ngokumelene nanoma yimuphi umsebenzi obika isikhalo sokuziphatha, somthetho noma sezimali futhi ngeke ijizise noma yimuphi umsebenzi ngokwenza umbiko ngezinjongo ezinhle.



Okumele ukwenze

Wonke umqondisi, umphathi wehhovisi kanye nomsebenzi banomthwalo wemfanelo womuntu siqu wokufunda, ukwazi, kanye nokwenza ngokuvumelana nezimiso eziqukethwe kule Khodi Yokuziphatha. Ngokuvumelana nomthetho wasendaweni, ukwenza ngokuvumelana nalezi zimiso isimo sokuqashwa, futhi ukwehluleka ukuvumelana nazo kungase kuholele ekujezisweni, kuze kufinyelele futhi ukuxoshwa.

Ibhodi Yabaqondisi kumele ithole, noma ikhethe isisebenzi sokuphatha esifanelekile ukuthola, ukuthi yiziphi izinyathelo okumele zithathwe uma kwenzeka kwepulwa Ikhodi Yokuziphatha. Lezi zinyathelo zizoklanyelwa ukuthibela izenzo ezingalungile kanye nokuthuthukisa ukuba necala lokwenza ngokuvumelana Nekhodi Yokuziphatha.

Ngokuncika kumthetho wendawo, wonke umqondisi, umphathi wehhovisi kanye nomsebenzi unomthwalo wokwaziswa yi-Eaton nganoma yimuphi umsebenzi ngokwahlulela kwakhe ongase wephule lezi zimiso. Imibiko ingenziwa kumphathi noma elinye ilungu labaphathi, noma Ihovisi Lokulalela Nokuziphatha njengoba kuchazwe ngenhla. Ukwepulwa okungenzeka nakho kungabikwa kosihlalo Bokucwaninga ama-Akhawundi noma Amakomidi Abusayo Ebhodi Yabaqondisi, noma ngokuqondile Kubaqondisi Bebhodi, ngeposi ngaphansi kokunakekelwa kwe-VP, Ukulalela Nokuziphatha, abazobe ke sebedlulisa umbiko.

Isingeniso

Injongo yalesi Siqondiso Sokuziphatha ukusiza bonke abasebenzi be-Eaton emhlabeni wonke ukuba bazi futhi benze ngokuvumelana Nekhodi Yokuziphatha lapho benza umsebenzi wabo wansuku zonke. Awenzelwe ukuhlangabezana nayo yonke inkinga yokuziphatha kodwa ukukunikeza isiqondiso esivamile lapho wenza izinqumo zokuziphatha zebhizinisi futhi nokuqondisa kwizinsiza ukuthola usizo olwengeziwe. Buza umphathi wakho noma bheka ku-JOE, i-intranethi ye-Eaton, ukuthola umbhalo ogcwele wezinqubo mgomo zenkampani okubhekiselwe kuwo kulesi siqondiso.

Ubani okumele enze ngokuvumelana Nekhodi Yokuziphatha?

Abasebenzi be-Eaton emhlabeni wonke

Umqondisi ngamunye, umpathi wehhovisi kanye nomsebenzi (okubhekiselwe kubo sebe bonke kulesi siqondiso ngokuthi "abasebenzi") unomthwalo wemfanelo womuntu siqu wokufunda, wokwazi ngisho nokwenza ngokuvumelana nezimiso eziquthwe kwiKhodi Yokuziphatha.

Ababasizayo, abangaphansi kwabo kanye namanye amalungu

Ababasizayo, abangaphansi kwabo kanye namanye amalungu lapho i-Eaton inesithakazelo sobunikazi obulawulayo kudingeka ukuba benze ngokuvumelana Nekhodi Yokuziphatha. Ngokwesibonelo, noma yikuphi okulingwayo okuhlanganisiwe lapho i-Eaton iphethe khona ngaphezu kwamaphesenti angu-50 kumele kwenze ngokuvumelana Nekhodi Yokuziphatha. Amalungu lapho i-Eaton iphethe khona amaphesenti angu-10 noma ngaphezulu kodwa ingenaso isithakazelo esilawulayo bazokhuthazwa ukuba balandele Ikhodi Yokuziphatha noma ikhodi yokuziphatha ecishe ifane.

Amalungu angaphandle

Lapho kufanelekile, Ikhodi Yokuziphatha ye-Eaton isebenza ngokulinganayo ebantwini noma kumalungu ahlanganyele ukusiza noma ukunikeza izinsizakalo esikhundleni se-Eaton. Lokhu kuhlanganisa abasebenzi azilandalisene, njenga bezinkontileka abazimele, abasebenzi bebhizinisi, abahlinzeki bensizakalo kanye nabasebenzi bama ejenti.

Sidinga ukuba abahlinzeki bethu benze ngokuvumelana Nekhodi Yokuziphatha Yabahlinzeki be-Eaton.

Asivumeli amalungu angaphandle ukuba enze okuthize esikhundleni sethu lokho thina ngokwethu esinqatshelwe ukukwenza.

Umbuzo

- U. Kuthiwani lapho ezinye zezinkolelo zami zingqubuzana nezimiso zokuziphatha ze-Eaton?**
- I.** Akuyona inhloso ye-Eaton yokuzama ukushintsha izinkolelo zakho. Noma kunjalo, silindele ukuba usebenzise izimiso zokuziphatha ze-Eaton ukuqondisa ukuziphatha kwakho lapho uqhuba ibhizinisi esikhundleni se-Eaton. Uma unemibuzo ngokuthi ungakwazi yini ukuhlangabezana nalokhu okulindelekile, phakamisa izikhalo zakho kumqondisi wakho noma xhumana Nehhovisi Lokuvumalana kanye Nokulalela.

1

Ukuthobela umthetho

Sihlonipha futhi sithobela imithetho, iziqondiso kanye nezimiso ezithinta amabhizinisi ethu emhlabeni wonke.

Okumele ukwenze

Njengomsebenzi wase-Eaton kufanele ulalele yonke imithetho efanelekile kanye neziqondiso zikahulumeni noma yikuphi lapho siqhuba khona ibhizinisi.

Ukucindezelwa okuthola kumqondisi wakho noma izidingeko ngenxa yezimiso zebhizinisi ngeke kube izaba zokuba ungalandeli umthetho. Unomthwalo wemfanelo wokuphakamisa noma yimiphi imibuzo noma ukunqanqika ongaba nakho mayelana nesinyathelo esisikiselwe nomqondisi wakho noma Ikhovisi Lokuvumelana Kahle kanye Nokuziphatha.

Ukulawula ukuhweba ngokungenisa kanye nokuthekela namazwe ngaphandle

I-Eaton ivumelana nemithetho efanele yase-U.S. kanye neminye imithetho yezwe, iziqondiso kanye nemikhawulo lapho ingenisa futhi ithekela imikhqizo, izinsizakalo, ukwaziswa noma ubuchwepheshe. Ukwehluleka ukulalela lezi ziqondiso kungase kube ubugebengu, futhi izinhlawulo zokungalaleli zingahlanganisa icala lemali le-Eaton kanye necala lemali ngisho nokuboshwa kwanoma yimuphi umsebenzi onecala. Unomthwalo wemfanelo wokwazi imithetho ekuthintayo kanye neyomsebenzi wakho wansuku zonke engase ihlanganise imithetho yezwe ngaphandle kwendawo yakho.

Imithetho yendawo kanye nokuziphatha

Njengoba i-Eaton iyinhlangothi yase-U.S., ingaphansi kwemithetho yase-U.S. I-Eaton futhi ingaphansi kwemithetho yamanye amazwe lapho eqhuba khona ibhizinisi. Imithetho yendawo yelinye izwe ingathinta indlela esiqhuba ngayo ibhizinisi kwelinye izwe. Njengoba uqhuba ibhizinisi ye-Eaton, kubalulekile ukuba uqonde hhayi nje kuphela imithetho yendawo ekuthintayo ezweni lakini kodwa futhi indlela ongathintwa ngayo imithetho yamanye amazwe. Uma ubhekana nokungqubuzana phakathi kwale mithetho, noma uma uthola ukuthi amasiko endawo kanye nebhizinisi noma izenzo eziphathele nabantu zingqubuzana nale mithetho, thola usizo.

Inhlonipho

Imibuzo

- U. Ngisola sengathi umsakazi uthumela izingxenye ze-Eaton ezweni Engikholelwa ukuthi alivunyelwe noma elivimbelwe ngaphansi kwemithetho yokuthekelisa. Ngenzenjani?**
- I.** Ukuthumela imikhiqizo emazweni angavunyelwe noma avimbelwe, ngisho noma yenziwa umsakazi, kungaba icala ngaphansi kwemithetho yokuthekelisa yamazwe amaningi lapho i-Eaton eqhuba khona ibhizinisi. Imithetho ebusa lokhu kuthunyelwa iyinkimbinkimbi kakhulu, futhi ukuthola ukuthi ukwethutha kusemthethweni na kudinga ukubuyekeza ngokucophelela wonke amaqiniso. Uma ubuza ukuthi ingabe imikhiqizo ye-Eaton ithunyelwa ezweni elingavunyelwe noma elivimbelwe, noma ngaphambi kokuba kokwenza noma yikuphi ukunikazelana okungase kuhlangelele izwe elingavunyelwe noma elivimbelwe, xhumana Nomnyango Womthetho ukuthola usizo ngokushesha.
- U. Ngezinye izikhathi izimiso kanye nezinqubo mgomo zethu zibukhali kakhulu kunemithetho yendawo yezwe lakithi. Kungani kumele senze ngale kokudingwa umthetho wendawo?**
- I.** I-Eaton izimisele ukuqhuba kahle ibhizinisi, okusho ukuthi senza okufanele ngisho noma kunemikhawulo eminingi kunemithetho yendawo noma uma isiko lendawo noma ukwenza ibhizinisi kuvumela ukungenela okwehlukile.

Izibonelo

Okungalungile

- Umsebenzi uthole ukuthi ikhasimende lihlana kezele iphesenti lokuqukethwe kwendawo lezingxenye ze-Eaton ukuhlangabezana nezidingo zikahulumeni. Umsebenzi akenzi lutho, ngoba akafuni ukulahlekelwa ibhizinisi yekhasimende.
- Umbhali wokuthumela uyaqaphela ukuthi umkhiqizo we-Eaton oqonde ezweni langaphandle unobuchwepheshe obuvinjelwe ngaphansi kwemithetho yokulawula ukuthekelisa kwendawo. Akatholi lutho ebonisa ukuthi ilayisensi edingekayo yokuthekelisa yalobo buchwepheshe itholiwe. Akabuzi ngokuthutha, uvumela ukuba kuqhubeke.

Okulungile

- Umphathi uthola ukuthi ukuthutha kumele kudluliswe ezweni elivunyelwe lendawo liya ezweni elingavunyelwe, okungqubuzana nemithetho yokulawula ukuthekelisa yase-U.S. bese emisa ukuthutha.
- Abavimbela impahla bamisa ukudlulisa imikhiqizo kwikhasimende elibalulekile. Isixazululo esisodwa ukudlulisela ukukhiqiza komunye umnyango we-Eaton, kodwa lokhu kudinga imvume yangaphambili esuka kwikhasimende, kanye nephuma kumahhovisi entela yendawo kanye namasiko. Nakuba ukuthumela kuzoba semuva ngesonto, umphathi wesitshalo uyaqinisekisa ukuthi iqembu lakhe lithola ukuvunyelwa okudingekayo ngaphambi kokuba ahambise umkhiqizo.



2

Ubuqotho bokuqopha kanye nokubika imiphumela yethu yezezimali

Sigcina kahle amarekhodi ezezimali anembile futhi agcwele kuhlenganise namarekhodi amanye amabhizinisi futhi sikhulumisana ngokugcwele, inobulungisa, enembile, esesikhathini futhi eqondakalayo kanye nokunye ukwaziswa. Senze uhlelo yokulawula kwangaphakathi eklanyelwe ukugcina ubuqotho bamarekhodi ethu kanye nokwaziswa.



Umqashi kumele:

- Aqiniseke ukuthi izincwadi zezimali, amarekhodi, kanye nama-akhawundi abanomthwalo wawo wemfanelo abonisa ngokunembile ukunikezelana futhi zihambisana nezimiso zezimali kanye nokulawulwa kwangaphakathi kohlelo lwe-Eaton.
- Ungalinge uguqule ngokwamanga noma imuphi umqulu noma uhlanakazele ubuqiniso banoma yikuphi ukunikezelana.
- Landela izinqubo mgomo zokugcina irekhodi ze-Eaton.

Ukunemba

Imibuzo

U. Iziphi ezinye izibonelo zamarekhodi ebhizinisi?

- I.** Amarekhodi ebhizinisi angaba imiqulu ekwikhompiyutha noma yephepha, kuhlanganise:
- Amarekhodi amahora omsebenzi;
 - Imibiko yokuhlola;
 - Imibiko yemvelo, impilo kanye nokuphepha;
 - Imali kanye nedatha yezindleko;
 - Imibiko yezezimali;
 - Imibiko yezindleko
 - Ukwaziswa komkhiqizo;
 - Imibiko yekhwalithi; kanye
 - Namarekhodi eziqumfundo noma umlando womsebenzi.

U. Iyiphi imiphumela engaba khona ngenxa yokubika ngokungathembeki ukwaziswa kwenkampani?

- I.** Ukuthumela ukwaziswa okwamanga kwekhwalithi, ukuhlola, uhlu oluqukethe amagama namanani empahla ngisho noma eminye imibiko yalolu hlobo kungahlela ekujezisweni futhi kuze kufinyelele ekuxoshweni. Loku kuziphatha kungase futhi konakalise idumela lethu futhi kuholele ecaleni eliphathelene nezakhamuzi noma lobugebengu bomqashi kanye nenkampani.

U. Omunye engisebenza naye ubike ngokwamanga imiphumela yokuhlola okuyisisekelo, okungase kuholele ekungasebenzini kahle komkhiqizo. Ngingayiphakamisa kanjani le nkinga ngaphandle kokufaka engozini ubuhlobo bami nengisebenza naye?

- I.** Kuzoya ngezimo, umphathi wakho noma Umnyango Wabasebenzi (HR) bangase bakwazi ukuphenya ukuthi yini eyenzakele ngaphandle kokuveza ukuhlanganyela kwakho. Uma ungakhululekile ngokuphakamisa le nkinga nabaphathi bendawo, ungabika izikhalo zakho Ehhovisini Lokulalela kanye Nokuziphatha.

U. Engisebenza naye omusha akanaso isipiliyoni asibike esicelweni sakhe. Uma ngimubuzwa ngakho uthi wenze ihaba lomlando womsebenzi wakhe ukuze athole umsebenzi. Uthi akubalulekile, kuphela nje uma ezifakazela. Ingabe uqinisile?

- I.** Cha. Abasebenzi abenza ihaba umlando wabo womsebenzi noma abahlanikezela imfundo yabo bangase babe ngaphansi kokujeziswa futhi okungafinyelela ekuxoshweni. Abasebenzi abaqamba amanga ngomlando wabo womsebenzi bangase bakwazi ukuguqula ngokwamanga eminye imiqulu. Ngaphezu kwalokho, akubona ubulungisa kwabanye abenze isicelo somsebenzi.

U. Omunye engisebenza naye ungicele ukuba ngamukele ikhawundi yezinsizakalo ezingazange zenziwe. Ngenzenjani?

- I.** Uma wamukela lemvoysi ube wazi ukuthi asizange sithole izinsizakalo, wenze umbiko oyiphutha. Uma inkokhelo yenziwa ngenxa yokwamukela, kungase kubhekwe njengokweba. Khuluma nosebenza naye mayelana nezikhalo zakho. Uma ungakhululekile ukwenza kanjalo, xhumana nomphathi wakho, umholi wezezimali wendawo noma Ihhovisi Lokulalela kanye Nokuziphatha ukuthola ukuthi uqhubeke kanjani.



Izibonelo

Okungalungile

- ✘ Ukufinyelela imigomo yokuthengisa, umphathi wendawo yokusebenza utshela umlawuli ukuba aqophe okuthengisiwe okukhulu ngosuku lokugcina lwekota, nakuba i-oda ingazange ithunyelwe kuze kube izinsuku ezimbili ngemva kwalokho.
- ✘ Umthengisi uthumela ubufakazi bokukhokha mbumbulu kumbiko wakhe wezindleko wokudla angazange akuthenge.
- ✘ Umsebenzi uthola ukuthi ikhasimende lisabisa ukumangalela inkampani ngenxa yesici kumkhiqizo bese esusa yonke imiyalezo ebuza ngemiphumela yokuhlola umkhiqizo.
- ✘ Umphathi wezokuthengisa ukhokhela umndeni wekhasimende ukuba uye e-Disney World bese eqopha izindleko zohambo njengezindleko zokuthuthukisa umkhiqizo.

Okulungile

- ✔ Umsebenzi ucelwa umphathi wakhe ukuba ashintshe imininingwane yombiko wengozi. Umsebenzi akakhululekile ngokwenza izinguquko ubese ecela iseluleko somunye umphathi.
- ✔ Umsebenzi omusha uthola ukuthi akasebenza naye ngokuvamile akabiki ngokuyiqiniso amahora akawasebenzile ekhadini labo lesikhathi, futhi ukhathazekile ngokuthi lesi senzo siyaziwa futhi samukelwa yiyo bonke. Akakhululekile ngokukhuluma nabaphathi bendawo, ngakho ke uxhumana Nehhovisi Lokulalela kanye Nokuziphatha ukuxoxisana ngalesi senzo.
- ✔ Lapho umsebenzi eveza iphutha eliphawulekayo kumbiko wohlu oluqukethe amagama namanani empahla, umphathi wakhe uvuma iphutha, umubonga ngokuliveza bese ethumela umbiko olungile.
- ✔ Umsebenzi uthola ukuthi ikhasimende lethembele kwizincasiselo eziphuma encwadini engasasebenzi ukuthenga. Ngokushesha nje wazisa ikhasimende ngephutha.

