

WORKPLACE READINESS RECOVERY GUIDELINES

MAY 2020

Version 1



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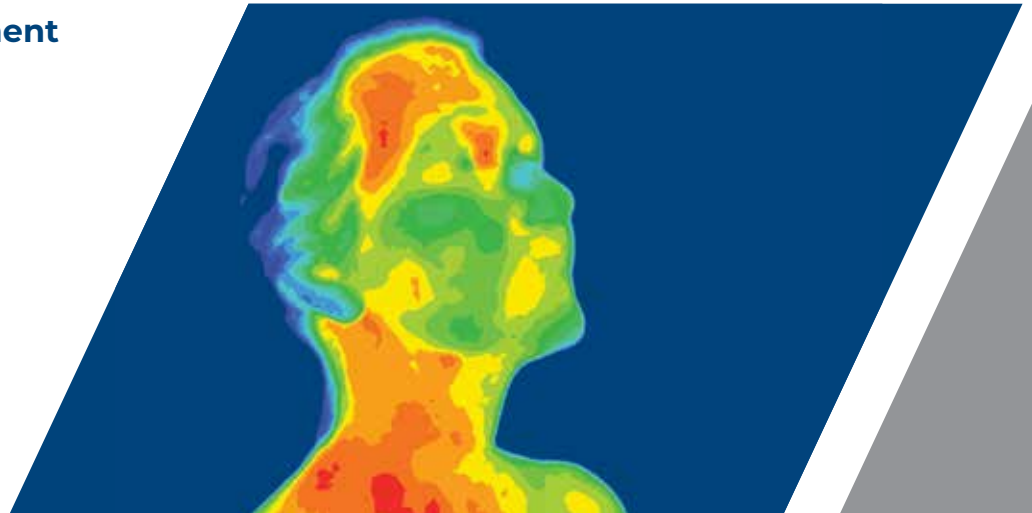
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Overview

GENERAL

Given the recent spread of COVID-19 to various parts of the world, including South Africa; the 21-day lockdown declared on 26th March 2020 and; the subsequent extension and move to risk-based levels, our focus now is on how to get our employees, visitors and workers/contractors safely back into the workspace. There are long-term impacts on the future of office space as we know it and through our research on best practice around the world, applicable laws and regulations, and discussions with our clients, we have developed this guideline to assist in reducing the risk of transmission of COVID-19 in office and work environments. As an employer of thousands of employees, we are committed to providing and maintaining (as far as is reasonably practical) a safe workspace where the risks to the health of our workers, customers, contractors, clients and the general public is reduced.

This guideline is not intended to act as a summary of the regulations, or offer legal or medical advice. We encourage you to refer to the full regulations for further direction and implementation.

KEY REQUIREMENTS

It is vital that the manufacturing, supply or provision of essential goods or services, as defined in the prevailing regulations contained in the Disaster Management Act, is consulted when considering the return of employees to the workplace. Given the recent state of disaster, it is understandable that employers and employees are feeling vulnerable. It is important to implement measures in the workplace that ensure employees feel valued and protected. Although the return to work will be gradual and phased, it is essential that all risks are considered and planned for. Changing employee behaviour, implementing new cleaning and hygiene routines, establishing social distancing, and implementing best practice from lessons learnt around the world is an important factor contributing to the successful reopening of any premises.

This document provides guidelines for the management of employees returning to work following the COVID-19 South African lockdown and is focused on the following key requirements:

- **Employer's Responsibilities:** policies for deciding who returns, employee communications and awareness posters, visitor policies.
- **Employee's Responsibilities:** reporting illness, working safely, obeying rules.
- **Routine Cleaning:** open doors, clean desk policy, cleaning common areas, cleaning schedules.
- **Social Distancing:** enforce physical distancing in the workplace, office spacing.
- **Maintenance Management:** natural ventilation, HVAC and heating, equipment checks.
- **Meetings:** meeting guidelines, ventilation, seating arrangements, attendance register records.



Employer's Responsibility

PREPARATION

Before employees return to a workspace that was vacated during the COVID-19 lockdown, managers and employees should complete a variety of checks, tasks, and assessments to mitigate any risks posed by potential hazards.

Observe the following:

- Conduct a workspace risk assessment that includes hazards relating to COVID-19 and transmission by an infected person to workers in the workplace and transmission of the virus by members of the public in buildings which the public has access to.
- Employers who employ more than 500 employees must submit a record of the risk assessment together with a health-and-safety policy.

