



Western Cape  
Government

# COVID-19 BUSINESS WORKPLACE SAFETY Overview

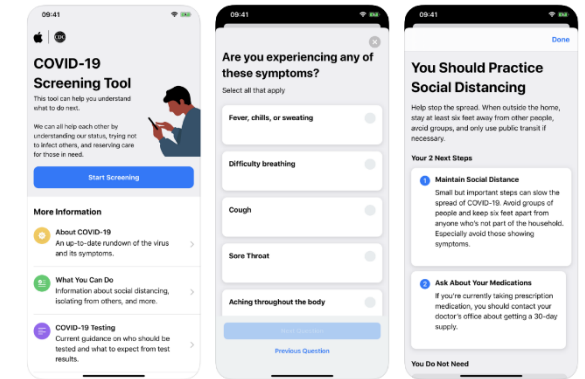
10 June 2020

# Workplace safety: Aims

1. Reduce community infection spread

2. Enable business to stay open through reducing workplace infections

3. Illustrate how businesses can manage COVID19 responsibly, enabling businesses to stay open and further businesses to open



# Workplace safety: How we're supporting businesses

## Providing support

1. Guidelines and regulations
2. Communication material for employers / employees / customers
3. Safety kits
4. External compliance\*
5. Advice
6. PPE marketplace

\* External compliance: ensuring customers & public outside businesses adhere to safety measures

## Ensuring compliance

### Compliance monitoring

1. Non-compliance reporting channels - public, employee, unions -> managed by DEDAT
2. Department of Health
3. External compliance\*
4. City/ Municipal Environmental Health
5. Industry bodies

### Compliance enforcement

1. Dept. of Employment and Labour
2. SAPS / Metro police

# Workplace safety: Example actions for business

## 1. Preparing the workplace

1. Develop a workplace plan including risk assessment
2. Enable vulnerable employees to work from home if possible
3. Allow all employees who can work from home to do so

## 2. Preventing infections

1. Screen employees on arrival each day
2. Ensure all employees have required masks & sanitisers
3. Ensure social distancing (1.5 m apart; 6m<sup>2</sup> / person)

## 3. Managing workplace infections

1. Take the right action when an employee tests positive
2. Take the right action when employees display symptoms
3. Support employees to self-isolate / quarantine (clarity on leave, pay etc.

# Workplace safety: Examples of non-compliance

## 1. Preparing the workplace

1. No clear workplan or risk assessment
2. No, infrequent or inappropriate awareness raising
3. Employees moving between teams, shifts and offices

## 2. Preventing infections


1. No, inadequate or incorrect wearing of masks & inadequate cleaning
2. No social distancing – too many people in an office
3. No adherence to safety measures in communal areas

## 3. Managing workplace infections

1. Infected person in the workplace
2. Inadequate management of a sick employee
3. Inadequate cleaning following an infection

## Workplace safety: workplace readiness

## Actions

- Develop a **workplace plan including risk assessment**:
    - ID areas of **congregation** e.g. entrances, canteens, work stations, aisles, toilets, goods receiving
    - ID **high touch** areas / equipment / stations e.g. door handles, light switches, lift buttons, turnstiles
    - ID **points of interaction** with customers e.g. pay points, customer service areas
    - ID **employees at risk** (> 60 yrs &/ or who suffer from underlying conditions e.g. heart disease, diabetes, chronic respiratory disease & cancer)
    - **Enable employees at risk** to work from home where possible, changing the nature of their work, isolating their area of work or placing them on paid special leave if the other options are unavailable
    - Enable and allow all employees who can **work from home** to do so
    - Divide up employees into **smaller teams** – for working if possible, for breaks and where possible define areas where each team works
    - Review & update workplace plan if any positive cases
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# Workplace safety: workplace readiness

## Actions

- **Train employees:**
  - What is the coronavirus & how does it spread
  - How to prevent infections
  - How to use PPE
  - What to do if someone is infected or has been in contact with someone who is infected
  - What to do when traveling, in communities & at home
  - Raise awareness frequently, after any positive cases & in an appropriate manner
  - Address employees' anxieties & encourage everyone to be kind
  - For all: role of employer, employee & customers
- **Communicate regularly** to customers & suppliers – use posters, email reminders

### Prevention is best. Follow the 5 Golden Rules of Good Hygiene



### When you arrive at work



Expect to be asked about common symptoms of COVID-19. Your temperature may be checked.