3

Ukuhlonipha amalungelo abantu

Sihlonipha amalungelo abantu futhi sifuna ukuba abahlinzeki bethu benze okufanayo.

Njengomhlali wase mhlabeni kanye nelungu elinomthwalo wemfanelo lomphakathi, i-Eaton ihlonipha isithunzi sabantu ngabanye, izidingo zomphakathi wethu kanye nokulimazeka kwemvelo. Umthwalo wemfanelo wenhlangano yabantu inkolelo okudala ikhona e-Eaton kanye nenani eliyinxenye yendlela esiqhuba ngayo ibhizinisi.

Amalungelo Abantu

Siyaqaphela ukuthi izinhlangano eziningi ezizimele kanye nezinkomishana ziphakamisele amathuluzi awumongo amalungelo abantu kuwo wonke amazwe, nje Ngenhlangano Yezwe Lonke Yezizwe Ezihlangene, Isimemezelo Somhlaba Wonke Samalungelo Abantu, Isivumelwano Sezizwe Zonke Samalungelo Aphathelene Nezakhamuzi kanye Nezombusazwe kanye Nesivumelwano Sezizwe Zonke Samalungelo Ezezimali, Eziphathelene Nabantu kanye Namasiko. La mathuluzi ngokuvamile alandela izimiso zokuthi amabhizinisi kumele ahloniphe futhi asekele amalungelo abantu atholakele futhi akumele ahlanganyele ekuhlukumezeni amalungelo abantu. E-Eaton, lezi zimiso ezibalulekile zihlanganiswa zibe izimiso zethu ezivumongo bese zibusa indlela esiziphatha ngayo nsuku zonke, kanye nalokho esikulindele kubahlinzeki bethu. Siphinde futhi sibe ilungu futhi sihlanganyela ngokuziqhenya Kwisinyathelo Sokuqala Sokubika Emhlabeni Wonke, okungenye yezinhloko ezisetsenziswa kakhulu emhlabeni wonke ukubona ukusebenza kwamalungelo abantu, umsebenzi, imvelo, ukunqabela inkohlakalo kanye nobuphakathi kwenhlangano.

Umsebenzi wezingane

Asiqashi izingane. Sichaza ingane njenganoma ubani ongaphansi kweminyaka engu-16. Uma umthetho wendawo unemikhawulo eyengeziwe kunenqubo mgomo yethu, sizolalela umthetho wendawo. Noma kunjalo, ngisho noma umthetho wendawo usivumela ukuba siqashe abantu abangaphansi kweminyaka engu-16 ngeke senze njalo.

Umsebenzi ophoqelesiwe

Sinqabela ukusetshenziswa kwanoma yimuphi umsebenzi oyisibopho noma ophoqelekile, ubuqila noma umsebenzi onzima.

Isinxephezelo

Sinikeza inkokhelo kanye nezinzuzo ezihlangabezana noma ezidlula izimfuneko ezingokomthetho futhi ezincintisana nezenzo zesinxephezelo emazweni lapho siqhuba khona ibhizinisi.

Ukuhlanganiswa

Sizimisele emisebenzini eholela ekuhlanganisweni kwabo bonke abasebenzi futhi ethuthukisa ukuqashwa okulinganayo kwabantu abafanelekile. Silwela ukugcina indawo lapho sonke ngabanye, kungakhathaliseki ingemuva lethu, ubulili, uhlanga, inkolo, izinhlobo zabantu, iminyaka, imvelaphi yethu, ubulili obukhethayo, uhlobo lubulili oyibo, ukukhubazeka, izinga noma isikhundla, singafinyelela ikhono lethu eligcwele futhi senze umehluko nsuku zonke.

Isimo sendawo yokusebenzela

Sisebenzisa Ifilosofi ye-Eaton ukuchaza inkolelo yethu kubungabavu ngokusebenzisa abantu, ngokusekelwe ngenkolelo eqavile yokuthi bonke abasebenzi bafuna ukunikela ngokungcono kakhulu futhi benze okulungile. Sisekela izinqubo ngomongo zethu, imisebenzi kanye nezinqumo kulezi zititimende zefilosofi eziqavile:

- Sizimisele kwinhlalakahle yabo bonke abasebenzi.
- Silwela ukwenza okungcono kakhulu ekwenzeni imisebenzi yethu.
- Sazisa ukungefani kwabantu ngabanye.
- Sikhulumisana ngokuvulekile futhi ngokwethembeka.
- Sinikeza inkokhelo encintisanayo kanye nezinzuzo.
- Ngokuqhubekayo siyafunda, siyakhula futhi siyashintsha.
- Sazisa imibono emisha.
- Siyazihlanganisa emsebenzini wethu futhi sizinikela kwikusasa le-Eaton.
- Silwela ukuthuthukisa imvelo kanye nemiphakathi yethu.

Sikholelwa ukuthi bonke abasebenzi kumele baphathe kuhlangukise nabanye abasebenza nabo ngesithunzi kanye nangenhlonipho.

Sizimisele ukugcina indawo yokusebenzela ingenawo amathonya ezinto ezilawulwa ngokungavumelekile, izidakamizwa ezingekho emthethweni, ugwayi kanye notshwala.

Sinikeza abasebenzi indawo yokusebenza ngokusekelwe ngethemba, lapho bekhululeke khona ukubuza imibuzo, ukunikeza izimpendulo, babike izikhalo futhi bahlanganyelwe ngokugcwele ekwenzeni izinqumo.

Lapho abasebenzi bemelelwa khona amayunyani futhi/noma amakhansela emisebenzi, i-Eaton ilandela imithetho yendawo lapho bekhulumisana nabameleli babo.

Abahlinzeki

Sidinga ukuba abahlinzeki bethu benze ngokuvumelana Nekhodi Yokuziphatha Yabahlinzeki be-Eaton.

Ubuphakathi

Sisekela imiphakathi lapho esihlala futhi esisebenza kuyo. Njengomhlali wenhlangano enhle, sifuna ukuthuthukisa ikhwalithi yokuphila ngokusekela ngezemfundo, impilo kanye nezinsizakalo zabantu, ukuthuthukisa umphakathi kanye nokunye ukuthatha kuqala izinyathelo lapho siqhuba khona ibhizinsi, futhi ngokusekela ukuzihlanganisa ngokuzithandela kwabasebenzi bethu kulezi zinyathelo zokuqala.



Imibuzo

- U. Amakhasimende kanye nabahlinzeki bethu ngezinye izikhathi basibuza ukuthi ingabe i-Eaton isekela Inhlangothi Yezwe Lonke Yezizwe Ezihlangene namanye amathuluzi amalungelo abantu. Ngingaphendula ngithini?**
- I.** Banikeze impinda Yesiqondiso sethu Sokuziphatha noma baqondise kwiwebhusayithi yangaphandle ukuthola impinda yesiqondiso sikagesi . Uma ucelwa ukuba uphendule ucwaningo mayelana nalezi zinkinga, cela Umnyango Womthetho ukuba ukuqondise.
- U. Ngizizwa ngingakhulekile lapho umphathi wami esho amahlaya amayelana nobuhlanga kanye nobuzwe. Ngenzenjani?**
- I.** Kungaba umqondo omuhle ukutshela umphathi wakho ukuthi amahlaya akwenza uzizwe ungakhulekile futhi umutshela ukuba ayeke. Uma uzizwa ungakhulekile ukwenza kanjalo, phakamisa izikhalo zakho Kumnyango Wabasebenzi.
- U. I-Eaton izuzisa kanjani ngezinhlobo zabantu ezahlukene?**
- I.** Impumelelo yethu incike kwikhono lethu lokudonsa abantu abangcono kakhulu kwiqembu labantu abasezweni lonke, bezinhlanga ezahlukene. Ngokwazisa ukungefani komuntu ngamunye sizuzisa kwiingxenyane ezahlukene ezihlela kwimibono emisha kanye nezinqumo ezingcono kakhulu.
- U. Umlingani wethu weprojekthi eyinhlanganisela kahulumeni ngeke avumele abasefazane esibancomele izindima eyinhloko. Esikhathini esizayo, ingabe kumele siyeke ukuncomela abasifazane izindima ezifana nalezi?**
- I.** Cha. Ukuvalela ngaphandle abasifazane kwabakhethiwe bethu obanconyiwe kuzonikeza umbono wokuthi sivumelana nobandlululo. Ngokuqhubeka sibeka phambili abantu abangcono kakhulu ngokufaneleka, siphoqelela futhi isibopho sethu sokuqasha abantu abangcono kakhulu, kungakhathaliseki ubulili babo.

U. Umphathi wami omusha uyesabisa kakhulu, futhi ngezinye izikhathi ungihlaza ngaphambi kwengisebenza nabo. Kungenzeka ukuthi lesi isitayela sakho, kodwa sithinta isimo sami. Ingabe ikhona into engingayenza?

I. Uma uzwa sengathi awuphathwa kahle ngendlela efanele, khuluma nomphathi wakho ngendlela ukuziphatha kwakhe okuthinta ngayo isimo sakho. Uma ungakhululekile ukwenza lokho, phakamisa izikhalo zakho nomunye umphathi noma Umnyango Wabasebenzi.

U. Nginesizathu sokukholelwa ukuthi oyedwa wabahlizeki bethu abayinhloko uphatha kabi abasebenzi bakhe ngokubenza basebenze ngaphansi kwezimo eziyingozi. Kumele ngikhathazeke?

I. Idumela lethu lokuqhuba kahle umsebenzi lingonakaliswa izenzo zamalungu ethu ebhizinisi. Bika izikhalo zakho kumphathi wakho ukuze i-Eaton ikwazi ukuthola isinyathelo esifanele.



Izibonelo

Okungalungile

- Abasebenzi bagcona abasebenza naye ngenxa yohlobo lwakhe lobulili.
- Umqashi wesifazane uthola inkokhelo ephansi kunaleyo yasebenza naye wesilisa ngenxa yobulili bakhe.

Okulungile

- Owesifazane wenza isicelo sesikhundla sokuba umkhandi wethuluzi lomshini igcwaliswa amadoda. Owesifazane ucatshangelwa njengofaneleke umsebenzi kuphela ngenxa yeziqo zakhe.
- Umhlinzeki utholakala njengoqasha izingane ukwenza izingxenye ze-Eaton. I-Eaton ithola omunye umhlinzeki, yize izindleko zingaphezulu.

4

Ukwethula ikhwalithi

Sizimisele ukukhiqiza imikhiqizo eyikhwalithi kanye nokunikeza izinsizakalo eziyikhwalithi.

Ikhwalithi iyisisekelo sokuzimisela kwethu kumakhasimende ethu futhi ibalulekile kwikhono lethu lokuncintisana. Isibophu sethu sekhwalithi sisho ukuthi:

- Senza ikhwalithi kube yinto eza kuqala emsebenzini wethu wansuku zonke futhi sigxila entuthukweni eqhubekayo.
- Sihlela, senza futhi sikhiqiza imikhiqizo yethu ukuze ihlangabezane noma idlule izibophu zethu kumakhasimende ethu.
- Senza izinsizakalo zethu ngokugxila emibonweni emisha kanye nezidingo zamakhasimende.
- Siqinisekisa ukuthi konke ukuhlolwa kanye nokuvivinywa kuyenziwa, nokuthi wonke amarekhodi ahlobene agcwele, anembile futhi ayiqiniso.
- Sihlela imikhiqizo yethu ukuze ihlangabezane nezimiso zikahulumeni ezifanele kanye neziqondiso kuhlangukise nokwenza njalo ukuhlola ukuqinisekisa ukuvumelana kahle okuqhubekayo.
- Sizibopha kumgomo wethu oyinhloko wokungabi khona kwezici nokungabi khona kwamaphutha.
- •Sonke ngabanye sinomthwalo wokwenza ngokuvumelana nezinqubo mgomo zekhwalithi, izenzo kanye nezimiso ezisebenza emsebenzini wethu.

Imibuzo

- U. Umhlinzeki ubuyisa izingxenye zokuthuthwa okwandulele ngoba azihlangabezani nezimfuneko. Imikhiqizo equkethe lezi zingxenye ibisithunyelwe, kodwa umphathi wami uthi asidingi ukwazisa amakhasimende ethu ngoba inkinga yomhlinzeki. Akuzwakali kulungile kimi, kodwa angiqiniseki ukuthi kumele ngisho okuthize. Ngenzenjani?**
- I.** Uma unesikhalo ngokuphepha komkhiqizo noma inkinga yekhwalithi, ungasigcini kuwe. Ngenkathi ngabanye bethu benomthwalo wemfanelo wezenzo zethu, isibophu sethu esabelene sobuqotho sisho ukuthi siyakhuluma lapho sinesikhalo noma uma sicabanga ukuthi sicelwa ukuba senze okuthize esicabanga ukuthi akulungile.

Ubuhle

- U. Ngizokwazi kanjani ukuba nomthwalo wemfanelo wekhwalithi uma kunokucindezeleka okukhulu kokwenza konke engingakwenza ukuthumela umkhiqizo ngesikhathi?**
- I.** Idumela lethu lekhwalithi libaluleke kakhulu. Ngisho nakuba sonke kumele senze konke okusemandleni ethu ukuba sihlangabezane nesikhathi izinto okumelwe zifezwe ngaso. Uma uzwa lolu hlobo lokucindezeleka, khuluma nomphathi wakho noma umphathi Wekhwalithi wendawo yakho. Uma ungakhululekile ukwenza kanjalo, xhumana Nehhovisi Lokulalela kanye Nokuziphatha.

Izibonelo

Okungalungile

- Umphathi wezokuhweba osebenza kwiphrojekthi yokukhiqiza uqaphela ukuthi umhlinzeki ophakanyisiwe akanalo uhlelo lwekhakithi yokuhlola eqedive kanye namaphuzu avumelekile. Njengoba ebhekene nomnqamula juqu, ushaya indiva okungekho bese efaka umhlinzeki ohlwini lwabahlizeki abavunyelwe.
- Umsebenzi wokukhiqiza uqaphela ukuthi ithuluzi yokuthola iphutha edingwa ikhasimende ayisebenzi. Uxhumana nomphathi wakhe bese etshelwa ukuthi ithuluzi alibalulekile kangako. Ngokunqikaza, umqashi ubuyela emsebenzini wakhe, bese ukukhiqiza kuyaqhubeka.

Okulungile

- Umqashi utshelwa ukuba ashaye indiva izinyathelo zenqubo yokukhiqiza ukuze afake ngokushesha umhlinzeki omusha. Ngaphambi kokuthatha isinyathelo, futhi ngaphandle kokwesaba ukuphindiselwa, umqashi ubuza abaphathi Bekhwalithi kanye Nababahlizeki Abaningi uma ngabe lokhu kulungile yini.
- Umphathi uqaphela ukuthi uphelelwa yinani lesikulufo. Isikulufo esimfushane kodwa esinosayizi ofanayo siyasetshenziswa kumugqa wokukhiqiza oseduze. Yazi ukubaluleka komkhiqizo kwikhasimende, umphathi utshela abonjiniyela bomkhiqizo kanye nekhwalithi abanomthwalo wemfanelo walo mugqa ukuhlola ukusebenzisa isikulufo esimfushane, bakhethe ukuhlola kokuqinisekisa okufanele, bese beqedela ukukhiqiza-bashintshe amarekhodi ngaphambi kokuba basebenzise esinye isikulufo ekukhiqizeni.



5 **Ukuncintisana ngokuziphatha**

Sithola inzuzo yokuncintisana ngokusebenza kwezinga eliphezulu. Asihlanganyeli ekuziphatheni okungekhona noma imikhuba yokuhwebelana okungekho emthethweni.

Abasebenzi abasebenza kwezokumaketha, ezokudayisa, ezokuthenga noma ezokuzuza kumele baqaphele nakakhulu ukwenqaba ukwethemba kanye neminye imithetho yokuhweba neziqondiso. Lokhu kusebenza futhi nakulabo abahlanganyela kubudlelwano bokuhweba, ukubeka izilinganiso noma izimiso zenkampani-nokumisa amaqembu.

Ukuphatha kahle esincintisana nabo

Abasebenzi kumele bagweme:

- Ukuxoxa nesincintisana naye: ngezintengo, izindleko, ukukhiqizwa, inani, imikhiqizo, izinsizakalo, imisebenzi ebophayo, izindawo zokudayisa, amashaneli okusakaza, abahlinzeki, amakhasimende kanye nezinye izindaba zebhizinisi ezingezona ezomphakathi.
- Ukusebenzisa izindlela ezikhipha umncintiswano emamakethe lapho inkampani ehola khona, kuhlanganise ukuthengisa ngaphansi kwendleko ebekiwe kanye neminye imikhuba yomona ehlelelwe ukukhipha esincintisana nabo;
- Ukusebenzisa, noma ukucela elinye ilungu ukuba lisebenzise, izindlela ezingalungile zokuthola izimfihlo zokuhweba zesincintisana naye, kuhlanganise ukuntshona, ukukhiqiza futhi noma ukusebenzisa inkohlisa ukuzithola;
- Ukusebenzisa ngamabomu izimfihlo zokuhweba zesincintisana naye; kanye
- Nokuthengisa okubi, ukucekela phansi esincintisana nabo kanye nokugcwalisa amahemuhemu angamanga.

