

CORONAVIRUS PLAN OF ACTION

GUIDELINES AND INITIAL POLICY CONSIDERATIONS

The outbreak of COVID19 is impacting most companies across the world and in South Africa, which requires us to meet this threat, to adapt and do everything we can to minimise and stop the spread of contagion.

Our first priority is the wellbeing of all stakeholders, including but not limited to our customers, employees, contractors and suppliers. All of our efforts are focused to ensure their wellbeing, so that we can provide good and continued service to our customers and ultimately ensure the continued financial stability of our business, for the benefit of all.

As the situation evolves, we will update our communication to all stakeholders, aiming at transparency and information.

One of the most important aspects, is to remain calm and support each other. More than at any other stage, teamwork is important. As a company, we will provide leadership, but invite all positive input from all stakeholders. As highlighted by our President, this virus speaks to every South African. United we are strong. As individuals we will be a lot weaker in our efforts to deal with the situation.

Herewith a first communication to gain a better understanding of the virus, preventative action and the immediate impact on the workplace.

What is Coronavirus

Coronaviruses are a large family of viruses found in both animals and humans, of which the current strain is one (COVID-19). Some infect people and are known to cause illness ranging from the common cold to more severe conditions. Corona virus (2019-nCoV) was identified in December 2019, causing pneumonia in a cluster of people in the city of Wuhan, China. It is a highly contagious virus. The infection has since spread to other countries in the world, including South Africa.

Spreading

COVID-19 spreads very quickly from a person who has contracted the disease to others through:

- the air, after coughing or sneezing and even while talking to each other
- close personal contact, such as when shaking hands or touching others
- touching an object or surface on which the virus is found, then - [before washing the hands](#) - touching the mouth, nose, or eyes
- rarely, faecal contamination.

Symptoms may include:

- + Runny nose
- + Headache
- + Cough
- + Sore throat
- + Fever
- + Difficulty breathing
- + A general feeling of being unwell, including body aches.

The Company's responsibility

Under the **Occupational Health and Safety Act**, we as an employer are obliged to maintain a safe and healthy workplace, including minimizing the transmission of contagious diseases. Therefore, the following guidelines will be adopted for dealing with the COVID-19 impact:

Basic Preventative measures

Basic preventative measures need to be communicated and implemented in all departments:

- a. Wash your hands often with soap and water (20 seconds of scrubbing) or use alcohol-based hand cleaners (cover all surfaces and rub until dry). Take care that the alcohol cleaners are not simply anti-bacterial and must contain alcohol of more than 70%. Many medical practitioners recommend soap and water as being most effective.
- b. Cough/sneeze into a tissue. Dispose of used tissues immediately into a trash can and immediately wash your hands. If you don't have a tissue, cough/sneeze into the crook of your elbow, not your hands. If you forget and cup your mouth, wash your hands immediately, before touching anything.
- c. Avoid touching your eyes, nose, and mouth, which accelerates the spread of infections.
- d. Avoid close contact with others who are sick. Stand more than a metre away when coughing and sneezing.
- e. Social distancing is recommended – i.e. always stand at least 1,5 metres away from all colleagues, strangers. The virus is unlikely to travel via coughing or sneezing over a distance greater than a 1,5 metres.
- f. If you are sick, avoid contact with others, including parties, meetings, and events. Employees must immediately move more than a metre away from employees displaying symptoms.
- g. Do not share glasses, eating utensils, water bottles, cigarettes/vapes/JUULs, lipstick/makeup, etc.
- h. Employees who are at increased risk for complication from COVID-19 due to underlying health conditions are urged to consult their physician about steps they can take to protect their health, as a precautionary measure
- i. Even in your own home, if you suspect you are infected, avoid close contact with family member and go to great lengths to self-quarantine. Insist on other family members doing the same.

All the above are simple measures and are recommended to be communicated and implemented with immediate effect.

Health, Safety, First Aid and management review

In addition to the above, the abovementioned representatives together with management must be vigilant in educating employees, guiding employees toward good practice, furthering any measure in line with this guideline, noting non-compliance, advising senior management as a matter of urgency and ensuring action in the best interests of health and safety at all times.

This group will meet on a regular basis or as and when there is any major development such that this is proactively communicated to all stakeholders as deemed appropriate.

Employee responsibilities and obligations

Each and every employee is to be mindful of all the guidelines in this document, any specific work based instruction that comes from the Health, Safety, First Aid and management review process, take heed of this and act responsibly in relation to such requirement.