# Workplace safety: workplace readiness

## Non-compliance examples

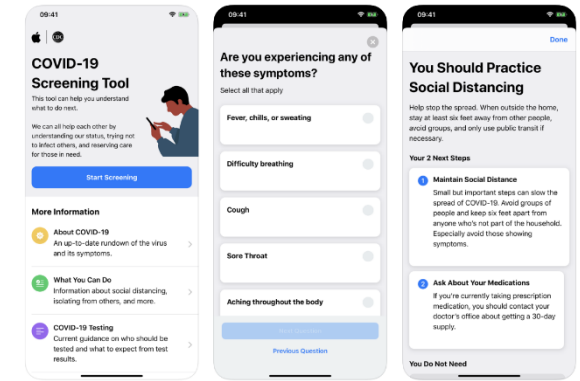
- No clear workplan or risk assessment – area of high risk for Dept. Labour action
- No reassessment of workplan following someone becoming sick or testing positive
- No, infrequent or inappropriate awareness raising
- Employees moving between teams, shifts and branches / offices





# Workplace safety: preventing spread of infections

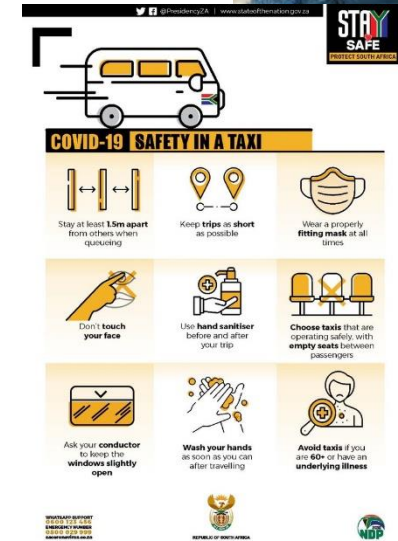
- Screening:
  - **Screen** employees on arrival **each day** (questionnaire) – check for symptoms (cough, fever, shortness of breath, sore throat, loss of taste & smell) & contacts with positive cases.
  - **Screening at home** before leaving for work
  - **Best practice – app** to enable self-screening & reporting
- Ensure all employees have required **masks & sanitisers** for workplace & for traveling to & from work
- Ensure **social distancing** (1.5 m apart; 6m<sup>2</sup> / person) – employees & customers
- Adequate **cleaning** (NB **high touch** surfaces) & **good hygiene** within the workplace
- Place **screens** where physical distancing is not possible between employees or where employees interface with the public



# Workplace safety: preventing spread of infections

## Actions

- Transport:
  - **Stagger working hours** for employees
  - **Provide transport** for employees where possible to help reduce congestion on public transport & reduce exposure to infection of employees
  - Where employees use **public transport**, encourage safe practices
  - If employees **sharing lifts** – ensure windows open, masks on & sanitised
- Spread out (spatially & time wise) & closely monitor all **communal break areas** such as canteens & smoke break areas to ensure maintenance of safe practices.
- Ensure **suppliers** delivering goods follow all safe practices
- Ensure **deliveries** to or services provided to customers follow all safe practices e.g. contractors in homes
- If a restaurant allowing collection of take aways, ensure customers wear masks, practice social distancing & do not consume their food on site.



# Workplace safety: preventing spread of infections

## Non-compliance examples

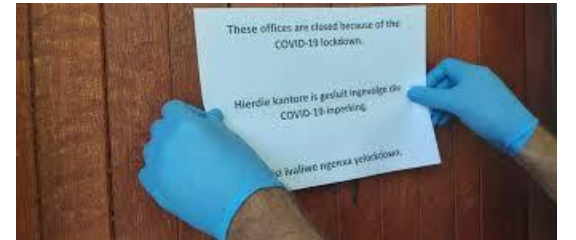
- No, inadequate or incorrect wearing of masks
- No social distancing – too many people in an office / shop, points of congestion, touching
- Communal break areas – masks off, no social distancing, sharing of food & drink
- Inadequate ventilation of spaces
- Sharing of equipment, workspaces etc. without regular cleaning
- Inadequate management of workplace safety when receiving goods from suppliers e.g. no masks, sanitising
- Inadequate waste management practices
- Public transport or transport with infected colleagues to and from work



# Workplace safety: managing workplace infections

## Actions

- If employee(s) test positive
  - Ensure employee self-isolates Contact Dept Health if employee not able to self-isolate.
  - Employee should seek medical attention if symptoms require.
  - Identify and manage close contacts – close contact: <1m; >15 mins; send home for self-isolation; testing if symptomatic & meet criteria (>55 yrs and / or with co-morbidities)
  - Deep cleaning of affected area – close business for cleaning if large part affected
- If employee displays symptoms:
  - As above but also send for testing if > 55 yrs and / or with co-morbidities