COMMUNICATION

As organisations scramble to plan for the best way to bring large numbers of employees back to the workplace, everyone is looking for answers to make the transition as smooth and successful as possible.

A successful return to work depends on the ability of the employer to eliminate anxiety among employees by creating a safe workspace.

Observe the following:

- Inform employees, visitors, and workers/contractors of all workplace rules. Ensure all contractors induct their employees on all company requirements.
- Appoint a manager to address employee health-and-safety concerns and consult with the health-and-safety committee regarding hazards, risks and preventative measures to be taken.
- Discuss the level of workforce communication that will be needed before employees return to work and after. Consistent feedback to employees' concerns is of utmost importance.
- Agree and outline the responsibilities each department will take in communicating safety measures and processes that have been implemented to date.

- Ensure employees are aware of all HR policies and procedures for leave, illness relating to COVID-19, travel, risk assessments, and visitors' policies.
- Notify employees that if they have symptoms associated with COVID-19 they must take paid sick leave and not come to work.
- Install signs to inform visitors and employees of distancing rules, hand washing and sanitising, gathering, queuing at coffee stations and printer areas, and wearing of masks (where required) in public areas.

EMPLOYEE SAFETY

Observe the following:

- Conduct a PPE assessment to determine the type of PPE required per job task in the organisation. Regularly refer to updates from the National Department of Health, National Institute of Communicable Diseases and the National Institute for Occupational Health regarding PPE.
- Provide appropriate PPE (masks) and instruction on fitting, wearing, and using PPE as well as the safe removal, sanitising/washing, and disposal. Employees should receive a minimum of two cloth masks and as part of their PPE to use in the workplace and while travelling to and from work. Masks provided must comply with the guidelines issued by the Department of Trade, Industry and Competition.
- Provide employees with access to hand sanitisers (70% alcohol content), soap and clean water to wash their hands and disinfectants to sanitise their workstations and ensure there are sufficient quantities available based on the number of employees and visitors accessing the building.
- Provide employees who work away from the workplace (excluding home) and those who are required to interact with the public with hand sanitiser.
- Provide requirements and guidelines for hand washing and social distancing.
- Consider changes in working practices. Stagger times at which work is done or breaks are taken; restructure workflows to allow for social distancing to be implemented. Prepare for work rotation, shift systems, and remote working arrangements.

Follow all applicable safety practices, referring to existing health-and-safety regulatory requirements, policies, procedures, and risk assessments.

WORKPLACE HYGIENE

Encourage good personal hygiene and infection control practices when employees are in the workplace, specifically relating to the following areas:

Respiratory etiquette:

- Encourage covering coughs and sneezes with an elbow or tissue.
- Turn away from others when coughing or sneezing.

Hand hygiene:

- Promote frequent and thorough hand washing.
- Discourage the use or borrowing of other employees' phones, desks, offices, or equipment.
- Discourage the use of common areas inclusive of high frequency touch points such as kitchen equipment.
- Encourage sanitising before and after using printers and office equipment.
- Maintaining a clean workplace will assist in minimising risk to employees.
- No fabric toweling should be used for hand drying. Provide paper towels instead.

EMPLOYEE SCREENING

Encourage employees to report the following to their line manager or HR department:

- COVID-19 related symptoms.
- Having encountered anyone who has tested positive for COVID-19 or has exhibited COVID related symptoms.

Observe the following:

- Take measures to screen employees for symptoms of COVID-19. Symptoms to observe include fever, cough, sore throat, shortness of breath or difficulty breathing and redness of eyes.

- Implement a reporting process for employees to report on additional symptoms inclusive of the symptoms above. These include suffering with body aches, loss of smell or taste, nausea, vomiting, fatigue and diarrhea.
- Implement temperature checks for entry into the building.

EMPLOYEES WHO PRESENT COVID-19 SYMPTOMS

- These employees should not be permitted entry to the workplace.
- If already at work, then the employee must be isolated and provided with a surgical mask (or a mask which provides 95% filter performance such as the KN95).
- Arrangements must be made for the employee to be transported safely for a medical exam or to get tested for the virus without causing risk of exposure to others.
- Inform the Department of Health and the Department of Employment and Labour and provide support to contact tracing measures that may be required.
- Investigate the root cause of the infection. Review the risk assessment and update control measures and requirements.
- Disinfect the areas of exposure and communicate the exposure risk to all persons in the workspace that the employee in question encountered.
- Consult HR policies and place the employee on paid sick leave.
- Consider applying for an illness benefit in terms of the temporary Employer Relief Scheme or if there is evidence that the employee contracted the virus in the workplace, lodge a claim with the Compensation for Occupational Injuries and Diseases.