Ngaphandle kokuxhumana Nomnyango Womthetho we-Eaton kanye nemvume efanelekile ephuma kwizinga elifanele labaphathi, abasebenzi akumele:

- Baxoxisane nesincintisana nabo mayelana nokungenzeka sihlangane nabo, ukuzuza, ukwaziswa okumayelana nesisebenzisana nabo noma ukuthenga okuhlanganisiwe, ukumaketha noma izivumelwano zentuthuko;
- Izilinganiso ezihlanganisa ezincintisana nabo;
- Bahlanganyele nesincintisana nabo kwizimiso zenkampani-ukumisa noma imisebenzi ehlobene nokuhweba; noma
- Bashintshane nesincintisana nabo ngokwaziswa.

Ukuphatha kahle amakhasimende

Ngaphandle uma kuvunyelwe ngaphandle kwesikhathi Umnyango Womthetho we-Eaton, abasebenzi akumele:

- Batshela ikhasimende ukuba lithengise futhi noma liqashe umkhiqizo noma insizakalo ye-Eaton ngokwenani noma ngaphezu kwenani elithize;
- Bahlanganise okuthengisiwe noma ukuqasha komkhiqizo noma insizakalo ye-Eaton nokuthenga noma ukuqasha omunye umkhiqizo noma isevisiye-Eaton.
- Bangene kwisivumelwano esikhethayo nelinye ikhasimende.
- Babeke umkhawulo wendawo lapho amakhasimende anqathengisa khona futhi noma aqashe imikhiqizo noma izinsizakalo ze-Eaton;
- Babeke umkhawulo wokuthi imikhiqizo noma izinsizakalo zingathengiselwa bani noma ziqashiswe kubani; noma
- Babe nobandlululo phakathi kwamakhasimende esincintisana nabo ngokwezintengo noma ukuvunyelwa okunikeziwe kwizimpahla ezifanayo.

Ukwethembeka

Ukuphatha kahle abahlinzeki

Ngaphandle uma kuvunyelwe ngaphandle kwesikhathi Umnyango Womthetho we-Eaton, abasebenzi akumele:

- Ahlanganise ukuthengwa komkhqizo noma insizakalo nokunye ukuthengwa komkhqizo noma insizakalo okufanayo;
- Angene kwisivumelwano esikhethayo nomhlinzeki; noma
- Enze noma yiluphi uhlobo leqembu lokuthenga noma iqoqo.

Imibuzo

U. Ngingakwazi yini ukufaka isicelo sesikhundla esithize nesincintisana nabo ukufunda ngemikhqizo emisha?

I. Cha, ukuthola ukwaziswa komkhqizo okuyimfihlo ngokuhlinekezela izinjongo zakho akulungile futhi akukho emthethweni. Ukuqoqa ukwaziswa okutholalalayo emphakathini mayelana nemikhqizo yesincintisana nabo kufanelekile uma kwenziwe ngokomthetho futhi nangendlela enhle. Uma unemibuzo mayelana nendlela ongathola ngayo lolu hlobo lokuhlakanipha kwezamabhizinisi, xhumana Nomnyango Womthetho ukuthola iseluleko.

U. Isisebenzi sekhasimende elisha senze isithembiso sokuthi uzonikeza i-Eaton i-oda enkulu kakhulu uma ngivuma ukuthumela ijeneretha ekhaya lakhe. Angifuni ukulahlekelwa yile bhizinisi, noma i-oda. Ngenzenjani?

I. Ungamunikezi ijeneretha. Lokhu kuyoba uhlobo lokufumbathisa, futhi akukho emthethweni emazweni amaningi futhi kungqubuzana Nenqubo mgomo Yokunqabela Ukukhohlakala yase-Eaton. Khumbuzwa isisebenzi ngezinzuzo zokwenza ibhizinisi ne-Eaton, futhi cabangela ukuthi ingabe bakhona yini abanye kwiqembu lekhasimende abangase banqume ukuthi esikunikezayo okwenani elingcono kakhulu.

U. Omunye engisebenza naye ngezinye izikhathi wenza izitatimende ezingamanga mayelana nemikhqizo yesincintisana nabo kumakhasimende. Uthi amakhasimende ayazi ukuthi unehaba ukuze akwazi ukuthengisa, kodwa Angizizwa ngikhululekile. Ngenzenjani?

I. Okokuqala, khumbuzwa osebenza naye ukuthi enye indlela yokwakha ubudlelwano obuhlala isikhathi eside ukuba nenhlonipha efanayo kanye nokwethembana. Sithola ibhizinisi ngenxa yokusebenza kwezinga eliphezulu kanye nokwethembeka ezingxoxweni zethu zomkhqizo. Uma ungazizwa ukhululekile ukukhuluma nosebenza naye ngalokhu, khuluma nomphathi wakho noma Umnyango Wabasebenzi.

U. Nginobuhlobo obuhle nabangani abasebenzela esincintisana nabo. Ingabe kukhona okuthize okungalungile ngokuba nezingxoxo ngezinye izikhathi ezimayelana nalokho okwenzeka kwimakethe?

I. Gwema izingxoxo noma imisebenzi nabangani bakho engase ibhekwe njenge ngalungile noma engase iholele kumacala omsebenzi wokunqabela esincintisana nabo. Izingxoxo ezimayelana nebhizinisi nesincintisana nabo ingabhekwa njengezivumelwano phakathi kwesincintisana nabo ukuba balimaze esincintisana nabo ngokungekho emthethweni.

U. Umakhelwane wami ulahlekelwe umsebenzi wakhe nabanye esincintisana nabo abayinhloko. Ngingakwazi yini ukumbuzwa imibuzo emayelana nemikhqizo yabo njengoba manje engasabasebenzeli?

I. Ngaphambi kokubuzwa imibuzo, qiniseka ukuthi umakhelwane wakho uyaqonda ukuthi awufuni ukuthola ukwaziswa okuyimfihlo noma obuvikelwe ngaphansi kwesivumelwano sobumfihlo nokade ewumqashi wakhe.

Izibonelo

Okungalungile

- Umphathi wamukela isivumelwano nesincintisana nabo ababili mayelana nokukhuphuka kwentengo ezonikezwa amakhasimende.
- Isisebenzi esisanda kufika e-Eaton sisebenzisa iphasiwedi yaso endala ukungena kwiwebhusayithi yokade esebenza naye ukubuka ukwaziswa okuyimfihlo.

Okulungile

- Umphathi wokudayisa uya emhlanganweni wenhlangano yokuhweba, bese ingxoxo ifinyelela ekutheni zingalawulwa kanjani ezentengiselwano kwimakethe. Umemezela ukuthi ingxoxo ayifanelekile bese ephuma egumbini.
- Unjiniyela omusha oxoxisana ne-Eaton esuka kwesincintisana nabo uchaza umsebenzi wakhe womkhiqizo omusha ongase ube wusizo. Umphathi wonjiniyela ucela ukuba agcine kuye ukwaziswa kwesincintisana nabo.



6 **Ukuhlonipha ukwehlukana kanye nezenzo zokuqasha ezinobulungisa**

Sizimisele ukuhlonipha indawo yokusebenza yezinhlanga ezahlukene ngemisebenzi enikeza ukufinyelela okulinganayo kanye nempatho enobulungisa kubo bonke abasebenzi ngokubafanele. Asimelani nokuhlukumezeka noma ubandlululo endaweni yokusebenza.



Sisebenzisa Izimiso ze-Eaton ukuveza inkolelo yethu yobuhle ngokusebenzisa abantu.

Sikhuthathaza indawo ehlangene ehlonipha ukwehlukana kwabantu ngabanye futhi eyazisa izindlela ezingafani eziholela kumacebo amasha kanye nezinqumo ezingcono kakhulu.

Sikholelwa ukuthi bonke abasebenzi kumele baphathane kuhlanganise nabanye abasebenza nabo ngesithunzi kanye nangenhlonipho.

Sinesibopho kwimisebenzi ethuthukisa ukuqasha okulinganayo kwezisebenzi ezikufanelekayo.

Inhlanganisela

Silwela ukugcina indawo lapho sonke ngabanye, kungakhathaliseki ingemuva lethu, ubulili, uhlanga, ukukhubazeka, izinga noma isikhundla, singafinyelela ikhono lethu eligcwele futhi senze umehluko nsuku zonke.

Imibuzo

- U. Umphathi wami ubonakala sengathi uthanda kakhulu engisebenza nabo ngoba abenkolelo efanayo. Ngenzenjani?**
- I.** Kungaba ngcono kakhulu ukuxoxa nomphathi wakho ngesikhalo sakho, kodwa uma ungakhululekile ukwenza kanjalo, khuluma nomphathi wendawo Yomnyango Wabasebenzi.
- U. Kunamahemuhemu okuthi othile osebenza kwezezimali kumnyango wethu uthole isikhundla esiphezulu emva kokuba esize umphathi wethu ukuba afihle iphutha elikhulu. Ingabe lokhu kunobulungisa?**
- I.** Cha, abunabo, kodwa kungase kwenzeka ukuthi amahemuhemu nje. Kodwa uma ngempela ukholelwa ukuthi umphathi wakhi wenze isenzo esingafanelekile xhumana Nomnyango Wezisebenzi noma omunye umphathi wendawo mayelana nesikhalo sakho. Ngeke uthole impindiselo ngokwenza kanjalo.
- U. Umngani wami uqashwe enye inkampani esemazweni amaningi esikhundleni esicishe sifane nesami, futhi uthi mina ngikhokhelwa kancane. Ngazi kanjani ukuthi lokhu kuyiqiniso?**
- I.** Kungenzeka ukuthi umngani wakho akahlanganisi yonke iphakheji yakho yomholo. Uma unemibuzo mayelana nomholo wakho, khuluma nomphathi wakho.
- U. Umphathi wami ufuna ukuba iqembu lethu lifinyelele imigomo yokuba khona yanyanga zonke kanye nawe khwalithi. Ingabe lokhu akukhona ukuhlukumeza?**
- I.** Cha. Ngenkathi umphathi wakho elindeleke ukuba aniphathe ngendlela efanele, edinga ukuba nifinyelele kwimigomo yokusebenza ngendlela enobulungiswa futhi enokuthula akukhona ukuhlukumeza.

Izibonelo

Okungalungile

- Owesifazane akacatshangelwa isikhundla esithize ngoba uthembise umshado futhi inkolelo yakho imuvimbela ukuba aqhubeke asebenza emva kokuba eseshadile.
- Umnyango ungene ngaphansi kwesivumelwano sokuba unikeze inkampani encane izinsizakalo zokuvikela. Umphathi womnyango usola ukuthi abanye abasebenzi bokuvikela abavunyelwe ngokomthetho ukusebenza kulelozwe, kodwa akenzi lutho ngalokho.
- Kunobuhlobo okubi phakathi kwabasebenzi abaphuma emazweni amabili angomakhelwano. Umphathi Womnyango Wezisebenzi ugwema ukuqasha abantu abaphuma kulawo mazwe ngoba kungase kuphazamise indawo yokusebenza. Imithetho yendawo ayivimbela izinqumo zokuqasha ezisekelwe kwimvelaphi yakho.
- Umphathi uzwa ezinye izisebenzi zisebenzisa amagama acekela phansi olunye uhlanga lapho bebhekisela komunye abasebenza naye futhi ubashaya indiva.

Okulungile

- Umuntu onokukhubazeka komzimba okubonakalayo wenza isicelo somsebenzi futhi uyaqashwa ngenxa yeziqo zakhe.
- Umphathi wesifazane uthola isikhundla esisha sokuba imeneja yomnyango othize ngenxa yokufaneleka kwakhe, ngisha nakuba amanye amadoda abonise ukungakwamukeli ukusebenza nowesifazane.
- Abasebenzi ababili bavakashela Umnyango Wabasebenzi ukubika ukuthi babone omunye umsebenzi egwajisa omunye umsebenzi. Umnyango Wabasebenzi weluleka umsebenzi ogwajise omunye ukuthi izenzo zobudlova, ukugwajisa noma isenzo sokusabisa ngeke sibekezelelwe, futhi umsebenzi uyajeziswa.
- Umphathi utshela Umnyango Wezisebenzi ukuthi uqomisene nomsebenzi wase-Eaton. Baxoxisana ngokuthi ukuthi ingabe ubudlelwano babo benze ukungqubuzana kwangampela noma obubonakalayo futhi kunesidingo sokuba bahlele kabusha izindima noma bayise ilungu kwesinye isikhundla.

7 **Ukugwema ukungqubuzana kwemisebenzi**

Sigwema ubudlelwano noma ukuziphatha okungase kuthibe ukwahlulela noma kwenze ukungqubuzana kwangempela noma obucacile phakathi kwezinzuzo zethu siqu kanye nokwethembeka kwethu kwi-Eaton. Asisebenzisi isikhundla sethu ne-Eaton ukuze sitholele abanye noma thina izinzuzo ezingafanele. Asihlanganyeli emisebenzini noma sibe nobudlelwano obuncintisana ne-Eaton.

Ukungqubuzana kwemisebenzi kuphakama lapho umsebenzi wakho womuntu siqu noma ukuziphatha kwakho kuthibe, noma bubonakale sengathi buthiba, ikhono lakho lokwenza ngokwalokhu okuzuzisa i-Eaton. Ngisho noma isinqumo esinjalo sinobulungisa, abantu kungenzeka bangasikholelwa. Kubalulekile ke ngawe ukuba ugweme izimo ezingase zibangele ukuba ukwethembeka kwakho kwehlukane. Ukungqubuzana kwemisebenzi akucacile ngazo zonke izikhathi, futhi izimo zabantu ngabanye ziyehluka. Nazi ezinye izinhlobo ezivamile zokungqubuzana.

Ngaphandle komsebenzi noma omunye umsebenzi

Nakuba kungase kubange ukungqubuzana komsebenzi, noma yimuphi umsebenzi wangaphandle owenzela enye inkampani noma owenza usebenzisa ibhizinisi yakho kumele ungangqubuzani nomsebenzi wakho wase-Eaton noma ungathinti indlela osebenza ngayo. Ngezikhundla ezimbalwa noma eziphezulu zase-Eaton, kuyaqondakala ukuthi izisebenzi zethu zizochitha sonke isikhathi sabo sokusebenza ezindabeni ezithinta i-Eaton futhi ngeke basebenzele omunye umqashi. Ngaphambi kokuba ucabangele umsebenzi wesibili, thola imvume ephuma kumphathi wakho.

Ukusebenzela umhlinzeki noma ikhasimende

Kuwukungqubuzana komsebenzi ukusebenzela umhlinzeki noma ikhasimende le-Eaton, kungaba njengomsebenzi, othengisayo noma nganoma yiluphi uhlobo.

Ukuncintisana ne-Eaton

Akumele uhlanganyele kwibhizinisi noma umsebenzi oncintisana nebhizinisi noma umsebenzi we-Eaton, kungaba njengomsebenzi, othengisayo noma nganoma yiluphi uhlobo.

Ukuphatha amanye amabhizinisi

Abasebenzi akumele baphathe, kungaba ngokuqondile noma ngokuqondile, inzuzo yezimali kunoma yiluphi ikhasimende, umhlinzeki noma abancintisana nabo base-Eaton njengoba leyo nzuzo ingadala noma ingabonakala njengengadala ukungqubuzana komsebenzi ne-Eaton. Ngenxa yalezi zinjongo, inzuzo yezimali ichazwa njengobunikazi obedlula iphesenti edlula eyodwa yenani lokuphepha/imali yelinye ilungu lebhizinisi. Uma unokunqikaza okuthize mayelana nendlela ukuzalisa imali okungabonakala ngayo, xoxa nomphathi wakho.



Ukusebenzisa ukwaziswa kwangaphakathi kwezinjongo zokuhweba ngamashezi

Abasebenzi abakwazi ukufinyelela ukwaziswa okuyimfihlo abavunyelwe ukusebenzisa noma ukwabelana nalokho kwaziswa njezinjongo zokuhweba ngamashezi. Ukusebenzisa ukwaziswa okungekhona okomphakathi ngokwezinzuzo zemali akukho emthethweni futhi akukona ukuziphatha okuhle, futhi kungase kuholele ekutheni wena kanye nabanye nithole izinhlawulo eziphathelele nezakhamuzi noma zobugebengu, kuhlangukise ukubizwa imali noma ukuboshwa.

Umndeni nabangani

Ukungqubuzana komsebenzi kungase kuphakame uma wena, umlingani wakho, isihlobo noma umngani oseduze esebenzela, noma enenzuzo yezimali, kumhlinzeki noma ongase abe umhlinzeki we-Eaton, ikhasimende le-Eaton, ongase abe ikhasimende noma abancintisana naye. Kuphinde futhi kube ukungqubuzana komsebenzi ukuqasha isihlobo noma umngani oseduze ukuba azosebenzela i-Eaton ngokwanoma yiluphi uhlobo. Ngisho nalokho okubukeka sengathi ukungqubuzana komsebenzi kumelwe kugwenywe. Uma unesihlobo noma umngani osebenzela umhlinzeki, ongase abe umhlinzeki, ikhasimende, ongase abe ikhasimende noma esincintisana naye, tshela umphathi wakho, ukuze izinkinga ezingase zibe khona kungaxoxwa ngazo futhi zigwenywe.