Employees must be mindful of their responsibilities in terms of the Occupational Health and Safety Act as identified in contract, policy and practice.

Whilst management will seek to provide information and education it is also up to each and every person to be mindful of, remind others of good practice and help wherever they can.

Should employees be seen to act in contradiction to the guidelines or specific practice identified this may be identified as misconduct and disciplinary action may be taken. The Company must protect the interests of the entire company and will exercise a zero tolerance approach to those who fail to comply.

Symptoms and testing

Employees who appear to have any of the symptoms acute respiratory illness symptoms are advised to stay at home and seek medical advice.

Employees who appear to have acute respiratory illness symptoms upon arrival at work, or become sick during the day, should be separated from other employees and be sent home immediately.

We have acquired a temperature test and will ask employees to submit themselves for fever testing as a screening mechanism.

Managers, supervisors and team-leaders must be trained on identifying symptoms, encouraging employees to come forward and handling matters sympathetically, without the employee(s) feeling they are being stigmatised. Stigmatisation may lead to employees not coming forward and prevent them from seeking healthcare immediately. Emphasis should be placed on the fact that we are trying to prevent the spread of the disease, for the general benefit of all other employees and the company.

- a.) Such employees must also contact the HR Department, who will give further information about where to go, to do a general screening and if need be, testing for Coronavirus.
- b.) Employees who are well but have a sick family member with COVID-19 at home, should notify their supervisor and refer to their identified clinic (details available from the HR Department) for how to conduct a risk assessment of their potential exposure.
- c.) If an employee is confirmed to have COVID-19, employers should inform fellow employees of their possible exposure to COVID-19 in the workplace, but maintain confidentiality. Employees exposed to a co-worker with confirmed COVID-19 should immediately report to the HR Department and request a risk assessment of their potential exposure.
- d.) Most of the infection cases from other countries happens between family members. For this reason, if you, or one of your family members is sick, separate yourself/them from others in the family, even in the home.

Leave arrangements

- a.) Sick leave will be provided to employees who have been tested or consulted a medical practitioner, upon presentation of a medical certificate.
- b.) In the event that an employee is required to self-isolate or has contracted the virus, on conclusion of isolation or when the employee believes he / she is fully recovered, a medical certificate stating the employee is fit to return to work will be required.
- c.) Sick leave will not apply if an employee decides to self-quarantine as a precautionary measure. Should an employee decide that they wish to self-quarantine annual or unpaid leave will be considered, in the immediate future.
- d.) Once an employee has exceeded the normal sick leave benefits, absence from work will be unpaid leave, which may be claimable against UIF.

- e.) Annual leave may be negotiated upon mutual agreement between the employer and employee, bearing in mind the special circumstances and the needs of both parties, due to the disruption caused.
- f.) Family responsibility leave may be used to care for immediate family, even if they are not ill, due to closures of schools or day care centres, subject to reasonable proof of the circumstances being presented. However, the consequences of this type of leave only being three days needs to be borne in mind. Such employees will be required to subject themselves to self-quarantine as per b.) above for the remainder of the required absence of at least two weeks.

Increased risk level

For the general South African public, such as workers in non-healthcare settings and where it is unlikely that work tasks create an increased risk of exposures to COVID-19, the immediate health risk from COVID-19 is currently considered low. However, should there be evidence of significant Human to Human transmission in the immediate community or facility, precautionary measures should be stepped up, as follows:

- a.) **Monitor employees** - Check employees **daily** for signs and symptoms. Employees who appear to have acute respiratory illness symptoms (i.e. cough, shortness of breath) upon arrival to work or become sick during the day should be separated from other employees and be sent home immediately.
- b.) **Testing** – Follow the testing procedures as per above and ensure the necessary precautionary measures are followed, e.g. quarantining, if tested positive. If normal cold or flu, staying at home until clear of all symptoms for at least 24 hours
- c.) **Social Distancing in the workplace** - Avoid physical contact e.g. don't shake hands, maintain 1,5 metres. clearance between co-workers, don't touch surfaces, avoid unnecessary meetings, or similar activities
- d.) **Stagger Start/Stop Times** – Where possible, alternate shift changes start/stop times in order to help reduce exposure and risk. Use multiple entrances to avoid congestion at one entry point.
- e.) **Limit Direct Meetings** - Use electronic methods e.g. Skype Meeting, conference calls, etc. to supplement direct meeting contact.
- f.) **Limit Visitors** - All departments should reduce or avoid visits from external personnel, including non-emergency construction and equipment installation. In case of necessary visits, visitors should be checked if they have symptoms of fever, cough or breathing difficulties. If symptoms are present deny entrance to the facility.
 - 1. Separate reception rooms for visitors should be established to reduce exposure to personnel.
 - 2. Workers of construction and equipment maintenance should stay only within the designated construction area.
 - 3. If greeting anyone avoid making physical contact e.g. handshakes, hug, etc.
 - 4. Wipe down any surfaces the visitor has been in contact with, after the visit.