Employees' Responsibility

DUTY OF THE EMPLOYEE

Every site has policies and procedures that prescribe rules to be followed based on various laws, by-laws and regulations. It is the duty of employees to abide by all rules prescribed by the company. Failure to comply with rules will result in negative consequences for both employee and the company.

Prepare an induction communication for employees where they must acknowledge receipt and understanding. Only allow employees back on site once this is completed by the employee.

It is vital that employees comply with the following:

- Immediately report any situation which is unsafe or unhealthy to a line manager.
- Report an incident or near miss to a line manager.
- Take care of their own health and ensure the activities they perform does not negatively impact on the health of another person.
- Wash hands regularly using soap and water for 20 seconds or with alcohol-based hand rub (70% alcohol content) when opening doors or touching other public surfaces, use a paper towel.
- Obey health and safety policies and procedures.
- Continue to follow existing risk assessments and safe systems of work.

SITE ACCESS

Admission to the workplace is controlled by the employer and the employer reserves the right of admission.

Inform security of the company's protocol and requirements for visitors and employees entering the building. It is important that these requirements are adequately communicated, and proof of understanding is obtained.

Observe the following:

- Entry and exit to and from the site is only permitted through the main site entrance as indicated by the employer.
- Employees must ensure they have undergone induction training.
- Employees expecting visitors or contractors on site must ensure they have understood the company rules and requirements or that they have been inducted.
- No firearms, drugs or alcohol will be permitted on site.
- No unauthorised entry is permitted.
- Employees and visitors may be subjected to screening for the coronavirus. If an employee or visitor presents symptoms aligning with that of COVID-19, he or she will not be permitted into the building.



Routine Cleaning

REGULAR HOUSEKEEPING

In open work environments, increase the frequency of cleaning and disinfecting of touched surfaces, equipment, and other surfaces in the workplace:

- Kitchen Areas
- Vending Machines
- Bathrooms
- Meeting Rooms

When choosing cleaning chemicals, organisations should consult on products from approved lists from governing authorities, and reference disinfectant labels, data and specifications with claims against emerging viral pathogens.

CLEANING, DISINFECTING, AND SUPPLIES

- Make use of checklists to ensure adequate availability of cleaning chemicals, materials, and consumables.
- Ensure a material safety data sheet is available for all chemicals and adequate PPE is available.

- Make use of checklists to ensure cleaning equipment and tools are in good working condition.
- Ensure all contractors and cleaning staff complete refresher training on general cleaning and site-specific protocols.
- Treat all surfaces using approved disinfectants.
- Dispose of or clean and disinfect PPE in accordance with WHO or local regulatory requirements.

FREQUENTLY TOUCHED SURFACES

Provide disinfectant sprays or wipes adjacent to each touchpoint. Consider the following range of precautions to reduce infectious touchpoints:

- Place precautionary signage at light/power switches.
- Provide wall-mounted disinfectant dispensers.
- Provide whiteboard cleaning solution and disposable wipes adjacent to every board.
- Provide individual white marker pen sets or use signage to indicate white boards cannot be used.



Social Distancing

SPACE PLANNING

Make use of strategic space-planning solutions to reduce person-to-person contact to prevent the spread of the virus.

Observe the following range of precautions and social-distancing measures:

- Maintain social distancing of at least 1.5 to 2 meters; conduct regular counts of occupants per floor.
- Increase space between desks. Add desks to spaces previously used for group activities (convert training/meeting rooms).
- Consider using physical barriers between workspaces or increase the height of existing barriers to at least 153 cm.
- Supply PPE where necessary and as per job specification and risk assessment where physical barriers are not in place e.g. the use of face shields for receptionists.
- Specify seat assignments for employees to ensure minimum work distances.
- Reduce the capacity of spaces, e.g., remove some chairs from large meeting rooms.
- Prohibit shared use of small rooms by groups and convert to single occupant use only.

SIGNAGE

- Tape arrows on the floor to indicate direction. Create one-way paths, clockwise paths through the workspace.
- Tape safe-distance queuing markers near copiers or in other common areas.
- In conference rooms, after removing every other seat, put tape markers on floors to indicate safe 1.5m to 2m clearances between seats.

TRANSPORTATION AND COMMUTING

Promote safe and healthy ways to commute to and from the workplace. Suggestions for public transport might include:

- Avoiding overcrowded public transportation.
- Wearing face masks and other PPE.