Ukuba yilungu lebhodi

Abekho abasebenzi okumele sibe ebhodini yabaqondisi noma kwindikimba ecishe ifane kwanoma iyiphi inkampani yenzuzo, ngaphandle kwabasizayo noma abangaphansi kwe-Eaton, ngaphandle kwemvume echaziwe kasihlalo we-Eaton kanye nesikhulu esiphethe. Ukukhethwa kwebhodi kwabasizayo be-Eaton kwenziwa ngamashaneli achaziwe. Imvume kasihlalo ayidingekile kubasebenzi abayingxenywe yamabhodi angenayo inzuzo noma kwizinhlangano zomphakathi. Abasebenzi abanesithakazelo sokuvikela iziimali zensizaklo yabo kumabhodi angenayo inzuzo noma kwizinhlangano zomphakathi kumele bathintane nomsizi kamongameli kanye nokhansela ovamile.

Izipho eziya noma eziphuma kumakhasimende noma abahlinzeki be-Eaton

Izipho ezidlula umkhawulo obekiwe noma ezingalungile noma ukuzijabulisa okuya noma okuphuma kumakhasimende noma abahlinzeki zingase zibange ukungqubuzana komsebenzi. Bheka Inqubo mgomo Yezipho kanye Nokuzijabulisa ukuthola iziqondiso ezicacile kanye nomthwalo wokubika.



Khumbula:

Ukungqubuzana komsebenzi kwangempela kumele kube khona ukuze inkinga iphakame. Ukubonakala okuncane kokungqubuzana kumelwe kugwenywe. Uma ungaqiniseki ngalokho ongakwenza noma ongeke ukwenze kuleli phuzu, thola usizo.



Imibuzo

- U. Manje njengoba nginomsebenzi omuhle e-Eaton, umndeni wami ulindele ukuba ngibasize nabo ukuba baqashwe. Bathembele kimi, futhi Ngizobe ngihlazisa umndeni wami uma Ngibatshela ukuthi ngeke bakwazi ukwenza isicelo somsebenzi. Ngenzenjani?**
- I.** Impumelelo ye-Eaton incike kwikhono labo lokudonsa abantu abantu abangcono kakhulu. Chazela amalungu omndeni wakho ukuthi bangafaka izicelo zomsebenzi e-Eaton, kodwa ngeke bekwazi ukuthonya isinqumo sokuqasha noma sikhethe bona noma ngokuqondile siqondise bona nganoma yiluphi uhlobo. Nabo banethuba elifana nela wonke umuntu lokuba bacatshangelwe ukuqashwa.
- U. Ngishade owesifazane lowo umndeni wakubo onesithakazelo esikhulu kwesincintisana nabo. Ingabe lokhu kusho ukuthi kumele ngishiye umsebenzi wami ne-Eaton?**
- I.** Cha, akusho lokho. Xoxa nesimo nomphathi wakho, ukuze izinkinga ezingase zibe khona zigwenywe.
- U. Ngenkathi ngizama ukuthola i-oda entsha enkulu nomholi womhlinzeki, ungixwayise ukuthi uma Ngimusiza ukuba athole ibhizinisi ne-Eaton, uzonginikeza isikhundla enkampanini yakhe, kanye nemoto kuhlenganise nomholo omkhulu kakhulu. Ngokuthobeka ngenqabile futhi ngachaza ukuthi sikhetha abahlinzeki ngokufaneleka kwabo futhi ukwamukela lokhu ngeke kube okufanelekile. Ingabe kumele ngitshele othize ngalokho okwenzekile?**
- I.** Yebo, tshela umphathi wakho ngokushesha, ukugwema ukubonakala sengathi kade uthonywa yilokho akunikezayo, nokuthi i-Eaton ingacabangela kahle ukuqhuba ibhizinisi nalo mhlinzeki.

Izibonelo

Okungalungile

- Umphathi uyumela ukuthenga ukudla kokudla kwasebusuku benkampani endaweni yokudlela yomfazi wakhe ngaphandle kokutshela othize ngokungqubuzana komsebenzi okungase kube khona.
- Umphathi uqasha umkhwenyana wakwakhe ukuba amusebenzele ngokuqondile.
- Umsebenzi wenza ibhizinisi encintisana ne-Eaton.
- Umsebenzi uhlanganyela umhlangano oyimfihlo, uthola ukuthi i-Eaton ihlela ukuthenga inkampani ubese ethenga amashezi kuleyo nkampani.

Okulungile

- Umfazi womphathi Womhlinzeki uqashwe umhlinzeki Umphathi uveza ukungqubuzana komsebenzi okungase kube khona, bese kuthathwa isinyathelo esifanelekile.
- Umsizi wombhali ubona okusazolungiswa kwekhophi yengxenywe yonyaka we-Eaton. Umsizi akatsheli muntu ngalokho okusembikweni.
- Umphathi uyaxolisa ngokungakwazi ukuba ingxenywe yezinqumo zokuqashwa komshana wakhe futhi uyaqinisekisa ukuthi uma umshana, eqashwa, ngeke asebenze kumnyango womphathi.
- Phezu kokukhushulelwa esikhundleni sokuba umholi, umsebenzi utshela umphathi wakhe ukuthi uqomisana nasebenza naye, ngakho ke izinkinga ezingase zibe khona kungaxoxwa ngazo futhi zigwenywe.

8

Ukuvikela impahla kanye nokwaziswa

Sisebenzisa isakhiwo se-Eaton, ukwaziswa kanye namathuba ngokwezinjongo zebhizinisi ye-Eaton futhi ngayi ngokusetshenziswa okungavunyelwe. Sigcina kahle ubumfihlo bokwaziswa kanye nedatha yomqashi esiphathiswe yona i-Eaton noma abanye.

Impahla ethintekayo

Unomthwalo wemfanelo wokugada nokugcina isakhiwo se-Eaton, ngokusivikela ekulahlekeni kwezinto, ukutshontsha kanye nokungasetshenziswa kahle. Phakathi kwezimpahla ze-Eaton kunezimpahla zangempela ezifana nezindawo, okokusebenza, amathuluzi esandla, izinto zehhovisi, kanye namakhompiyutha.

Uvikela izimpahla ze-Eaton ngoku:

- Zisebenzisa kahle emsebenzini futhi ngokuzivikela lapho zingasebenzi, njengokugcina amathuluzi esandla endaweni ephephile emsebenzini;
- Ngokusebenzisa amakhadi okungena omshini kuphela ngendlela evumelekile;
- Ngokwazisa Abakuphepha bendawo uma kunezinto ezilahlekile noma ezitshontshiwe; futhi
- Nokwazisa Inhlangano Yokuphepha uma kunomsebenzi othize wobugebengu oqinisekile ngawo noma owusolayo noma ukusabisa i-Eaton, abasebenzi bayo noma izimpahla.

Ukwethembana

Izibonelo

Okungalungile

- Osebenza ngomshini uthatha okungasebenzi komshini wakhe akuyise ekhaya ukuze azisebenzisele kona.
- Umsebenzi uboleka umakhelwane wakhe imoto yenkampani.
- Abasebenzi basebenzisa amathuluzi okushisela ukusiza umphathi wabo ukuba alungise umshini wakhe wokusika utshani.

Okulungile

- Umsebenzi ukhumbuza akasebenza naye omusha ngemithetho yokuphepha emsebenzini futhi umbonisa indlela yokugcina amathuluzi akhe endaweni ephephile.
- Emva kokuzwa ukuthi umsebenzi usabise ukulimaza akasebenza naye, umphathi uthintana Nabokuphepha bendawo kanye Nomnyango Wabasebenzi.
- Umsebenzi uzwa amahemuhemu okuthi abanye abasebenzi bathatha okungasebenzi ukuze bathengisele abasebenza ngokungasebenzi bendawo. Uxoxisana nezikhalo zakhe nomphathi wakhe.

Amakhompiyutha kanye nezinyenye izinhlelo zokwaziswa

I-Eaton ikhuthaza ukusetshenziswa kwezokuxhumana ngogesi ukwabelana nokwaziswa, ukukhulumisana kahle kanye noshintshana ngemibono. Izibonelo zokuxhumana ngogesi zihlanganisa: imeyili yagesi(i-Inthanethi kanye ne-intranethi), ucingo, umakhalekhukhwini, imeyili yezwi, amabhodi ezindaba zikagesi amabulogi, imiyalezo esheshayo, izingqungquthela zamavidiyo, izikhahlamezi, kanye nokuposa kumawebhusayithi ezezindaba ephathelene nabantu.

Ezokuxhumana ngogesi e-Eaton zenzelwe imisebenzi yebhizinisi. Ukusebenziswa okungahleliwe kuyavunyelwa kuphela nje uma kungaphazamisi ukusebenza komsebenzi noma kwanoma yimuphi omunye umuntu, kungathinti ngokwezininga eliphezulu lwezinhleloezokuxhumana ngogese-Eaton noma kwephule izinqubomgomo Zokuxhumana ngogesi, Ilungelo Lokushicilela Ledijithali noma abezindaba Ephathelene Nabantu.

Abasebenzi akumele babelane nama-ID Omsebenzisi futhi bavumele ukufinyelela okungavumelekile kumakhompiyutha e-Eaton, amanethiwekhi, idatha noma izinhlelo kwanoma yimuphi omunye umuntu ongaqashiwe i-Eaton.

Nazi ezinye izibonelo zokwephula izinqubo mgomo Zokuxhumana ngogesi illungelo Lokushicilela Ledijithali noma ezezindaba Ephathelene Nabantu:

- Ukuxhumana ngendlela ehlukekezayo, ecutulayo, enehlamba noma esabisayo;
- Ukuthuthukisa izimpahla noma izinsizakalo ezingahlobene namabhazini e-Eaton;
- Ukucela kwanoma yiluphi uhlobo;
- Ukwenza noma ukudlulisa ama-imeyili ahlanganisa abantu abanengi;
- Ukubhumbuluzi;
- Ukusebenzisa ukuxhumana ngogesi ngezinjongo ezingekho emthethweni;
- Ukuxoxisana namalungu angavumelekile mayelana nokwaziswa okuyimfihlo kwenkampani njengemidwebo yomkhiqizo omusha noma uhlu lwentengo;
- Ukwabelana noma ukugcina ukwaziswa okuyimfihlo kwenkampani; njengezimali noma izimemezelo zokuzuza, noma izimpahla ezingavumelekile noma amawebhusayithi;
- Ukulanda noma ukugcina izithombe zobulili kwizimpahla ze-Eaton;
- Ukufaka izinhlelo zohlelo olungavumelekile noma ezingenayo imvume noma idijithali yezezindaba engenayo imvume (amafayela omsindo noma ividiyo) ezimpahleni ze-Eaton;
- Ukuxoxisana kanye nokwabelana ngezinhlelo zokwabelana kwabelana namathuluzi.
- Ukuxhuma impahla noma amathuluzi angavumelekile kwinhlelo e-imeyili noma inethiwekhi ye-Eaton.

Njengoba ezezindaba zi ephathelene nabantu kanye namanye amathuluzi okuxhumana eya ngokwanda, abasebenzi bakhuthazwa ukuba zibheke izinqubo mgomo Yezezindaba Ephathelene Nabantu kanye Nokuxhumana ngogesi izikhathi ngezikhathi ukuthola isiqondiso sokuthi yini efanelekile.



Imibuzo

- U. Ngingakwazi yini ukwabelana namafayela ngisebenzisa inethiwekhi yokwabelana ngokwaziswa kwikhompiyutha yami ye-Eaton?**
- I.** Cha, ukwabelana ngamafayela ngenethiwekhi yokwabelana ngokwaziswa kuyingozi kakhulu ngoba kwenza ikhompiyutha yakho ukuba kwenzeka ilahlekelwe ubumfihlo kanye nokunye ukulawula. Ukulahlekelwa yilokhu kulawulwa kwenza ikhompiyutha yakho kanye nenethiwekhi ye-Eaton ibe sengcaphweni yokwephula ubumfihlo, ukuphazamiseka kwensizakakalo, ukutshontsha kanye nomunye umsebenzi ongekho emthethweni ongase uholele kwisikweletu kuwe kanye nenkampani.
- U. Ngisebenzisi idrayivu ye-USB ukugcina umbukiso wekhasimende ngenkathi ngisohambweni lwebhizinisi, kodwa ngalahlekelwe idrayivu. Ngenzenjani?**
- I.** Xoxa ngalokho okwenzekile nomphathi wakho ukuze nithole ukuthi ingabe kudingeka nitshale yini ikhasimende ngokwaziswa ukulahlekle.
- U. Ngenkathi ngikwiholide, ngingakwazi yini ukuvumela umlingane wami ukuba asebenzise ikhompiyutha yami ye-Eaton ukufinyelela ama-imeyili akhe?**
- I.** Ukuvumela omunye umuntu ukuba afinyelele ikhompiyutha yakho ye-Eaton, ngisho noma kuwukufinyelela ama-imeyili, kubanikeza imvume kufayela ngayinye kanye ne-imeyili onayo kwikhompiyutha yakho, futhi lokho akuwona umbono omuhle. Sebenzisa ukuqonda okuhle bese ucabangela ingozi lapho wenza lezi zinqumo.
- U. Emva kokuphawula egumbini lokuxoxa langaphandle mayelana nendlela ijeneretha yezimo eziphuthumayo ye-Eaton engisize ngayo phakathi nokuhamba kukagesi okusanda kwenzeka, Ngithintwe iphephandaba lendawo ukulandisa indaba yami. Ingabe lokhu kulungile?**
- I.** Qiniseka ukuthi utshela iphephandaba ukuthi ungumsebenzi we-Eaton nokuthi uveza umbono wakho siqu mayelana nejeneretha. Kubalulekile ukukhumbula ukuthi esikhathini samanje sikagesi, ukuposa ukwaziswa emabhodini ezindaba e-Inthanethi noma ukuphawula emagumbini okuxoxa kucishe kufane nje nokukhuluma nabazindaba. Uma uphawula, kungaba kahle noma kabi, nge-Eaton noma imikhiqizo yayo kwimidiya kumele uzazise njengomsebenzi we-Eaton futhi ucacise ukuthi imibono yakho ngeyakho kuphela. Bheka Inqubo mgomo Yemidiya Ephathelene Nabantu noma isici sayo Sokuxhumana Kwangaphandle ukuthola isiqondiso.

Izibonelo

Okungalungile

- Umsebenzi usebenzisa ikhompiyutha ye-Eaton ukulanda inguqulo engavunyelwe ye-Microsoft Office ngaphandle kokuxhumana ne-IT.
- Umsebenzi uposa ukwaziswa okumayelana nokuzusa okusikiselwe kwiwebhusayithi yokunethiwekha okuphathele nabantu.
- Umsebenzisi udlulisa i-imeyili equkethe amagama kanye nemiholo yezisebenzi kwi-akhawunti ye-imeyili engeyona eye-Eaton.

Okulungile

- Emva kokuba umsebenzi ethole i-imeyili yabantu abaningi esuka kasebenza naye, ubakhumbuzo Ngenqubomgomo Yokuxhumana ngogesi.
- Umsebenzi, okade ekopisha ukwaziswa kwezimali kwe-Eaton kwikhompiyutha yakhe yasekhaya ukuze asebenzele ekhaya, uthola ukuthi lokho akuvunyelwe bese ekuyeka.

Ubumfihlo bedatha kanye nokuvikelwa kokwaziswa komsebenzi

I-Eaton izimisele ukuhlonipha ubumfihlo bezisebenzi zabo. Kuyinqubo mgomo yenkampani ukuthi ukwaziswa komuntu siqu kanye nedatha ethunyelwayo, egcinwa noma eyenziwayo kumele ivikelwe ekukhishweni okungavumelekile noma okungahlosile, kumele isetshenziselwe kuphela izinjongo zebhizinisi futhi iphathwe ngokuvumelana nomthetho. I-Eaton inezindinganiso kanye nezimiso zokulawula ukufinyelela ezikhona ukuqinisekisa ukuthi idatha yomuntu siqu itholakala kuphela kulabo abanomthwalo wemfanelo oqondile kwisici somsebenzi ofanele kanye nalabo abanesidingo sokwazi. I-Eaton iyaqaphela ukuthi amazwe amaningi lapho esebenzela khona anemithetho yobumfihlo bedatha ecacile mayelana nokuphathwa kwedatha yomuntu siqu, futhi i-Eaton izimisele ukuvumelana nale mithetho.

Ubumfihlo bomqashi

Izisebenzi zinelungelo eliyisisekelo lobumfihlo mayelana nendawo yabo yokusebenzela, ezinjengamalokha, amakhabethe, amatafula, amahhovisi, amakhabethe amafayela kanye namabhokisi amathuluzi, kanye nokwaziswa komuntu siqu obungase bulondolozwe kumathuluzi abo kagesi enkampani, njengezincingo kanye namakhompiyutha. Kodwa, i-Eaton igodla ilungelo elichaziwe lokuhlola izimpahla zomsebenzi lapho ekwisakhiwo noma emva kokungena kwisakhiwo senkampani kanye nokucinga sonke isakhiwo senkampani, ngokuvumelana nezinqubo mgomo zangaphakathi kanye nezimiso kuhlanguanise nemithetho yendawo.

Izibonelo

Okungalungile

- Ngenxa yenhlanzane, umphathi uhlola idesiki lomsebenzi.
- Abaphathi ababili baxoxa ngenkinga yempilo yomsebenzi egumbini lokudlela.

Okulungile

- Umsebenzi uqaphela ukuhlola ukusebenza okusale kumshini wokwenza amakhophi bese ekubuyisela kumnikazi ngaphandle kokukufunda.
- Umphathi omusha uxhumana Nomnyango Wabasebenzi ukuxoxisana nendlela elungile yokuphatha idatha yomuntu siqu.