Additional measures will be implemented at our main entrance to the premises. Training must be provided to ALL Security Personnel.

- g.) **Canteens and Break Areas** - Maintain 1,5 metres distance between worker and stagger sitting arrangements (don't sit next to or directly across from each other).
- h.) **Avoid Unnecessary Travel and Visits to Public Spaces** - Postpone travel when it is not an emergency.
- i.) Provide tissues and no-touch disposal receptacles for use by employees.
- j.) **Sanitising** - Provide soap and water and alcohol-based hand rubs in the workplace. Ensure that adequate supplies are maintained. Place hand rubs in multiple locations or in conference rooms to encourage hand hygiene.
 - Increase cleaning of all surfaces with surface sanitizer.
- k.) **Cleaning** - Areas where we have confirmed cases shall be thoroughly deep cleaned by an outside cleaning service. If not available, local cleaning service should do a thorough cleaning.

In the interim, internal cleaning will also be stepped up. General areas, such as kitchens and bathrooms will be cleaned more frequently. Also, handrails, doorknobs and other frequently

touched areas. Additional assistance will be required in this regard. Surfaces such as toilets, door handles, stair railings, counter tops, kitchen surfaces shall be rubbed down frequently, and in particular, after visits by suppliers or any other outsiders.

Employee personal and financial wellbeing

Employees need to be informed that the impact of the COVID-19 outbreak has the potential to extend beyond health and hygiene and can potentially have a serious impact on the financial wellbeing of our business. Therefore, employees need to be urged to:

- a.) Tighten their belts when it comes to their own financial affairs and avoid any unnecessary expenses.
- b.) Stay clear of irresponsible stockpiling and rather stagger their purchases.
- c.) Consider internet service deliveries rather than going directly to shops and malls.
- d.) Avoid going out to public gatherings / places such as church, eateries, pubs, etc.
- e.) Build your immune system through known eating forms, vitamins, herbal remedies and / or known immune boosters.
- f.) Take the general flu vaccine, as this further builds immunity to colds and flu that impact your immunity.
- g.) Avoid public transport, whether by train, bus or taxi, wherever possible. Seek out other practical solutions to get to work placing yourself at the lowest possible risk.
- h.) Prepare for the fact that the financial implications of the outbreak might require tough decisions to be taken on the part of management. However, all employees should have peace of mind that it will be done in the best interest of all parties involved and, most importantly our employees.

Working remotely

As a precautionary measure, managers are requested to identify all customers of staff that could effectively work from home. Action should be taken immediately to ensure we have the necessary infrastructure and equipment, should it become necessary due to an increased risk of contagion.

Managers shall work with their teams to design rosters to ensure that all areas of the business and service delivery are covered.

Requirements

1. Hardware

All our employees with laptops are and should be equipped to work from home. However, employees who do not have laptops, might also be suited for working remotely, e.g. the Sales Office. In this regard we also need to bear in mind that the availability of hardware is limited as a result of the delays in supply.

Another consideration would be to allow employees to work from home on personal equipment, if available. However, there are security risks involved and we would require IT's support to manage the use of personal hardware from remote workstations.

2. Internet Connectivity

Preferably home fibre or LTE connectivity

3. Software

The hardware, personal or company owned, must have the necessary application. E.g., FortiClient. Remote functionality needs to be tested.

4. Telephone

Our VOIP hosted system can be extended to the remote desktop. It does require a handset or the softphone application on the laptop or cell phone. Furthermore, the extension needs to be tested remotely.

5. Remote working area

It is important that the employee has an adequate working area from home. I.e., sufficiently quiet and private during normal business hours to perform the duties required.

6. Team Collaboration

Microsoft Teams is being recommended as the preferred collaboration tool for remote working conditions. Allowing employees to chat, have video meetings, sharing screens and sharing task lists