- Maintaining a safe distance from other passengers.
- Using hand sanitiser when entering and exiting.
- Recording travel to and from sites and meetings.

RECEPTION

Use guidelines and recommendations to control building entry and exit and promote ongoing safety and precautionary measures at those points. These might include the following:

- Hand sanitiser at doorways both inside and outside.
- Temperature screening.
- Floor markings for safe distancing for any queues or waiting areas.
- Trained reception personnel.
- Encourage visitors to carry their own pens with them. Reception to have multiple sanitised pens available for visitors who do not have their own pens. Visitors are to sanitise their hands before and after using a pen. Pens must then be sanitised and placed in a pen box.
- Glass screens between guests and reception personnel or appropriate PPE for receptionist.
- Disable/decommission/remove registration kiosks/touchscreens/biometrics or make them COVID-19 proof.
- Disposable sticker security tags rather than recycled clips or lanyards.
- Ensure visitors are aware of company requirements and enter with required fabric face masks.
- Install signage at multiple, relevant locations that are visible to visitors.

ELEVATORS

Methods for managing the use of elevators might include the following:

- Instructional signage displaying healthy elevator use, including passenger limits and safe distances in the carriage.
- Ensure on-going cleaning of high-touch surfaces like elevator panels / buttons.
- Safe distance signs and markings for queuing.

Maintenance Management

WORK ENVIRONMENT AND INFRASTRUCTURE INSPECTION

The physical condition and operation of equipment and services supporting the building should be inspected and assessed:

- Mechanical, HVAC, and water systems
- Potable water: flush faucets
- Ensure open site drains are inspected

Specific system actions may be required to restart systems after a prolonged shutdown. Sites may determine the necessity for each of these items based on length of shutdown and condition as inspected. Refer to maintenance procedures.

VENTILATION

- Keep workspaces well ventilated.
- Have an effective local extraction ventilation system with high-efficiency HEPA filters where practical.
- Ensure filters are cleaned and replaced by a trained and competent person and in line with the manufacturer's recommendations.

INSPECTIONS, CLEANING, DISINFECTING AND SUPPLIES

Observe the following:

- Perform fire extinguisher checks required by respective laws or local regulations.
- Clean and sanitise all surfaces within the area including high-touch areas (fixtures, light switches, appliance handles and buttons); sanitise all appliances.
- Plug in, turn on appliances and check operation of each appliance.
- Remove and dispose of any spoiled or expired products.
- Reset pest control to normal operational frequency.
- Flush toilets to fill p-trap and pour water in floor drains.
- Turn on supply water to appliances where required and necessary.
- Provide additional hand sanitiser, surface disinfectant wipes and tissue in workspace areas, meeting rooms, elevator lobbies and high traffic common areas.
- Sanitise all workspace areas, including offices, conference rooms, breakrooms, cafeterias, restrooms, and other areas.
- Review self-cleaning technology for high-touch surfaces and applications for tablets and screens.
- Place signage in the workspace and common areas promoting worker safety by emphasising basic infection prevention measures, including posting hand-washing signs in restrooms.
- Ensure adequate stock of toilet paper, paper towels, etc.
- Obtain and store enough supply of all required PPE at the time of reopening.



Meetings

MEETING ETIQUETTE

Remote working has been trending these past few weeks and has changed the way we work. With technological advancements, one no longer has to meet physically. That said, meetings should, as far as reasonably practical, be avoided. However, if a face-to-face meeting is unavoidable, observe the following:

- Prior to commencing with a meeting, check and follow the advice from Government.
- Communicate the company requirements to all potential visitors in advance prior to the meeting taking place.
- Visitors should ensure they carry their own stationary with them.
- The meeting time should be for a minimum period, in a large meeting room and participants should sit at least 1.5 to 2m from each other, if possible.
- Unless there is an absolute need for privacy, leave office and conference room doors open to reduce touching of door handles.
- Pre-order enough supplies and materials, including tissues, hand sanitiser and closed bins to dispose of waste.
- Make sure all organisers, participants, caterers and visitors at the event provide contact details. State clearly that their details will be shared with health authorities if any participant becomes ill with a suspected infectious disease.
- Encourage regular hand washing or use of an alcohol rub by all participants at the meeting or event.
- Encourage participants to cover their face with the crook of their elbow or a tissue if they cough or sneeze.
- Provide contact details or a health hotline number that participants can call for advice or to give information.
- Open windows and doors whenever possible to make sure the venue is well ventilated.