Ukwaziswa kwegunya lobunikazi

Ukwaziswa kwegunya lobunikazi kumelwe buphathwe ngokucophelela. Lokhu kuhlanganisa isakhiwo sempahla esunguliwe, efana:

- Nezinqubo kanye namaformula;
- Izimpawu zokuhweba;
- Izimfihlo zokuhweba kanye nokwazi indlela yokwenza izinto;
- Izimpahla zamalungelo ashicilekayo
- Amalungiselelo ebhizinisi, ukumaketha kanye nawensizakalo;
- Imibono yobunjiniyela kanye nokukhiqiza
- Izinhlelo, kuhlanganise uhlelo lwebhizinisi ye-Eaton;
- Okuklanyuwe kanye nemidwebo;
- Izizinda zeminingwane;
- Amarekhodi omuntu siqu;
- Ukwaziswa komholo; kanye
- Nedatha yezimali engashicilelwe kuhlanganise nemibiko.

Ukusetshenziswa okungavumelekile noma ukukhipha ukwaziswa kwegunya lobunikazi be-Eaton akuvumelekile futhi kungase kungabe emthethweni noma kubuswe imithetho ehlukeneyo yobumfihlo noma izimiso.

Londoloza futhi gcina ukwaziswa okubucayi futhi ukwenze kutholakale kuphela uma udinga ukwazi okuthile, ngokuvimbela ukufinyelela okungavumelekile, ukusetshenziswa noma ukukhishwa.

Phatha ukwaziswa kobunikazi begunya kwamalungu angaphandle (njengezincwadi zemvume, izimpawu zokuhweba, izimfihlo zokuhweba kanye namalungelo okushicilela) ngokwezinga elifanayo lokunakekela, ukugwema ukubekwa icala lokuthi i-Eaton iphathe ngokungafanele, yephule noma isebenzise ngokungafanele ukwaziswa.



Umbuzo

- U. Kusanda kuba khona ukwaziswa okukhishiwe kumnyango wethu, obangele ukuba sithole ukunakwa okukhulu okuphuma emphakathini wethu. Umakhelwane wami usebenzela iphephandaba, futhi ungicele ukuba ngilandise indaba yami mayelana nalokho okwenzekile. Ngenzenjani?**
- I.** Iba nomoya omnene, kodwa ukuthi kukhona abantu ababekiwe ukuba bakhulume abazoxhumana naye ukunikeza ukwaziswa. Tshela umnyango wakho womnyango ukuze axoxisane Nabezokuxhumana ngendlela okumele aphenhule ngayo.

Izibonelo

- Okungalungile** Ngenkathi ekwisitimela esiphithezelayo, umsebenzi ukhuluma kumakhalekhukhwini wakhe ngeminingwane eminingi mayelana nomklamo womkhiqizo omusha oyimfihlo.
- Esebenzela ekhaya, unjiniyela we-Eaton uthuthukisa umkhiqizo we-Eaton futhi ngokuyimfihlo unikeza omunye wamakhasimende we-Eaton icebo elithize.
- Okulungile** Umsebenzi usikisela icebo lokonga amandla emnyango. Icebo liyacatshangelwa futhi liyasetshenziswa.
- Umphathi ukhumbuzisa umsebenzi omusha ukuba angasebenzisi ukwaziswa okuyimfihlo kokade esebenza naye ukwenza imisebenzi yakhe e-Eaton.

9 Ukuziphatha ngobuqotho

Asinikezi noma asamukeli izimfumbathiso, izinkokhelo zesenzo esithize noma izipho ezingafanelekile noma ukuzijabulisa. Sihlanganyela ezenzweni zebhizinisi ezihambelana nokuziphatha kwethu kanye nezimiso.

Imithetho enqabela inkohlakalo

I-Eaton izimisele ukuvumelana nemithetho yokunqabela inkohlakalo engavumeli ukufumbathisa, izinkokhelo zesenzo esithize noma ezinye izenzo zenkohlakalo ukuthola noma ukugcina ibhizinisi noma ukuthola noma iyiphi inzuzo engafanelekile. Amazwe amaningi aye aphoqelela le mithetho. Kwezinye izimo, Njengomthetho Wezenzo Zenkohlakalo Wamazwe Angaphandle wase-U.S. kanye Nomthetho Wokufumbathisa wase-U.K., le mithetho isebenza ekuziphatheni kwe-Eaton emhlabeni wonke. Yomibili ivimbela ukufumbathiswa okukhokhelwa abasebenzi base-Eaton kanye nanoma yimuphi omunye umuntu noma inkampani ethatha isikhundla se-Eaton noma yikuphi lapho i-Eaton eqhuba khona ibhizinisi.

Imithetho enqabela inkohlakalo yenza kube ubugebengu ukukhokha, ukuthembisa noma ukunikeza noma yini yenani kumsebenzi kahulumeni, iqembu lezombusazwe noma ophethe, abasebenza emahhovisi kahulumeni futhi nakwezinye izimo, inkampani ezimele noma umuntu, ngokwezinjongo ezikhohlakele zokuthonya izenzo zabo noma izinqumo. Ukwepulwa kwale mithetho kungase kuholele ekutheni i-Eaton kanye nabasebenzi base-Eaton babe necala lobugebengu noma eliphathelene nezakhamuzi, kuhlanganise ukuboshwa kanye nezimali eziningi noma izinhlawulo.

Ukufumbathisa, izinkokhelo zesenzo esithize noma ezinye izinkokhelo zenkohlakalo kuvimbela emhlabeni wonke

Abasebenzi be-Eaton bavimbela ngokuqondile noma ngokungaqondile ukuthembisa, ukunikeza, ukumema noma ukuthola noma yiluphi uhlobo lokufumbathisa, izinkokhelo zesenzo esithize noma ezinye izinkokhelo zenkohlakalo, noma yini yenani, esuka noma ephuma kunoma yimuphi umuntu noma inhlangano, kuhlanganise ama-ejenti kahulumeni, abaholi bakahulumeni, izinkampani ezizimele noma abasebenzi balezo zinkampani ezizimele ngaphansi kwanoma iziphi izimo.

Lokhu kuvimbela ukufumbathisa, izinkokhelo zesenzo esithize kanye nezinye izinkokhelo zenkohlakalo kusebenza emhlabeni wonke - ngaphandle kokukhishiweyo futhi ngaphandle kokucabangela amasiko aziwayo, izenzo zendawo noma izimo ezincintisanayo. Isebenza futi ngokulinganayo kunoma yimaphi ama-ejenti ezentengiselwano, abameleli, abathengisi, abasakazi kanye namanye amalungu ebhizinisi asebenza esikhundleni se-Eaton, kanye nabasebenzisana nabo. Wonke amalungu ebhizinisi, kuhlanganise abameleli, abathengisi, obathengela noma abathengisela abanye abantu, abanenkontileka nabo, abasebenzisana kanye nabo noma ababasizayo noma yibaphi abaseduze noma i-ejenti esebenza esikhundleni se-Eaton, balindeleke ukuba benze ngokuvumelana nemithetho yokunqabela inkohlakalo efanele ngenkathi beqhuba ibhizinisi esikhundleni se-Eaton.



Bheka Inqubo mgomo Yokwenqabela Inkohlakalo Emhlabeni Wonke ye-Eaton ukuthola iziqondiso ezengeziwe.

Ukwazisa

Imibuzo

U. Ngiqhuba ibhizinisi eningi nenkampani ephethwe uhulumeni. Ingabe abasebenzi bale nkampani babhekwa njengabasebenzi bakahulumeni?

I. Yebo. Incazelo yomsebenzi kahulumeni ibanzi futhi ihlanganisa abasebenzi bezinhlangotho eziphethwe uhulumeni. Bheka Inqubo mgomo Enqabela Inkohlakalo ukuthola incazelo egcwele.

U. Ngizwe amahemuhemu okuthi othile wama ejenti ethu kungenzeka uhlanganyele kwizenzo zebhizinisi ezikohlakale, kodwa ayikho into engiyaziyo ecacile. Ngenzenjani?

I. Qapha okushiwoyo noma amahemuhemu mayelana nokuziphatha okungalungile kwama ejenti ethu. I-Eaton ingaba necala lokuziphatha kwayo, ngisho noma ingazange ikuvumele noma kade ingazi ukuthi kuzokwenzeka. Kubalulekile ukuphenya ubuqotho bama ejenti asikiselwe ngaphambi kokuqhuba nabo ibhizinisi. Inkontileka yethu ebhaliwe nama ejenti ethu kumele isinikeze ikhono lokuhlola imisebenzi yabo, ukuqinisekisa ukwenza ngokuvumelana nemithetho futhi sephule inkontileka uma behlanganyela ezenzweni zebhizinisi zenkohlakalo. Xhumana Nomnyango Womthetho ukuthola iseluleko sendlela yokuqhubeka.

U. Ngingathanda ukuhambisa umthengisi ukuba ayonikeza izinsizakalo ezweni lapho unokohlakalo okwaziwayo ukuthi idlangile. Ngingakwazi kanjani ukuqinisekisa ukuthi lomthengisi uzoziphatha ngokuvumelana ngendlela efanele futhi uzolandela izimiso ngenkathi eqhuba ibhizinisi esikhundleni se-Eaton?

I. I-Eaton iqhuba ukuphenya okufanelekile ngaphambi kokuba ihlanganise abathengisi belungu langaphandle uma benamakhono kanye nezinsiza abazidingayo ukwenza imisebenzi yabo kanye nokuqinisekisa ukuthi bazoziphatha ngobuqotho ngenkathi beqhuba ibhizinisi esikhundleni se-Eaton. Xhumana Nomnyango Womthetho ukuthola usizo ngaphambi kokuba uhlanganise umthengisi noma elinye ilungu langaphandle ukuba aqhuba ibhizinisi esikhundleni se-Eaton.

U. Kuyini ukufumbathisa?

I. Ukufumbathisa imali noma enye into yenani (njengezinsizakalo noma iziphoh) ezithembiswayo noma ezinikezwayo ngokuziphatha okubi noma ngokungekho emthethweni ukuthonya ukwahluleka noma ukuziphatha kwelungu langaphandle noma ukudala isiphetho esifisekayo noma isenzo.

U. Iyini inkokhelo yesenzo esithize?

I. Inkokhelo yesenzo esithize uhlobo oluthize lokufumbathisa. Imali, inkokhelo, ikhomishini noma yini yenani enikezwa ukuthola ngokungafanelekile noma ukuklomela impatho ekhethwayo ngokuxhomene nenkontileka, iphrojekthi noma okunye ukusebenzisana. Isibonelo senkokhelo yesenzo esithize kungaba ukuthi uma umhlinzeki evuma ukukhokhela umsebenzi we-Eaton ingxenye yemali leyo umhlinzeki azoyithola e-Eaton ngenxa yokuklomela umhlinzeki ngenkontileka.

U. Ummeleli wekhasimende uvume ukungenela isivumelwano sesikhathi eside, kodwa kuphela nje uma sivuma ukuhlephula iphesenti eyodwa yentengo yokuthengisa kwikhasimende njalo ngezingxenywe ezingu-1000 ezi-odiwe. Ngayaqonda ukuthi izinkokhelo zesenzo esithize azilungile, kodwa ingabe kuvumelekile ukwamukela ukuhlephula imali?

I. Kunezinye izimo lapho kuvumelekile ukuhlephula ingxenye yentengo yokuthengisa kwikhasimende, ngokusekelwe ngenani lokuthengisa, ngaphandle uma ukuhlephula kuvunyelwa umthetho wendawo, kuchazwe kahle futhi kukhokhwa ngokuqondile kwinkampani yekhasimende futhi hhayi ummeli wenkampani yomuntu siqu. Uma ikhasimende likutshela ukuba ukhokhe ingxenye yentengo yokuthenga kuye ngokuqondile yena uzobe esekunikeza ibhizinisi, lokho kuzoba inkokhelo yesenzo esithize futhi akufanelekile. Xhumana Nomnyango Womthetho nalezi zicelo uma ungaqiniseki ukuthi zifanelekile yini.

U. Ngicelwe ukuba ngenze uhambo oluya epaki ngiyobe sengithola i-oda yekhasimende. Ngingabile futhi sitholile i-oda. Kusafanele yini ngitshele othize ngalokho?

I. Yebo, njalo kungumbono omuhle ukwazisa abaphathi bakho uma lokhu kwenzeka, ukugwema ezinye izinkinga nekhasimende.

U. Ingabe i-Eaton iyonqaba ithuba lebhizinisi uma lizoyifaka engozini yonakalisa idumela lethu?

I. Yebo, siyolenqaba. Idumela lethu lobuqotho libaluleke kakhulu kunethuba lebhizinisi, kungakhathaliseki ukubaluleka.



Izibonelo

Okungalungile

- I-Eaton inesithakazelo kwinkampani esezweni lapho inkohlakalo edlange khona ngaphandle kokubuyekeza noma ukucabangela izenzo zebhizinisi noma idumela lokwethembeka.
- Umphathi ucela umthengisi wezinto zokulungisa indlu ukuba alungise indlu yakhe ngendleko ephansi ukuze athole amazwibela okuhlola umsebenzi anelisayo.

Okulungile

- Emva kwezinyanga ezithize zeingxoxiswano ezidla imali kanye nesikhathi phakathi komphathi Wezokuthengisa e-Eaton kanye nenkontileka enkulu kahulumeni, i-Eaton iklonyelwa ngenkontileka. Ngaphambi kokusayina inkontileka, ilungu leqembu labaphethe inkontileka umema umphathi Wokuthengisa ukuba amukele ukufumbathisa. Ngokushesha umphathi uxhumana nomphathi wakhe kanye Nomnyango Womthetho ukuthola isiqondiso. Umphathi ubuyela emuva kumuntu ozame ukumunikeza imfumbathiso bese eyenqaba. Ugcizelela isibopho se-Eaton sokuqhuba kahle ibhizinisi futhi ukhumbuza umuntu ngezinzuzo zekhwalithi ye-Eaton, ubuchwepheshe kanye namakhono ensizakalo. Umphathi uqinisekisa isibopho ngokusayina inkontileka kodwa ngaphandle kwenkokhelo. Inkontileka iyasayinwa.
- Umhlinzeki uthembisa ukunikeza umsebenzi Wabahlinzeki Abaningi inkokhelo ukuze asheshise inqubo yokwamukela umhlinzeki. Umsebenzi Wabahlinzeki Abaningi wenqaba ngokuthobeka isithembiso futhi ngokushesha ubika umzamo wokufumbathisa kumphathi wakhe.

Izipho nokuzijabulisa

Izipho zebhizinisi kanye nokuzijabulisa ngokubonisa ukuthobeka ngokuvamile siyasetshenziswa ukwakha umusa kanye nokuqinisa ubudlelwano bokusebenza nabahlinzeki, amakhasimende kanye namanye amalungu ebhizinisi. Iqaphela lokhu, i-Eaton yenze Inqubo mgomo Yokuzijabulisa kanye Neyezipho Yomhlaba Wonke ukuze izisebenzi ziyilandela lapho zinikeza noma zamukela izipho, ukuzijabulisa noma ukuthatha uhambo. Kubaluleke ngokukhethekile ngezisebenzi ukuba zilandele le nqubo mgomo lapho ziqhuba ibhizinisi noma zihlanganyela ezingxoxweni zebhizinisi nezisebenzi zikahulumeni kanye nezisebenzi ezisebenzela izinhlangano eziphethwe uhulumeni.

Ukunikeza noma ukwamukela izipho

Njengomthetho oyinhloko, izisebenzi ze-Eaton zingase zinikeze noma zamukele izipho kuphela nje uma izipho sisemthethweni futhi:

- Asenzi umbono noma isibopho sokuthi umnikezi wesipho ufaneleka impatho ekhethekile;
- Ngeke sihlazise i-Eaton noma umlingane webhizinisi uma sikhishwa phambi kwabantu;
- Sivumelana nezimfuneko eziqanjwe umphathi wendawo, uma kukhona; futhi
- Samukelwe futhi sikhishiwe, njengoba kuyimfuneko Yenqubo mgomo Yokuzijabulisa kanye Neyezipho Yomhlaba Wonke.



Ukunikeza izisebenzi zikahulumeni izipho noma izisebenzi ezisebenzela izinhlangano eziphethwe uhulumeni kungaphansi kwemithetho eyahlukene kanye neziqondiso. Abasebenzi abasebenza kanye nabasebenzi bakahulumeni noma abaphathi kumele balandele Inqubo mgomo Yokuzijabulisa kanye Neyezipho Yomhlaba Wonke.

Imibuzo

U. Ingabe ngivumelekile ukuba ngamukele izipho njengxenye yomcimbi wamasiko?

- I.** Uvumelekile ukuba wamukele izipho kumcimbi wamasiko kuphela nje uma izipho singeke sibhekwe njengokufumbathisa noma inkokhelo futhi uma singephuli noma iyiphi imithetho. Kungase kube nezikhathi lapho uthola khona izipho emcimbini wamasiko ongase ungabi ofanelekile ngaphansi Kwenqubo mgomo Yokuzijabulisa kanye Neyezipho Yomhlaba wonke kodwa okungase kungenzeki noma kukhube ukusinqaba lesi sipho. Uma uthola izipho esinjengaleso, ngokushesha nje bika izipho kumphathi wakho ukuthi nixoxisane ngempendulo efanelekile.