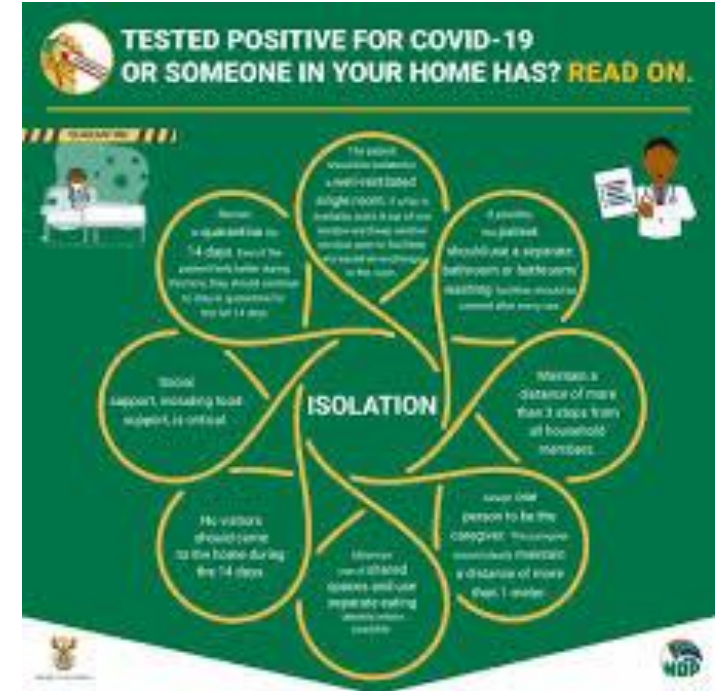




# Workplace safety: managing workplace infections

## Actions

- Timelines for isolation / quarantine:
  - 14 days from when tested
  - 14 days from symptom onset
  - Severe cases: after clinical stability achieved (min. 14 days)
  - Close contacts: 14 days from when last in contact with infected / sick employee
- If someone tests negative & has no symptoms they may return to work the next day
- No retesting is required to return to work
- Implement staggered & shift working (no interactions) and divide teams into smaller units to reduce the spread of infections and to minimise impacts on business operations should infections occur.



# Workplace safety: managing workplace infections

## Non-compliance examples

- Infected person in the workplace – either due to:
  - a person being infected but asymptomatic
  - inadequate regular employee screening or
  - due to employees not staying home (fear of losing wages or job or not realising implications of working while sick)
- Inadequate management of a sick person in the workplace e.g. not isolating, not sending home safely
- Inadequate cleaning following an infected person being in the workplace
- Exposure to infected customers – not enforcing mask wearing, no posters, no sanitisers, no screening

# Workplace safety: Important resources

1. **Health guidelines for the workplace:** <https://coronavirus.westerncape.gov.za/frequently-asked-questions/frequently-asked-questions-how-prevent-and-manage-covid-19-infections>
2. **Employee FAQ:** <https://coronavirus.westerncape.gov.za/frequently-asked-questions/employees/frequently-asked-questions-employees>
3. **Information materials for the workplace:** <https://coronavirus.westerncape.gov.za/resources> (scroll to the business section)
4. If businesses need **advise or assistance:** [supportbusiness@wesgro.co.za](mailto:supportbusiness@wesgro.co.za) & [support@capetown.gov.za](mailto:support@capetown.gov.za)
5. If businesses are looking to purchase Personal Protective Equipment visit the **PPE marketplace:** [supportbusiness.co.za/marketplace](https://supportbusiness.co.za/marketplace) (businesses who wish to supply PPE can also register here)
6. Safety kits



# Workplace safety: Reporting

## Reporting positive cases

- The National Dept of Health: COVID-19 hotline: 0800 02 9999
- Department of Employment and Labour: [david.esau@labour.gov.za](mailto:david.esau@labour.gov.za)
- **Provincial COVID-19 hotline:** [WorkplaceCovidReporting@westerncape.gov.za](mailto:WorkplaceCovidReporting@westerncape.gov.za) or <https://coronavirus.westerncape.gov.za/reporting-covid-19-workplace>
- If you are within the boundaries of the City of Cape Town, please email: [eh.covid19queries@capetown.gov.za](mailto:eh.covid19queries@capetown.gov.za)
- Any queries, call the provincial hotline at 021 928 4102 or 080 928 4102 or email [doh.dismed@westerncape.gov.za](mailto:doh.dismed@westerncape.gov.za)

## Reporting non-compliance (use one of the following options)

- COVID-19 Business Safety Complaint Form: [coronavirus.westerncape.gov.za/BusinessSafetyComplaint](https://coronavirus.westerncape.gov.za/BusinessSafetyComplaint)
- Contact centre: 0860 142 142 select option 4
- Please call me: Vodacom & Telkom - \*140\*0673324808#; MTN - \*121\*0673324808#; CellC - \*111\*0673324808#

**LED officers, municipalities, business chambers, businesses etc. requested to please share the information, reach out if further support is needed & feedback any challenges or needs.**



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Thank you

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