Conclusion

The recommendations in this guideline represents the current thinking on best practices from research conducted by Tsebo and is based on prevailing OHS COVID-19 directives on health and safety in the workplace. The respective corrective actions are to be considered. Although there may be more requirements later due to changes in legislation and learnings from other companies and individuals, the guideline in this document provides a good start.

Tsebo has provided as summary which can be viewed in the cornerstones of workplace readiness publication. Also included in this guideline are a few posters that can be used.

REFERENCES

- COVID-19 Occupational Health and Safety measures in Workplaces COVID-19 (C19 OHS), 2020
- http://www.treasury.gov.za/comm_media/press/2020/Annexure%20B%20-%20Recommended%20Guidelines%20Fabric%20Face%20Masks%20RSA%20DTIC.pdf
- <http://www.labour.gov.za/DocumentCenter/Publications/Occupational%20Health%20and%20Safety/COVID-19%20Guideline%20Mar2020.pdf>
- <https://www.gov.za/documents/compensation-occupational-injuries-and-diseases-act-compensation-occupationally-acquired-0>
- <https://www.gov.za/documents/disaster-management-act-amended-covid-19-temporary-employee-employer-relief-scheme-8-apr>

Cornerstones of Workplace Readiness

CORNERSTONES OF WORKPLACE READINESS

Employees' Responsibilities

- Report if situation is likely to present a danger in the workplace. Self-isolate or report illness to manager, when necessary.
- Wash hands regularly with soap and water for 20 seconds or use an alcohol-based sanitizer (70 %) after opening doors or touching other public surfaces. Consider using a paper towel when required to open doors.
- Obey health-and-safety policies and procedures.
- Continue to follow existing risk assessments and safe systems of work.
- Always flush a toilet with the lid closed to prevent the propagation of particles.
- All employees must wear their own reusable and washable mask as prescribed by government when entering the work premises.
- Follow the protective masks protocol guidelines.
- Maintain a clean desk by wiping the surface regularly.

Employer's Responsibilities

- Place posters that encourage staying home when ill, how to follow cough and sneeze etiquette, how to sustain hand hygiene. Put up at the entrance to the workplace and in other areas where they will be noticed.
- Disable any touch screens in the buildings and consider alternatives.
- Provide workers with tissues and line waste bins with a plastic bag so that they can be emptied without any contact with contents.
- Provide enough soap and water in the workplace, and alcohol-based disinfectants in multiple locations and common areas to encourage hand hygiene.
- Remove shared foods, beverages and free issue provisioning and replace with single servings where possible.
- Brief the workers, contractors and customers that anyone with even a mild cough or low-grade fever (37.3 °C or more) needs to stay at home. They should also stay home (or work from home) if they needed to take OTC medications, such as paracetamol, ibuprofen or aspirin, which may mask symptoms of infection.
- Provide the necessary PPE to employees. Identify tasks that require specific PPE that needs to be issued by the company (e.g. masks, goggles, gloves, face screens, etc.)

- Give awareness training to employees on COVID-19 and on specific company requirements.
- Update emergency evacuation, risk assessments and business continuity plans and communicate these to all staff members.
- Implement thermometer screening and follow isolation procedures.

Routine Cleaning

- Routinely clean and disinfect all frequently touched surfaces in the workplace, such as workstations, counter tops, telephones, keyboards, desks, tables and door handles. Use the cleaning agents that are typically used in these areas and follow the directions on the label.
- Provide disposable wipes so that commonly used surfaces (e.g. door knobs, keyboards, remote controls, desks) can be wiped down by workers.
- Minimize possible movement of individuals between work stations, and where work spaces are shared make sure there is thorough cleaning between use (e.g. avoid 'hot' desks and instead allocate designated desks).
- Clean work vehicles appropriately between transport of different passengers or shifts.

Social Distancing

- Social distancing of at least 2 metres should be adhered to. Avoid person-to-person contact such as shaking hands.
- Avoid meeting people face-to-face. Employees are encouraged to use telephone, online conferencing, email or instant messaging to conduct business as far as possible, even when participants are in the same building.
- Avoid unnecessary travel for business or pleasure.
- Do not congregate at work in meeting rooms, copier areas or other areas where people socialize, both inside and outside.
- Eat at your desk away from others.
- Apply changes to minimize contact. Use physical barriers, markings on the walls or floors or altering placement of equipment or seating (e.g. a screen between staff and customers, and tape markings on the floor to show the 1.5 to 2 metres required distance). Consider back-to-back seating and markings to encourage clockwise movement throughout the building.
- Consider changes in working practices. Stagger times at which work is done or when breaks are taken, and restructure work flows to allow for social distancing to be implemented.