- U. Ingabe kufanelekile ukuba ngicele umhlinzeki ukuba angiyise siyodlala igalofu noma kwesinye isenzakalo sezemidlalo?**
- I.** Akukaze kube into efanelekile ukucela izipho, iminikelo, ukunxusa uma noma ezinye izinto ezizuzisa wena ngokuqondile, kungakhathaliseki inani lazo.
- U. Ngisebenza kwisici Sabahlinzeki Abanengi futhi ngiye ngakha ubuhlobo obuseduze nothile wabahlizeki bethu. Azi ukuthi indodana yami ayisebenzi emva kokuphuthula ekholishi, umhlinzeki uye wenza isithembiso sokuba uzomqasha ehlobo. Ingabe kufanele ngikwenqabe lokhu?**
- I.** Yebo. Kunezizathu ezimbili ezinhle zokwenqaba lokhu. Esokuqala, ukuthembisa ukuqasha inzuzo engase ibhekwe njengesipho futhi ingase yenze umbono wokuthi umhlinzeki ufanekile ukuba athole impatho engcono nakakhulu ephuma kuwe. Esesibili, uma esikhathini esizayo uklomela umhlinzeki ngebhizinisi entsha, kungase kubonakale sengathi uthole ibhizinisi ngenxa yokuthi uqashe indodana yakho.
- U. Ngilungisa igumbi lokugezela endlini yami, futhi othile onenkontileka ne-Eaton ucele ukunginika inombolo yakhe ye-akhawundi ukuze ngithole isephulelo semali lapho ngithenga izinto zokwakha. Njengoba lokhu kungumsebenzi wami siqu wasekhaya, Ngingakwazi yini ukusebenzisa isephulelo semali salo muntu?**
- I.** Izephulelo zemali zilingana nemali eyizipho ezingamukeleki ngaphansi kwenqubo mgomo.

Akukaze kufaneleke ukuba unikeze noma wamukele:

- Izipho zemali noma ezilingana nemali;
- Izipho ezinqatshelwa imithetho efanele;
- Izipho ezinikezwa njengesifumbathiso, inkokhelo, noma inkokhelo yesenzo esithize;
- Izipho owaziyo ukuthi zinqatshelwa inhlango yomlingane webhizinisi; kanye
- Nezipho ezinikezwa njengohlobo lwesevisi noma ezinye izinzuzo ezingezona ezemali

Izibonelo

Okungalungile

- Umsebenzi uhlanjela iphathi yangemva komsebenzi eyenziwa umthengisi wase-Eaton lapho akathola khona amathikithi ohambo olukabili lokuya e-Hawaii. Umsebenzi akatsheli umphathi wakhe umklomelo bese esebenzisa amathikithi.

Okulungile

- Umphathi womnyango anghanda ukunikeza umsebenzi kahulumeni isipho ukuze agubhe umhlalaphansi wakhe. Umphathi uxhumana nehhovisi lomsebenzi bese ethola ukuthi kunomkhawulo wenani lemali yezipho umsebenzi angase alamukele. Umphathi wonyango uthenga into enophawu lwe-Eaton esitolo senkampani engaphakathi komkhawulo wenani obekiwe.

Ukuzijabulisa

Abasebenzi abasesikhundleni sokunikeza noma sokwamukela okokuzijabulisa kumele bazijwayeze Nenqubo mgomo Yokuzijabulisa kanye Neyezipho Yomhlaba Wonke kanye nemithetho efanele. Ukuzijabulisa okuhlanganisa abasebenzi be-Eaton kumele:

- Kungabi okuvamile futhi kuvumelane Nenqubo mgomo Yezindleko Zohambo Yomhlaba Wonke;
- Kube okuqhutshwa kahle futhi kwenzeke endaweni efanele ibhizinisi.
- Zibe ezinengqondo futhi ezifanelekile ngokomqondo wesenzakalo sebhizinisi;
- Kungabi ukufumbathisa, inkokhelo, inkokhelo yesenzo esithize noma kungabi okungekho emthethweni;
- Kunganikezi umbono wokuthi i-Eaton noma umlingane webhizinisi ufaneleka impatho engcono kakhulu; futhi
- Kuvunyelwe futhi kuvezwe njengemfuneko Yenqubo mgomo Yokuzijabulisa kanye Neyezipho Yomhlaba Wonke.

Imibuzo

U. Ingabe ukuphelezela ikhasimende kwisenzakalo sezemidlalo kuyisipho noma ukuzijabulisa ngaphansi Kwenqubo mgomo Yokuzijabulisa Neyezipho Yomhlaba Wonke?

I. Uma uphelezela ikhasimende, lokho kubhekwa njengokuzijabulisa. Uma unikeza ikhasimende amathikithi, amathikithi abhekwa njengesipho. Kunoma isiphi isimo, isipho noma ukuzijabulisa kuhlanganisa Inqubo mgomo Yezokuzijabulisa kanye Neyezipho Yomhlaba Wonke.

U. Ngingathanda ukuyisa othile oyikhasimende yami kumbukiso we-okhestra, kodwa Ngizwe ukuthi inkampani yakhe ngeke ivumele ukuzijabulisa okwedlula ama-euro angu-20. Uma evuma ukuhamba, Ngingakwazi yini ukuyisa kumbukiso?

I. Uma inani lamathikithi akho lingaphezu kwama-euro angu-20, akufanelekile ngawe ukuba umuyise kumbukiso. Unganikezi izipho noma ukuzijabulisa uma wazi ukuthi kunqatshelwa inhlango yomamukeli.

Izibonelo

Okungalungile

- Umhlinzeki uthembisa ukuhambisa ngendiza umsebenzi we-Eaton ukumuyisa kumnyango wakhe ukuyolungisa izinkinga zekhwalthi ezivela njalo. Umhlinzeki unikeza umsebenzi uhambo olukhokhelwe zonke izindleko oluya e-Las Vegas ukuyolungisa izinkinga ezibangelwe izindaba zekhwalthi.

Okulungile

- Umema futhi uphelezela ikhasimende kwisidlo sakusihlwa kanye netiyetha ukuyogubha ukuphela kwephrojekthi.

Ithuluzi Lokuveza Izipho kanye Nokubika

Ukunikeza ukungabi namfihlo uma kuziwa kwizenzo zezipho kanye nokuzijabulisa e-Eaton isiyonke, izipho ezithize, ukuzijabulisa kanye nokuthatha uhambo kumelwe kuvezwe kwiThuluzi Lokuveza Izipho kanye Nokubika, ithuluzi le-inthanethi elingatholakala nge-JOE.

Questions

- U. Ngiyiveza kanjani imisebenzi yesipho kanye nokuzijabulisa uma Ngingakwazi ukufinyelela Ithuluzi Lokuveza Izipho kanye Nokubika?**
- I.** Tshela umphathi wakho, onomthwalo wemfanelo wokuqinisekisa ukuthi ukwaziswa okumayelana nale misebenzi kuyaqoqwa futhi kubikwa ngethuluzi lokuveza.
- U. Ingabe umphathi angakwazi yini ukuthola izimfuneko zomsebenzi wakhe ezibophayo kakhulu kunalezo Zenqubo mgomo Yokuzijabulisa kanye Nyezizipho?**
- I.** Yebo.



Ukunikeza iabasebenzi bakahulumeni izipho noma abasebenzi abasebenzela izinhlangano eziphethwe uhulumeni kungaphansi kwemithetho eyinkimbikimbi kanye neziqondiso. Izisebenzi ezisebenza kanye nabasebenzi bakahulumeni noma abaphathi kumele balandele Inqubo mgomo Yokuzijabulisa kanye Nyezizipho Yomhlaba Wonke.

Ukuzijabulisa okulandelayo akufanelekile ukuba kunikezwe noma kwamukelwe:

- Ukuzijabulisa "kwabantu abadala" noma nanoma yisiphi isenzakalo esihlanganisa ubunqunu noma ukuziphatha okungcolile, ngisho noma lokho kuzijabulisa kwamukelwe ngokwesiko;
- Ukuzijabulisa lokho umlingani webhizinisi angavunyelwe ukunikeza noma ukukuhlanganyela; futhi
- Nokuzijabulisa obunqatshelwa umphathi wendawo noma umthetho ofanele.

10

Ukuthengisela ohulumeni

Silandela imithetho ekhethekile, iziqondiso kanye nezimiso ezihlobene nezinkontileka kahulumeni kanye nobudlelwano nabasebenzi bakahulumeni.



Izisebenzi ezihlanganyela kumamakethe, ukuthengisa, ezinezinkontileka futhi ezisebenza kumaprojekthi lapho uhulumeni ethinteka kumele:

- Ziqiniseke ukuthi imiqulu agcinwa ngokvumelana nezimfuneko zikahulumeni ezikhethekile;
- Zilalele izinqubo zezimali kuhlanganise (kodwa kungakhawuliwe) kwizinqubo eziqinisekisa ukuthi idatha yentengo kanye nezindleko, lapho kudingeka, eyamanje, inembile, iphelele, iverwe ngokufanele, futhi ibhalwe futhi yagcinwa kumafayela afanelekile;
- Kumele zicele abasebenzisana nabo, abasizi, abathengisayo, abasakazi kanye namankontileka azimele ukuba benze ngokuvumelana nemithetho kanye neziqondiso;
- Zazi futhi zilandela izinqubo mgomo kanye nezimiso ze-Eaton ezihlobene nezinkontileka kuhulumeni lapho besebenzisana nezisebenzi zikahulumeni; futhi
- Zigweme ukwenza ushintsho lwezimpahla kanye nezinsizakalo noma ukwehlukela ukuhlangabezana nezimfuneko zenkontileka ngaphandle kwemvume ebhaliwe ephuma kumsebenzi kuhulumeni.

Ukwephula izimfuneko zenkontileka kuhulumeni kungase kuholele kwimiphumela engathi sina e-Eaton noma abasebenzi abathintekayo. Le miphumela ingahlanganisa ukujeziswa okuphathelele nezakhamuzi futhi/noma kobugebengu, futhi nokunqabela i-Eaton ukuba iqhubeka nokusebenza nezinkontileka kuhulumeni.

Izinkontileka kuhulumeni

Ohulumeni abanengi benhlangano yamazwe, bezwe noma bendawo emhlabeni wonke banemithetho yokuthola kanye neziqondiso. Umsebenzi kumele enze ngokuvumelana nemithetho efanele kanye neziqondiso kuzo zonke izinkontileka kuhulumeni.

Uhulumeni angase asebenzise imithetho ekhethekile yokuziphatha engase yehluka futhi ibophele kakhulu kunezenzo zezintengiselwano ezamukelekile. Izindawo ezilandelayo zidinga ukunakekela okukhethekile:

- Ukumaketha
- Ezezimali
- Ukugcina amarekhodi
- Ukubika futhi/noma ukuqinisekisa
- Abahlinzeki abaningi; futhi
- Ikhwalithi.

Ezinye izenzo ezidinga ukwenza ngokuvumelana neminye imithetho ebophelayo:

- Izimali zezindleko;
- Izimiso zokusikisela nezibophelayo;
- Intengo;
- Ukugwema ukungqubuzana komsebenzi wenhlangano;
- Ukunikeza izipho noma ukujabulisa abasebenzi bakahulumeni;
- Ukuxoxa ngokuqasha okungase kwenzeke nezisebenzi zamanje futhi/noma ezikade zisebenzela uhulumeni;
- Ukushintsha ama-oda.;
- Ukugcina kwamarekhodi esikhathi;
- Ukwenza ngokuvumelana nezibopho zenkontileka; futhi
- Nokuphatha ukwaziswa okuyimfihlo.

Ubuqotho



Lapho i-Eaton isebenzisa abahlinzeki noma ababasebenzisayo ukufeza izibopho zayo ngaphansi kwezinkontileka zikahulumeni, abasebenzi be-Eaton abathintekayo banomthwalo wemfanelo wokuxoxisana nazo zonke izimfuneko zikahulumeni ezikhethekile kulaba bahlinzeki noma ababasebenzisayo. Ngaphezu kwalokho, i-Eaton izimisele ukukhetha kuphela abahlinzeki noma ababasebenzisayo abaziphatha ngendlela ehambelana neziqondiso ezichazwe lapha.

Abasebenzi be-Eaton kanye nanoma yimuphi omunye umuntu noma inkampani esebenza esikhundleni se-Eaton noma yikuphi lapho i-Eaton eqhuba khona ibhizinisi kumele akhumbule ukuthi, ngaphezu kokuvumelana nemithetho yezwe labo, kumele futhi bavumelane neminye imithetho yase-U.S. "engale kwemikhawulo yendawo yezwe". Le mithetho ihlanganisa Umthetho Wezenzo Zenkohlakalo Wamazwe Angaphandle, kanye nemithetho ehlobene nokulawula ukuthekelisa kwe-U.S. Ngokwesibonelo, osiza i-Eaton e-United Kingdom ekhiqiza izingxenye zemikhiqizo ehlobene nezokuvikela ze-U.S. ungaphansi kwemithetho ye-U.S. njengoba kunjalo ngenhlangano yomzali ye-U.S.



Bheka Inqubo mgomo Yokwenqabela Inkohlakalo Emhlabeni Wonke ye-Eaton ukuthola iziqondiso ezengeziwe.

Ubudlelwano nabasebenzi bakahulumeni

Ohulumeni bezwe noma bendawo ngokuvamile banqabela noma bafaka imikhawulo elikhuni kwizipho, ukuzijabulisa, ukunxusa komusa, izenzo zomusa kanye nohambo olunikezwa noma olamukelwa abasebenzi bakahulumeni. Bheka Inqubo mgomo Yokuzijabulisa kanye Neyezipho Yomhlaba Wonke ukuthola isiqondiso ngaphambi ngokunikeza izipho, ukuzijabulisa, ukunxusa komusa, izenzo zomusa noma ezinye izindleko noma iminikelo yokuzithandlela kubasebenzi bakahulumeni.

Uma umsebenzi wakho uhlanganisa ibhizinisi kanye nanoma yimuphi uhulumeni, unomthwalo wemfanelo wokwazi kanye nokwenza ngokuvumelana nemithetho efanele kanye neziqondiso. Uma ungaqiniseki ngokuthi yimiphi imithetho esebenza kuwe, xhumana Nomnyango Womthetho e-Eaton

Imibuzo

- U. Ngikholelwa ukuthi ngidinga ukuqeqeshwa okwengeziwe mayelana nezinkontileka zikahulumeni, yini okumele ngiyenze?**
- I. Siyaqaphela ukuthi indaba ebuswa ngokwezinga eliphezulu futhi eyinkimbinkimbi. Noma kunjalo, silindele ukuba uthathe umthwalo wekhwalthi yomsebenzi owenzayo, ngakho ke khuluma nomphathi wakho noma xhumana Nomnyango Womthetho uma ucabanga ukuthi udinga ukuqeqeshwa okwengeziwe ukwenza umsebenzi wakho.
- U. Yini okumele ngiyenze uma ngingaqiniseki ngokuthi nginganikeza yini ukuzijabulisa, ukudla noma uhambo kumsebenzi kahulumeni engisebenza naye kwiphrojekthi yami?**
- I. Unganikezi noma yini kuze kube yilapho uqinisekisa ukuthi lokho kufanelekile. Uma udinga usizo lokuthola ukuthi yini efanelekile, xhumana Nomnyango Womthetho.
- U. Umphathi wami ungicele ukuba ngisayine isitifiketi sezimali ngenkathi engekho. Angiqiniseki ukuthi Ngivumelekile yini ukusisayina. Ngikusingatha kanjani lokhu?**
- I. Tshela umphathi wakho ukuba aqinisekise ukuthi unayo imvume yokusayina umqulu Uma naye engaqiniseki, cela usizo Kumnyango Womthetho. Akumele usayini noma uqinisekise ukuvumelana kwenkampani nemithetho kanye neziqondiso zikahulumeni ngaphandle uma unemvume ecacile yokwenza kanjalo.
- U. Umsebenzi kahulumeni osanda kukhethwa ucele ukubuka indawo yethu. Ukhetho lwakhe ludale ukungqubuzana emphakathini wethu, ngakho ukuvakasha kwakhe kungase kudumaze indawo yethu yokusebenzela. Ingabe kumele ngivumele ukuvakasha?**
- I. Hlela izicelo ezifana nalezi nomsizi kamongameli we-Eaton, Abaphatheleni Nezindaba Zomphakathi noma Abantu, noma Nomnyango Womthetho.
- U. Othile ongumngani wami uyeka umsebenzi wakhe nohulumeni futhi angaba ingxenywe engcono kakhulu yeqembu lami lephrojekthi entsha. Ngingakwazi yini ukumutshela ngaleli thuba?**
- I. Gwema izingozi ezisemthethweni, xhumana Nomnyango Wezisebenzi noma Umnyango Womthetho ngaphambi kwezinxoxo ezimayelana nokuqasha nosebenzela uhulumeni noma okade emsebenzela.

Izibonelo

Okungalungile

- I-Eaton icatshangelwa ukuba ithole inkontileka enkulu kahulumeni. I-Eaton iqasha indodana yomuntu ozonquma ukuthi inkontileka inikwe yini I-Eaton.
- I-Eaton kudingeka ukuba iveze ukwaziswa kwezindleko ekwenzeni kwayo isicelo. I-Eaton ibheka lokhu kwaziswa njengokuyimfihlo ibese inikeza ukwaziswa okunganembile.
- Umsebenzi kahulumeni uphawula ukuthi akekho othatha imithetho evimbela izipho njengebalulekile kuzinkampani ezenza ibhizinisi nohulumeni, ngakho ke umsebenzi kahulumeni umunikeza amathikithi esenzakalo sezemidlalo.
- I-Eaton kudingeka ukuba inikeze uhulumeni imikhiqizo equkethe iphesenti elithize lezingxenye ezikhiqizwa endaweni. I-Eaton iqinisekisa ukuthi imikhiqizo yayo ihlangabezana nephesenti kuyilapho kungenjalo.

Okulungile

- Imithetho yendawo ivimbela abasebenzi bakahulumeni ukuba bathole ukudla okuphuma kubahlinzeki. Abasebenzi be-Eaton bagwema ukunikeza abasebenzi bakahulumeni ukudla.
- Isicelo sikahulumeni sokwenza izicelo sidinga iziqinisekiso ezindabeni eziningi, njengokuqasha kanye nezenzo zomsebenzi. Abasebenzi be-Eaton baqinisekisa intwana ngayinye ngaphambi kokuba baqedele ukuqinisekisa futhi baqinisekisa ukuthi banemvume efanele yokusayina ukuqinisekisa, uma kudingeka.
- Ngaphambi koskunikeza okade esebenzela uhulumeni umsebenzi, umphathi we-Eaton uxhumana Nomnyango Wabasebenzi kanye Nomnyango Womthetho ukuqinisekisa ukuthi angasebenzela ngokusemthethweni i-Eaton.
- Imithetho yezimali kahulumeni idinga ukuba isikhathi esichithwe kunezinkontileka zikahulumeni ziqoshwe futhi sihlanganiswe ngokufanele kwizicelo zenkokhelo. Izimiso zokubika okufanele ngezilandelayo.

11

Iminikelo yezombusazwe

Asenzi iminikelo esikhundleni se-Eaton kumalungu kahulumeni noma amaphathi, ngisho noma kusemthethweni.



Ukuziphatha

I-Eaton ayinikeli ngemali yayo, isakhiwo noma izinsizakalo kubasebenzi bezombusazwe, ngisho noma leyo minikelo isemthethweni. Lokhu akunqabeli ukuvakashela kwabaphathi abakhethiwe izakhiwo zenkampani. Empeleni, lokhu kuvakasha kuyakhuthazwa, ukuqinisekisa ukuthi abaphathi bamahhovisi bayaqonda izinkinga ezibhekene nezinhlangano zethu. Lokhu futhi akuvimbela i-Eaton ukuba isekele izinkinga zokukhetha (ezifana nezindleko zesikole) lapho abanesithakazelo khona kwibhizinisi yethu kanye nabasebenzi.

Abasebenzi ngabanye bayakhuthazwa ukuba babe ingxenye yezinqubo zezombusazwe kanye nokwenza iminikelo yomuntu siqu uma bekubona kufaneleka . Abasebenzi akumele zicindezele ezinye abasebenzi ukuba zenze iminikelo yezombusazwe noma basekele iqembu elithize lezombusazwe noma umholi othize.

Abasebenzi eziba yingxenye yezinkinga zomphakathi (uhulumeni, umthetho kanye nezinye izindaba ezithakazelisa umphakathi) akumele enze, noma anikeze umbono wokwenza, esikhundleni se-Eaton, ngaphandle uma enemvume yokwenza kanjalo ephuma kumsizi kamangaleli we-Eaton, Abaphethe Izindaba Ezimayelana Nomphakathi kanye Nabantu.

Nazi ezinye izibonelo zemisebenzi enqatshelwa i-Eaton futhi engase ingabi emthethweni:

- Ukusetshenziswa kwezimoto zenkampani noma enye impahla ye-Eaton izinhlangano zezombusazwe, abaholi noma abanye abasebenzi ngokuhlobene nemikhankaso yezombusazwe.
- Ukusetshenziswa kwezimali ze-Eaton ukuthenga izitulo noma amatafula ekudleni kwakusihlwa kwabazombusazwe kanye nezenzekalo zokuthola imali, kanye
- Nokusetshenziswa kwegama le-Eaton ezincwadini kwabezombusazwe noma zemikhankaso.



Imibuzo

U. Ngingakwazi yini ukusebenzisa imoto yami yenkampani ukuthutha imeya yethu kwisenzakalo saminyaka yonke?

- I. Cha, akufanelekile ukusebenzisa izimoto zenkampani ukusekela abaholi bezombusazwe.

U. Umphathi wami ungicele ukuba nginikele ngemali kumholi othize. Ungiqinisekisa ukuthi angiphokelekile ukunikela, kodwa Ngizizwa ngicindezelekile ukuba ngenze kanjalo. Kumele ngikusingathe kanjani lokhu?

- I. Abasebenzi be-Eaton akumele bacindezele abanye abasebenzi ukuba basekele iqembu lezombusazwe noma abaholi balo. Uma uzizwa ungakhululekile ukukhuluma nomaphathi wakho noma omunye umphathi ngalokhu, xhumana Nomnyango Wabasebenzi noma Ihhovisi Lokulalela kanye Nozokuziphatha.

Izibonelo

Okungalungile

- Umsebenzi we-Eaton uya kukudla kwakusihlwa kokuthola imali lezombusazwe futhi uthumela izindleko kumbiko wakhe wezindleko.
- Umphathi umthumela i-imeyili yemibiko yakhe eqondile ecela usizo ngomalume wakhe, ophakathi kwalabo abafuna isikhundla kwezombusazwe. Ubacela ukuba banikele kumkhankaso wakhe.
- Owezombusazwe uthatha umhlalaphansi futhi uzoba nephathi yokuhamba, lapho iminikelo izokhokhela isikweletu sakhe sokhetho olwandulele. I-Eaton ithenga itafula lapho izisebenzi okumele zibe khona.
- Umphathi womnyango uvumela owezombusazwe ukuba abeke uphawu lomkhankaso kwisakhiwo se-Eaton.

Okulungile

- Imithetho yendawo ivumela izinhlangothi ukuba zinikele kubaholi bezombusazwe. I-Eaton ayenzi iminikelo.
- Abaphathi beqembu bacela ukuzobuka isakhiwo se-Eaton. Umphathi womnyango ucelo iseluleko Kumnyango Womthetho noma umsizi kamongameli we-Eaton, Abaphathi Bezindaba Ezimayelana Nompakathi kanye Nabantu, ngaphambi kokuba aphenandle isicelo.
- Abaphathi be-Eaton bakhetha indleko ethize yesikole futhi, emva kokuqinisekisa ukuthi kufanelekile ukwenza kanjalo, bachazela abasebenzi ukuthi kungani kubalulekile kwi-Eaton kanye nomphakathi.
- Umphathi ubuyekeza umbiko wezindleko bese eqaphela indleko yomkhankaso wezombusazwe. Umphathi wenqaba umbiko bese ekhuluma nomsebenzi wakhe mayelana nenqubo mgomo ye-Eaton emayelana neminikelo yezombusazwe.

12

Imvelo, impilo kanye nokuphepha

Sizimisele ukuba umholi womhlaba wonke ukuvikela impilo kanye nokuphepha kwabasebenzi bethu kanye nokuvikela imvelo.

Ukuphepha komsebenzi

Sikholelwa ukuthi ukuphepha kanye nemipilo yabasebenzi bethu ibaluleke kakhulu. Sifuna ukugwema izingozi, ukulimala kanye nokuguliswa umsebenzi kanye nokuthuthukisa izindlela zokuphila ezinempilo futhi eziphephile kubasebenzi bethu kanye nemikhaya yabo.

Ukuvumelana kahle

Sinohlelo lokubusa lomhlaba wonke Lemvelo, Impilo kanye Nokuphepha (EHS) labantu, izinqubo mgomo kanye nezinqubo, eziklanyelwe ukuqinisekisa ukuvumelana kahle, izenzo zomthwalo wemfanelo se-EHS kanye nokubika ingozi kokulawula kanye nempendulo. Lolu hlelo lusebenza kokubili kwizinhlangano zethu kanye nemikhiqizo esiyenzayo. Silwela ukuhlangabezana noma ukudlula izimfuneko zemithetho, ezivumelana nesibopho se-Eaton sokuhlonipha kanye nokulalela imithetho, izimiso kanye neziqondiso ezisebenza kumabhizinisi ethu emhlabeni wonke. Sisebenzela ukwenza isiko "lokungabi khona kwengozi" kanye nokuqhubeka nokuthuthukisa ukusebenza kwethu kwe-EHS ngokusebenzisa izinhlelo zokulawula ye-EHS yase-Eaton, ethola uhlelo olulodwa lwezimiso zokusebenza ze-EHS kuzo zonke izakhiwo emhlabeni wonke. Sisebenzisa amalungu angaphandle akufanelekele futhi azimele ukuthola kanye nokuqinisekisa ukufaneleka kokusebenza kwe-EHS yethu.

Ukuphatha ezemvelo

Isibopho sethu kwimvelo asigcini nje ngokuvumelana nomthetho kodwa sifinyelela ngisho nezinye izenzo ezihloselwe ukwehlisa ukunyatheliswa kwethu kwezemvelo ngemisebenzi yethu, imikhiqizo kanye nokuhlinzeka okuningi. Emisebenzini yethu, lesi sibopho sibonakala emizamweni yethu yokugwema ukungcolisa, ukwehlisa ukukhishwa kogesi wendlwana evikela izithombo kanye nokugcina izinsizakalo zemvelo - imizamo ehlanganiswe kwizibopho zokuhlinzeka okuningi. Siphinde futhi sihlele imikhiqizo yethu yemvelo (ukucabangela izinto eziluhlaza kanye nokusebenza kwamandla, ngokwesibonelo) futhi sihlanganise ukuthinteka komjikelezo wokuphila ezinhlelweni zayo. Iyonke, le mizamo isekela lonke uhlobo lwebhizinisi oluphathekayo lwe-Eaton.

Amakhasimende, abahlinzeki kanye nezinkontileka nabo

Siba nobuhlobo namakhasimende ethu, abahlinzeki kanye nezinkontileka nabo ukuqinisekisa ukuvumelana kahle, ukuthuthukisa ukuphepha, ukwehlisa ukunyatheliswa kwemvelo kanye nokuthuthukisa izixazululo eziphathekayo kwimvelo yomhlaba kanye nobunzima bokulawula amandla.

Vikela

Imibuzo

- U. Umngani wami ushayela umshini wokuthutha izinto ezisindayo. Izolo ebusuku ngengozi ushayise isigubhu samafutha angcolile futhi achithekha phansi. Ngimusizile ukuba akusule, futhi akekho oqaphelile. Umngani wami usexwayiswe izikhathi ezimbalwa ngokushayela kabi, futhi uma lokhu kuchitheka kubikwa, angase alahlekelwe umsebenzi wakhe. Ngenzenjani?**
- I.** Muchazele ukukhathazeka kwakho futhi mutshele ukuthi kumele abike ukuchitheka. Uma ehluleka ukwenza kanjalo, bika kumphathi wakho ukuchitheka, umphathi wendawo we-EHS noma Umnyango Womthetho.
- U. Ngisebenza kwindawo edinga izicathulo zokuphepha. Umphathi we-EHS uthi ayikho imali kwibhajethi yezicathulo. Ngenzenjani?**
- I.** Cela usizo kumphathi wakho womnyango, Inhlango ye-EHS noma thintana Nomnyango Womthetho.
- U. Ukulungisa umshini kwisakhiwo sethu kwenziwa esinezinkontilekha nabo. Ngingumsebenzisi mshini futhi Ngiqaphele ukuthi othile esinenkontileka naye ushaya indiva izimiso zokuphepha komshini. Ingabe kumele ngisho okuthile?**
- I.** Ngenxa yokuphepha kwakhe, tshela owenkontileka ukuba ayeke umsebenzi. Bese ubika isimo kumphathi wakho noma umphathi wendawo we-EHS.
- U. Isakhiwo sethu sisebenzisa umhlinzeki wangaphandle ukwenza imisebenzi yokwenza ucwecwe lwensimbi. Ngisanda kuvakashela indawo yabo futhi ngabona ukuchitheka kwamakhemikhali okugelezela kumfudlana oseduze. Sinobudlelwano besikhathi eside futhi obuhle nalo mhlinzeki. Ingabe kumele ngisho okuthile?**
- I.** Yebo, buza umhlinzeki ngalokhu kuchitheka nokuthi bazokumisa kanjani. Futhi bika lokhu kumphathi wakho wendawo ye-EHS kanye Nomnyango Womthetho ukuthola isinyathelo esifanele.
- U. Ngibone izenzo zeminye iminyango ezingaphephile. Ingabe kufanelekile ukuba ngikhulume?**
- I.** Umsebenzi ngamunye unomthwalo wemfanelo wokugcina indawo yokusebenzela ephepile. Bika noma isiphi isenzo esingaphephile kumphathi wakho noma umphathi wendawo ye-EHS.
- U. Kungani silandela izimiso zokuphepha ezedlula izimfuneko zendawo kuyilapho esintincisana nabo belandela kuphela izimfuneko zendawo?**
- I.** I-Eaton ivikela izisebenzi ngokuphoqelela uhlelo lwezimiso zemvelo emhlabeni wonke, zempilo kanye nezokuphepha, ngisho noma lezi zimiso ngezinye izikhasi zedlula izimfuneko zendawo.





Izibonelo

Okungalungile

- Osebenza ngomshini unquma ukuthi kushisa kakhulu kule ndawo asebenza kuyo ukugqoka izibuko zakhe zokuphepha.
- Umphathi uqala umugqa omusha kapende ongase udonse umoya futhi ungcolise amanzi kodwa akakatholi imvume kahulumeni noma amalaysensi.
- Ukwehlisa isikhathi esidingekayo ukuqedela i-oda yekhasimende, Osebenza ngomshini ushaya indiva ukuqaphela umshini.
- Umphathi womnyango othize akavumi ukuthenga komshini wokulawula ukungcolisa umoya odingekayo ngokuvumelana kahle nokukhishwa, ukuze kukhulise isitatimende senzuzo yomnyango.

Okulungile

- Osebenza ngomshini omusha ujoyina inkampani. Njengengxenywe yokwamukelwa, uthola ukuqeqeshwa kwemithetho yokulandelwa yokuphepha komshini kanye nezinto zokusebenza zokuvikela umuntu ezidingekile.
- Umsebenzi uyawa bese uyalimala ngenkathi esebenza. Utshela umphathi wakhe, ulandela inqubo yokubika edingekile bese ethola ukwelashwa.
- Ikhasimende lenqabela amakhemikhali athize ukuba ahlanganiswe kumkhiqizo wabo noma kwiphakheji yomkhiqizo. Iqembu lomkhiqizo lisebenza kanye Nobunjiniyela Bomkhiqizo kanye Nabahlinzeki Abaningi ukuqinisekisa ukuthi amakhemikhali anqatshelwe awahlanganiswa kumkhiqizo.
- Umphathi wendawo yokusebenza uqinisekisa ukuthi izimiso zokuphatha ushintsho ze-EHS ziyalandelwa lapho kungeniswa umkhiqizo omusha, inqubo noma ingxenywe yento yokusebenza noma izimpahla eziluhlaza endaweni yokusebenza, ukuqinisekisa ukuphepha kwabasebenzi.

**Imithwalo yakho
yemfanelo**

Njengomsebenzi we-Eaton, ulindeleke ukuba:

- Ufunde, wazi futhi wenze ngokuvumelana Nekhodi Yokuziphatha;
- Ucele usizo lapho ungaqinisekile uma isinqumo noma isenzo osicabangelayo sifanele futhi sisemthethweni;
- Uhlanganyele ekufundeni kanye nokuqeqeshwa okumayelana nokuziphatha kanye nokuvumelana kahle;
- Uqonde ukuthi ungase ube nesibopho sokubika ngokushesha noma yimuphi umsebenzi ngokwahlulela kwakho ongase wephule lkhodi Yokuziphatha;
- Usebenzisane nabamelela i-Eaton lapho kuqhutshwa ukuphenya kwangaphakathi; futhi
- Uqinisekise umthwalo wakho wemfanelo wokwenza ngokuvumelana Nekhodi Yokuziphatha lapho ucelwa ukwenza kanjalo.

Ngaphezu kwalokho, uma ungumholi wase-Eaton, ulindeleke ukuba:

- Uhole ngesibonelo, kokubili ngokukhuluma nangezeno;
- Ukhuthaze ukukhulumisana okukhululekile futhi obuthembekile bezinhlangothi zombili nabasebenzi bakho, ubakhuthaza ukuba baphakamise imibuzo kanye nezikhalo ezimayelana nezinkinga zokuziphatha futhi ubazise lapho inkinga isixazululiwe;
- Uqaphele futhi usekele umsebenzi lapho eza ezoxoxisana nenkinga ethize noma ezobika ukwephula okungase kube khona futhi qinisekisa ukuthi ayikho impindiselo yokwenza kanjalo;
- Uqiniseke ukuthi amalungiselelo esenzo sezingozi zokuvumelana kahle asetshenziswa ngokushesha;
- Ukhuthaze izinqubo mgomo kanye nezimiso ze-Eaton eziklaneyelwe ukugwema kanye nokuthola ukuziphatha okubi futhi okungekho emthethweni;
- Uqiniseke ukuthi abasebenzi baqeqeshiwe futhi batsheliwe ngezingozi zezinqubo mgomo, zezimiso kanye nezokuziphatha kanye nokuvumelana kahle ezisebenza kwizikhundla zabo; futhi
- Uqinisekise minyaka yonke ukuthi imibiko yakho eqondile iphothule ukukuqe.

Imiphumela yokwephula Ikhodi Yokuziphatha

Abasebenzi abehluleka ukwenza ngokuvumelana Nekhodi Yokuziphatha bangase bajezawe, kuze kufinyelele ekuxoshweni. Ukuziphatha okunqatshelwe Ikhodi kungase futhi kuhilele ecaleni elimayelana nezakhamuzi noma lobugebengu.