- If using public transport, try to avoid busier travel times to ensure that one can practice social distancing.
- Consider installing temporary screens at reception and at work desks by raising the lower desk panel height with at least 153 cm.

Maintenance Management

- Follow air circulation HVAC and heating systems best practice guidelines.
- Open windows more often than usual, even if it may compromise thermal comfort, especially in rooms that was previously used by third parties.
- Keep the ventilation on, even at a low rate.
- Maintenance personnel should wear masks, goggles and gloves to replace ventilation filters, since it can be reservoirs for the virus. Always assume, even in normal public health situations, that the filters have potentially contagious microbial material.
- All filters must be stored in sealed bags.
- Clean relevant equipment with approved products.

Meetings

- Remove high-touch shared tools such as whiteboard markers and remote controls.
- Check and follow advice from Government.
- When a face-to-face meeting is unavoidable, the meeting time should be quick. In a large meeting room, participants should be seated at least 2 metres away from each other, if possible.
- Pre-order sufficient supplies and materials, including tissues, hand sanitizer and closed bins to dispose of waste.
- Make sure all organizers, participants, caterers and visitors at any event provide their contact details. State clearly that their details will be shared with health authorities if any participant becomes ill with a suspected infectious disease.
- Encourage regular hand washing with soap and water, or the use of an alcohol-based sanitizer.
- Encourage participants to cover their face with the crook of their elbow or to use a tissue when coughing or sneezing.
- Provide contact details or a health hotline number that participants can call for advice, or to convey information.
- Open windows and doors whenever possible to make sure the venue is well ventilated.

What to do if you suspect you are infected

- Remain calm, don't panic.
- Inform your manager and HR department.
- Self-isolate and contact your doctor for further medical advice.
- If you are ill, don't undertake work commitments – rest and take care!
- Any workers who develop flu-like symptoms (e.g. cough, shortness of breath, fever) should go home immediately and contact the public health service. If there is any reason to suspect that they may have been in contact with COVID-19, follow the measures described in 'WHAT TO DO IF YOU FEEL SICK'.

**CORONAVIRUS OUTBREAK 24-HOUR EMERGENCY
HOTLINE NUMBER: 0800 029 999**

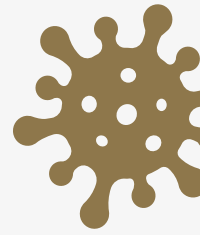
Resumption of Services: Workplace Readiness

- Use the premises' checklist and determine whether the building is in a suitable condition for people to return to the office.
- Ensure all corrective actions are implemented from the checks performed prior to employees entering the building.
- Notify all suppliers and contractors regarding the company's back-to-work plan.
- Ensure all cleaning contractors have approved chemicals and cleaning schedules in place.
- Keep an inventory of all items to ensure all consumables are available.
- Ensure all health-and-safety signage and awareness posters, including social distancing guidelines, are visible to employees.
- Ensure compliance with all laws and regulations, including landlord requirements.
- Notify and communicate to employees the company's strategy to resume services, and update them on all safety protocols that will be implemented.

Awareness Posters

CORONAVIRUS

WHAT YOU NEED TO KNOW



HOW IT SPREADS

Human Coronaviruses most commonly spread from an infected person to others through:



Coughing and sneezing



Touching an object or surface with the virus on it, then touching your mouth, nose, or eyes before washing your hands



Rarely, fecal contamination

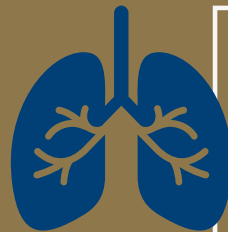


Close personal contact, such as touching or shaking hands



SYMPTOMS

- ✓ Cough
- ✓ Short of breath
- ✓ Fever
- ✓ Sore throat
- ✓ Headache
- ✓ Runny nose



TAKE CARE

For those with a weakened immune system, older people, and people with pre-existing medical conditions (such as diabetes and heart disease) are more at risk of developing a severe disease, e.g. pneumonia or bronchitis.

RISK REDUCTION

There are currently no vaccines available to protect you against coronavirus infection.

TRANSMISSION IS REDUCED THROUGH:

- Avoiding close contact with people suffering from acute respiratory infections
- Frequent handwashing, especially after direct contact with ill people or their environment
- Avoiding unprotected contact with farm or wild animals
- People with symptoms of acute respiratory infection should practice cough etiquette, e.g. cough into elbow, sneeze in tissue and throw tissue in bin.