Ukwephula kungase kuhlangukise:

- Izenzo ezephula Ikhodi:
- Ukutshela abanye ukuba baphule Ikhodi:
- Ukwehluleka ukusebenzisana lapho kwenziwa ukuphenya okwenziwa abamelela i-Eaton;
- Ukuphindisela umsebenzi obike ngezinhloso ezinhle ukwephula noma osole ukwephula, noma osize ukuphenya kokuziphatha; futhi
- Ukumboza noma ukwehluleka ukubika noma yimuphi umsebenzi ngokwahlulela kwakho ophula Ikhodi Yokuziphatha.

Ukucindezeleka okusuka kubaphathi noma ukufuna ngamandla ngenxa yezimiso zebhizinisi akunikezi noma ubani izaba zokuba bengenzi ngokuvumelana Nekhodi Yokuziphatha.



Umbuzo

- U. Ngicabanga ukuthi kungase kube khona inkinga yekhwalithi lapho engisebenza khona, kodwa anginakho ubuqiniso balokho noma uma kuyinkinga yokuziphatha. Ingabe kusadingekile ukuba ngiphakamise lokhu?**
- I.** Silindele ukuba ubike izinto ezifana nalezi kumphathi wakho, ukuze alungise isimo ngaphambi kokuba sibe esingathi sina. Awudingi ukuba uphenye noma wazi wonke amaqinsio. Sicela nje ukuba ube nezinhloso ezinhle futhi ezithembekile. Ezimweni eziningi, umphathi wakho angakusiza ukuba uqonde bonke ubuqiniso noma uzosebenza kanye nawe ukulungisa izinkinga.

Isibonelo

Okungalungile

- Umphathi uthola ukuthi umsebenzi uguqule ngokwamanga i-akhawundi yakhe yezindleko bese engenzi lutho.

Okulungile

- Umphathi ubiza umsebenzi ukuze amubonge ngokuqondile ngokuphakamisa inkinga engathi sina yekhwalithi, uvikele inkampani ekubeni ingabi necala kanye nokulahlekelwa idumela.

Ukuthola usizo

Kwimakethe yomhlaba wonke yalezi zinsuku ngokuvamile kunzima ukubhekana nezinkinga ezintsha lezo inhlango yethu ebhekana nazo noma ukwazi indlela yokubhekana nezimo ezahlukile. Akekho umuntu onazo zonke izimpendulo. Kodwa siyazi ukuthi izimpendulo ezingcono kakhulu zizovela kwinhlangano ezimisele ukuphakamisa ukuziphatha kanye nezimiso zayo kanye nokwenza indawo esekela ukuziphatha okuhle. Ungalinge unqikaze ukubuza umbuzo, ukuphakamisa isikhalo noma ukubika ukuziphatha okungaqondakali noma izenzo zebhizinisi.



Izinqumo zokuziphatha okuhle azicacile njalo. Izimpendulo azilula njalo noma zibe ezisobala. Kuthiwani lapho ubhekene nesinqumo esinzima? Ukukusiza ukuba wenze isinqumo, sisikisela ukuba ubuyekeze Ikhodi Yokuziphatha kanye nalesi siqondiso, bese uzibuza le mibuzo emithathu:

- Ingabe ngiyozizwa ngikhululekile ukuchaza izenzo zami kumqondisi wami?
- Ingabe ngiyoziqhenya ngokutshela abomkhaya wami noma abangani bami ngezenzo zami?
- Ingabe ngiyozizwa ngikhululekile yini uma izenzo zami bezingabikwa kwabezindaba?

Uma usanqikaza, xoxa nomqondisi wakho. Ngokuvamile uyinsiza yakho engcono kakhulu futhi ujoyelene nemithwalo yemfanele yansuku zonke. Uma uzizwa ungakhululekile ukuba uphakamise inkinga kumqondisi wakho, noma uma uphakamisa isikhalo bese inkinga ingaxazululwa, nazi ezinye izinsiza ezitholalalayo:

- Omunye umphathi kwinhlangano yakho, isifunda noma umkhakha;
- Umnyango Wezisebenzi noma i-Ombuds (ikakhulukazi ngezinkinga zendawo yokusebenza ezifana nesinxephezelo, izinzuzo, ukujeziswa noma ukukhushulwa);
- Abaphathi bendawo noma isici (njenge Khwalithi noma Abahlinzeki Abaningi)
- Umnyango Womthetho; kanye
- Nehhovisi Lokulalela kanye Nokuziphatha.

Indlela Yokuxhumana Nehhovisi Lokuziphatha kanye Nokulalela

Ngokuvumelana nemithetho yendawo, noma yimuphi umuntu angase abuze umbuzo ngokukhululekile noma ngokuyimfihlo noma abike noma isiphi isikhalo sokuziphatha noma ukwephula umthetho okungase kube khona noma okwenzekile, kuhlanganise noma iyiphi indaba yokubala, izimali, intela noma enqabela ukufumbathisa, kwiHhovisi Lokulalela kanye Nokuziphatha nganoma iziphi izindlela ezilandelayo:

- **Iposi** — Thumela iposi ku:
VP, Ukuziphatha Nokulalela
Inhlangano ye-Eaton
1111 Superior Ave.
Cleveland, Ohio 44114 USA
- **I-Imeyli** — Thumela i-imeyli ku Ukuziphatha@eaton.com noma sebenzisa amafomu ewebhu atholakala kwiwebhusayithi Yokuziphatha Komhlaba Wonke afinyeleleka nge-JOE (i-intranethi ye-Eaton) noma iwebhusayithi yangaphandle ye-Eaton.
- **Ucingo** — Xhumana Nolayini Wosizo Wobuqotho Bezezimali kanye Nokuziphatha ngokushayela 800.433.27774 kusuka e-U.S. kanye nase-Canada. Kusuka kwamanye amazwe, shayela inombolo ekwiphosta yakho yasendaweni Yokuziphatha noma kwiwebhusayithi Yokuziphatha Emhlabeni Wonke e-JOE. Ulayini Wosizo inombolo yamahhala, futhi umeleli wezilimi ezahlukene uyatholakala amahora angu-24 ngosuku izinsuku ezingu-7 ngeviki.
- **Usizo lwezilimi ezahlukene** — Uma ukhetha, ungasebenzisa ulimi lwakho lwendabuko ukubhala isikhalo sakho kweyodwa yamakheli angenhla, sizobe sesihumusha incwadi noma i-imeyli yakho.

Yini okumele uyilindele lapho uxhumana Nehhovisi Lokulalela kanye Nokuziphatha

Noma iyiphi indlela oyikhetayo ukuthumela umbiko wakho, isikhalo noma umbuzo, okulandelayo yilokho ongakulindela:

- Umbiko wakho, isikhalo noma umbuzo uzothathwa njengongathi sina futhi uzophathwa ngokushesha, ngokuyimfihlo futhi ngendlela efanele.
- Izinsizakalo zokuhumusha zizonikezwa uma uzidinga.
- Noma yimuphi umbiko nomwa isikhalo osiphakamisayo sizophenywa noma, uma kufanelekile, sizodluliselwa Kumnyango Wabasebenzi noma enye ishaneli yezinsiza zangaphakathi ukuthola impendulo noma ukulandelela. Uphenyo luzokwenziwa ngokushesha.
- Ubuqu bakho buzogcinwa buyimfihlo ngokwezininga eligcwele kangangokunokwenzeka ngenkathi kuvunyelwa uphenyo olufanelekile.
- Ukwaziswa okumayelana nombiko kanye nophenyo buzogcinwa ngokuvumelana nemithetho efanele futhi kutshelwe kuphela abantu abafanele ukwazi lokho kwaziswa.
- Ngokukhetha kwakho kanye ngokuvumelana nemithetho yendawo, ungahlala ungaziwa. Uma uhlala ungaziwa, indawo yakho noma inombolo yakho yocingo ngeke ibonakale noma itholwe. Kodwa, noma kunjalo, kuzokwenza kube nzima ngathi ukuba siphenye okucatshangelwayo futhi sixazulule zonke izikhalo zakho.
- Ukwephula okungase kwenzeke noma ukungaziphathi kahle, uma kungokwezininga eliphakeme, kuzoxazululwa ngesinyathelo esisheshayo futhi esifanelekile. Uma kufanelekile futhi sinayo iminingwane yokuxhumana nawe, sizokwazisa ngesixazululo esithathiwe.

Ayılkho imprinidisele



I-Eaton ngeke ivumele impindiselo ngokumelene noma ekujeziseni umsebenzi ngokwezinjongo ezinhle ophakamise isikhalo, wenza umbiko noma wasiza ekuqhubeni uphenyo lombiko. Noma yimuphi umsebenzi ophindisela omunye ngokwenza umbiko noma ngokusiza ngokuqhuba uphenyo angase ajeziswe, kuze kufinyelele ekuxoshweni. Uma uzwa sengathi uphindiselwe ngenxa yokwenza umbiko noma ukusiza ngokuphenya ukuziphatha, xhumana nomqondisi wakho, Umnyango Wabasebenzi noma umsizi kamangameli, Ukulalela kanye Nokuziphatha, ngokushesha. Noma yimuphi umsebenzi osebenzisa ngokunomya Ulayini Wosizo ukubika ukwaziswa okwamanga angase ajeziswe, kuze kufinyelelwe ekuxoshweni.

Imibuzo

- U. Ikhodi Yethu ithi izisebenzi ngeke ziphindiselwe ngokwenza umbiko ngokwezinjongo ezinhle. Kusho ukuthini ukuthi ngokwezinjongo ezinhle?**
- I.** Abasebenzi zenza ngokwezinjongo ezinhle lapho zikholelwa ukuthi zinikeza ukwaziswa okuyiqiniso lapho benza umbiko. Ngamanye amagama, banezinjongo ezinhle futhi nezinhloso eziyiqiniso. Akusho ukuthi kumele babe abaqinisele. Uma ungaqiniseki ukuthi kumele yini wenze umbiko, buza umqondisi wakho noma Ihhovisi Lokulalela kanye Nokuziphatha ukuthola usizo.
- U. Ngikhathazekile ngokuthi othize uzosebenzisa Ulayini Wosizo ukungiqambela amanga. Kungani sithatha imibiko eyimfihlo njengengathi sina kangaka?**
- I.** Yonke imibiko eyenziwa Ngolayini Wosizo ithathwa njengengathi sina. Izisebenzi zidinga insiza ethembekayo phakathi nezikhathi lapho bengazizwa bekhululekile ukuba baziveze, njengalapho kwenzeka indaba ihlanganise umqondisi wabo. Noma kunjalo, umsebenzi osebenzisa Ulayini Wosizo ngokunonya ukubika ukwaziswa okwamanga angase ajeziswe, kuze kufinyelele ekuxoshwenin.
- U. Ngibike indaba engathi sina kwiHhovisi Lokulalela kanye Nokuziphatha, kodwa akekho osangithintile ngalokho okwenzekile. Kungani kunjalo?**
- I.** Uma wenza umbiko ngokuyimfihlo, kungase kwenzekwe singazi ukuthi sikuthintela kanjani. Uma kwenzeka sikuthintela, singase sibe nomkhawulo walokho esingakutshela kona mayelana nemiphumela ngenxa yobumfihlo noma okunye ukucatshangelwa okuyimfihlo. Uma kubalulekile kuwe, shayela Ulayini Wosizo ukuthola ukuthi indaba isixazululiwe na.
- U. Uma nginesikhalo, ingabe kumele ngisiphakamise nomqondisi wami noma omunye umphathi wendawo ngaphambi kokuba ngishaye Ulayini Wosizo noma ngixhumane Nehhovisi Lokulalela kanye Nokuziphatha?**
- I.** Ngokufiselekayo, umphathi wakho noma omunye umphathi wendawo usesimweni esingcono kakhulu sokukusiza ngesikhalo sakho. Noma kunjalo, awudingekile ukuba ukhulume nomphathi wakho kuqala noma ulandele imiyalo eminingi ngaphambi kokuba usebenzise Ulayini Wosizo noma uxhumane Nehhovisi Lokulalela kanye Nokuziphatha.



Ukwaziswa okucacile kwezwe

Kuso sonke lesi siqondiso sibhekisele Kulayini Wosizo njengenye yezinsiza eziningi ongayisebenzisa ukuthola iseluleko noma ukubika ukuziphatha okubi noma ezinye izimo ezingase zephule umthetho noma Ikhodi yethu Yokuziphatha noma ezingase zingqubuzane nezimiso zethu. Awudingekile ukuba usebenzise Ulayini Wosizo ukubika izikhalo zakho.

Empeleni, eminye imithetho yendawo inomkhawulo wezinkinga ongase uzibike Ngolayini Wosizo ezingase zihlanganise ezezimali, ukubala, okwamabhange, ezingqabela ukufumbathisa noma ezinye izindaba ezingathi sina; kungase kudingeke futhi ukuba uziveze kumeleli Wolayini Wosizo. Uma le mithetho isebenza kuwe, isaziso esicacile sezwe sihlanganisiwe kulesi siqondiso. Zonke izinkomba zokusebenzisa Ulayini Wosizo kulesi siqondiso kanye nezokuxhumana ezihlobene zingaphansi kwemikhawulo echazwe kuleso saziso. Uma unemibuzo, sicela uxhumane nomphathi Womnyango Wabasebenzi wendawo noma Ihhovisi Lokulalela kanye Nokuziphatha ukuthola incazelo.

Ihhovisi Lokuziphatha kanye Nokulalela

Ukubonisa ukuthi izimiso zokuziphatha ze-Eaton ezamanje futhi ezezinga eliphezulu, i-Eaton yenze ihhovisi lokwangamela kanye nokuphatha uhlelo lwayo lokulalela kanye nokuziphatha. Ihhovisi lingaphansi kokuqondiswa komsizi kamongameli, Ukulalela kanye Nokuziphatha, kanye nokuqondiswa lkomiti Ebusayo Yebhodi Labaqondisi. Leli hhovisi lincike ngaphansi kokuzimisela kanye nokusekelwa kwabo bonke abasebenzi, abaphathi kanye nabaholi abaphezulu ukuqinisekisa ukuthi ukuziphatha kanye nezimiso ze-Eaton zihlanganiswa ekuqhutshweni kwebhizinisi ngazo zonke izikhathi emhlabeni wonke.



Phakathi nemisebenzi kanye nemithwalo yemfanelo yaleli hhovisi kukhona:

- Ukusekela abaphathi ukuba benze ukuqeqeshelwa ukuziphatha okusebenzayo, okufanele futhi okucabangelana nayo kanye nezokuxhumana kubasebenzi;
- Ukunikeza kanye nokwangamela ukulalela kokuqeqesha kanye nezokuxhumana;
- Ukuhlola njalo kanye nokuhlela kahle ngokubaluleka izingozi zokungavumelani kahle nemithetho kanye nezinqubo mgomo ze-Eaton kanye nokugada imisebenzi ukulawula lezi zingozi;
- Ukugada kanye nokuhlola uhlelo lokuziphatha kanye nokulalela kanye nokuhlola ngezikhathi ezithize ukusebenza kohlelo;
- Ukuphatha kanye nokuthola izinkinga zokuziphatha kanye nokulalela kanye nokubika okufanelekile okuyinhloko;
- Ukunikeza isiqondiso sezinkinga ezihlanganayo kanye nokubalukile
- Ukunikeza amashaneli okubika ayimfihlo abasebenzi kanye namalungu angaphandle ukuphakamisa izikhalo zabo kanye nokubika ukuziphatha okubi kanye nokwephula umthetho, izinqubo mgomo noma Ikhodi Yokuziphatha.
- Ukuphatha imibiko ngoLayini Wosizo.
- Ukongamela uphenyo lokuziphatha kanye nokuguqula uhlelo lokulalela kanye nokuziphatha uma kudingekile; kanye
- Nokuhlangana njalo Namakomiti Okuhlela kanye Nokubusa Ebhodi Labaqondisi ukubika izinkinga ezimayelana nokuziphatha kanye nokulalela kanye nesimo sohlelo.

Indlela Yokuxhumana Nehhovisi Lokuziphatha kanye Nokulalela

Ngokuvumelana nemithetho yendawo, noma yimuphi umuntu angase abuze umbuzo ngokukhululekile noma ngokuyimfihlo noma abike noma isiphi isikhalo sokuziphatha noma ukwephula umthetho okungase kube khona noma okwenzekile, kuhlanganise noma iyiphi indaba yokubala, izimali, intela noma enqabela ukufumbathisa, kwiHhovisi Lokulalela kanye Nokuziphatha nganoma iziphi izindlela ezilandelayo:

- **Iposi:**
VP, Ukuziphatha Nokulalela
Inhlangano ye-Eaton
1111 Superior Ave.
Cleveland, Ohio 44114 USA
- **I-Imeyili:** Ethics@eaton.com
- **Kwi-Inthanethi:** www.eaton.com/ethics
- **Ucingo:** Ulayini Wosizo umahhala, futhi abasizi bezilimi ezahlukene batholakala amahora angu-24 ngosuku izinsuku ezingu-7 ngeviki. Uma izwe lakho lingekho lapha (noma uma uhlangabezana nezinkinga nezinzombolo ezingenzansi) sicela ubheke iphosta yokuziphatha yendawo noma iwebhusayithi Yokuziphatha Emhlabeni Wonke etholakala nge-JOE.

I- Austria*	0800.295.342
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I- United Kingdom	0808.234.9987
I- United States	800.433.2774

** Insizakalo yefoni ingase ingaxhumeke. Uma uhlangabezana nezinkinga, sicela udayele ngokusebenzisa ifoni yasendlini.

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