If you are mildly sick, keep yourself hydrated and monitor your symptoms closely. If your symptoms deteriorate, see your healthcare provider OR request/inform your Compliance Officer. Be sure to keep your manager/supervisor informed at all times.

CORONAVIRUS

PREVENTATIVE MEASURES

THINGS TO DO



DO wash and sanitise your hands frequently



DO cough and sneeze into a bent elbow or tissue, discard tissue immediately



DO ensure food, including eggs, are thoroughly cooked



DO utilise video conferencing and teleconferencing for meetings when possible



DO report any symptoms especially high fever (above 38°) coughing, shortness of breath and joint pain

THINGS TO AVOID



AVOID close contact with sick people or people who have travelled to infected countries



AVOID touching your face and shaking hands when greeting



AVOID cross contamination between raw and cooked products



AVOID raw meat, fish and unpasteurised dairy



AVOID travelling if you are sick and travelling to infected countries

CORONAVIRUS HOTLINE: 0800 029 999

ANONYMOUS TIP-OFFS

If you know or suspect any health, safety and/or environmental concerns you can contact our tip-offs anonymous hotline

Call us 24 hours a day, 365 days a year!

SA Free Call: **0800 00 33 17**
Email to: tsebo@tip-offs.com
International Toll Free SMS: **+27 (0)72 014 4445**

CORONAVIRUS

WHAT TO DO IF YOU FEEL SICK OR CONTRACT CORONAVIRUS (COVID-19)



1

STAY HOME EXCEPT TO GET MEDICAL CARE

CONTACT YOUR LINE MANAGER: If you stay at home due to feeling sick or showing symptoms related to Coronavirus.

AVOID PUBLIC TRANSPORTATION: Avoid using public transportation, ride-sharing, or taxis if possible.

SEPARATE YOURSELF FROM OTHER PEOPLE IN YOUR HOME

HOME ISOLATION: Stay in an isolated room in your home and avoid contact with others.



2

3



CALL AHEAD BEFORE VISITING YOUR DOCTOR

CALL AHEAD: Before your medical appointment, call the doctor's office and tell them you have or may have COVID-19. This will help the office protect themselves and other patients.

CALL HOTLINE: Call the coronavirus hotline if you suspect you have the virus and need assistance from a medical practitioner (0800 029 999) and remember you need to isolate yourself first.

WEAR A FACEMASK IF YOU ARE SICK

IF YOU ARE SICK: You should wear a facemask when you are around other people and before you enter a healthcare provider's office.

IF YOU ARE CARING FOR OTHERS: If the person who is sick is not able to wear a facemask then caregivers who enter the room of the sick person should wear a facemask. Visitors, other than caregivers, are not recommended.



4

5



AVOID SHARING PERSONAL HOUSEHOLD ITEMS

DO NOT SHARE: Dishes, drinking glasses, cups, eating utensils or towels with other people in your home.

WASH THOROUGHLY AFTER USE: After using these items, wash them thoroughly with soap and water or put in the dishwasher.

HOW TO DISCONTINUE HOME ISOLATION

TO DETERMINE IF YOU ARE STILL CONTAGIOUS, YOU CAN LEAVE HOME AFTER THESE THINGS HAVE HAPPENED: You no longer have a fever (without the use of medicine that reduces fevers)

AND
Other symptoms have improved (for example, when your cough or shortness of breath have improved)

AND
You have received two negative tests in a row, 24 hours apart and your doctor has cleared you.



6

This poster has been developed for educational purposes and is correct at the time of publication. It is not a substitute of professional medical advice. Should you have any questions or concerns refer to: www.nicd.ac.za



PROTECTIVE FACE MASKS

NEW UNIFORM STANDARD FOR IMMEDIATE ADOPTION



MASK WASHING GUIDELINES

- Wash the mask as soon as possible after use
- Wash thoroughly for 30 seconds with soap and hot water (hot enough to tolerate)
- Rinse thoroughly and place to dry
- If possible, iron the mask to further disinfect

HOW TO USE/WEAR YOUR MASK

- Wash hands **before** applying and **after** removing the mask
- **Never** touch the mask or your face while wearing it
- Place mask with correct side facing your nose and mouth, covering both
- Secure firmly to your head, it must fit well and not move
- Once the mask is on, **DO NOT TOUCH YOUR FACE**
- After removing, fold inside out and place in a safe container
- Wash your hands thoroughly



IMPORTANT NOTE: MASKS MUST BE WORN IN CONJUNCTION WITH HANDWASHING, SOCIAL DISTANCING AND OTHER RESPONSIBLE COVID-19 PREVENTATIVE MEASURES.

These guidelines have been developed for educational purposes and is correct at the time of publication. It is not a substitute for professional medical advice. Should you have any questions or concerns refer to the SA corona virus website www.sacoronavirus.co.za or a registered medical practitioner.

WASH HANDS 8 STEPS

DISINFECTION AND APPROPRIATE WASHING OF THE HANDS

Wet hands and forearms. Wash with 5ml alcohol based preparations or antiseptic detergent using the following procedure, each step consisting of five strokes backwards and forwards. **Please remember to close tap when lathering your hands to conserve and save water.**



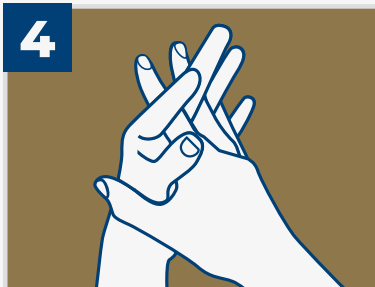
1
Lather hands, cover all areas.



2
Make a fist and turn it, washing the middle of each hand.



3
Put the fingers together in a point and wash in middle of hands.



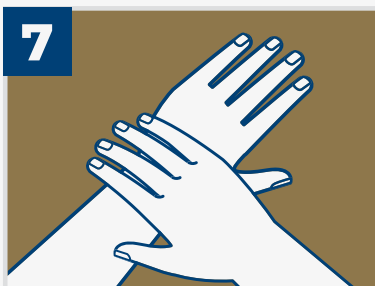
4
Fold fingers together and wash bottom of fingers.



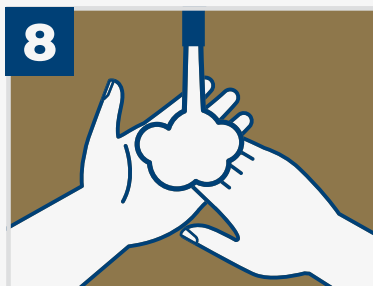
5
Place one hand on top of other and wash between fingers and back of hands, repeat other hand.



6
Wash the thumb inside and the top of the index finger.



7
Wash wrists.



8
Rinse hands under running water.



Soap contact whilst washing hands for 20 seconds following the 8 steps.

CORONAVIRUS

ISOLATION GUIDELINES

These guidelines apply to:

- Tsebo staff who have tested positive for COVID-19; and/or
- Tsebo staff who have come into contact with someone who may have tested positive, or who has tested positive for COVID-19.

You are expected to follow the guidelines below. COVID-19 is a notifiable disease and anyone who fails to self-isolate or go into quarantine will face criminal as well as disciplinary charges.

Guidelines for Self-Isolation:

- **Stay at home.** Only go out if you need medical care.
- If you have tested positive, or come into contact with a person who tested positive, remain in isolation until the end of your isolation period. Even if you feel better, do not go out of isolation until the end of your isolation period.
- Do not go to work or visit public places like malls or grocery stores.
- Avoid using public transportation.
- Keep a distance of one-and-a-half to two metres from family members.

Further Guidelines:

- Monitor symptoms such as fever, cough, sore throat, shortness of breath, body pains, diarrhoea, loss of taste and headaches.
- Should you develop symptoms, inform your manager.
- If you are sharing a bathroom, clean the entire washroom with soap and disinfect with one-part bleach and four-parts water after every use.
- Have family or friends do grocery shopping for you and drop it off outside your door, or use online deliveries if possible.
- Keep clothes and bed linen clean, wash frequently with soap and water and iron after washing.
- If you live with other people, try to create a 'sick room' where you can isolate or if this is not possible, create an area at least two to three metres away from others.
- Keep the area ventilated if possible. If a fan is available, point it towards one window and keep another window open to help increase the air exchange in the room.
- If you cannot isolate at home, contact your regional HR Department who may refer you to a community-based isolation facility.

Guidelines for Social Distancing:

- Avoid public spaces such as malls, the workplace, social events as well as recreational areas where people usually gather.
- Avoid handshakes, hugs and other forms of direct contact.
- Keep a distance of at least one-and-a-half to two metres from others.
- Wear a mask at all times. Do not leave your place of isolation until the end of your isolation period, then continue to wear your mask.
- Wash hands regularly with soap and water for at least 20 seconds.
- Clean and disinfect shoes prior to entering your home.

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We are
all in this
together.



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a TSEBO solution