



CITY OF CAPE TOWN
ISIXEKO SASEKAPA
STAD KAAPSTAD



Western Cape
Government

BETTER TOGETHER.

COVID-19 WORKPLACE SAFETY GUIDE

HELP STOP THE SPREAD



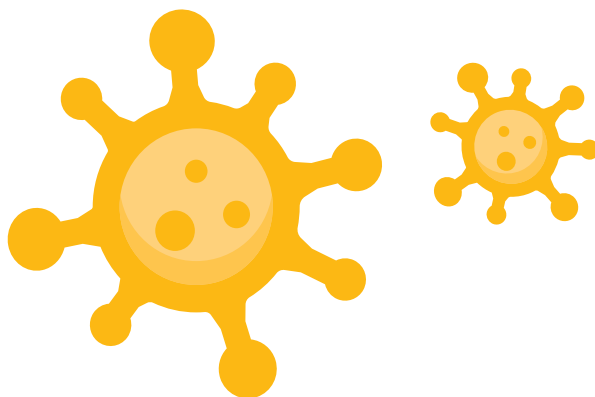
Making progress possible. Together.



Contents

1. Five golden rules to reduce the risk of exposure to Covid-19 in the workplace	4
2. Practical steps to prepare the workplace	6
2.1. Perform a risk assessment of the work site	6
2.2. Perform an employee risk assessment	7
2.3. Train employees	8
2.4. Ensure that the following is available	10
3. Preventing coronavirus infection during workplace operations	12
3.1. Daily employee screening as staff report for work	12
3.2. Travelling to work	13
3.3. Workplace entrances/exits for staff	14
3.4. Physical distancing in the workplace	15
3.5. Workplace entrances for customers	16
3.6. Queues or waiting areas for customers	17
3.7. Aisles and walkways between work spaces	18
3.8. Regular handwashing and hygiene measures	18
3.9. Use of cloth face masks	19
3.10. Use of face shields or visors	20
3.11. Use of gloves	21
3.12. Customer service points	22
3.13. Employee canteens or breakrooms	23
3.14. Employee and customer ablutions	24
3.15. Work clothing	25
3.16. Ventilation	25
3.17. Daily cleaning routines and waste management	26
3.18. Receiving goods from suppliers	27

4. Managing employees infected or possibly infected with Covid-19	28
4.1. Supporting the Covid-19-infected employee and assisting with isolation	29
4.2. Supporting other employees and preparing for counselling	31
4.3. Reporting the infection to the Health and Labour departments	32
4.4. Establishing how an employee became infected	33
4.5. Identifying who the employee might have infected	34
4.6. Sending all close contacts into quarantine	35
4.7. Continuous screening of employees to detect signs of possible coronavirus infection	36
4.8. Steps to prevent any further infections	37
4.9. Possible temporary closure of the work site	38
4.10. Reopening the work site	40
4.11. Cleaning the contaminated area	41
5. Specific guidelines for various sectors	42



1. Five golden rules to reduce the risk of exposure to Covid-19 in the workplace



1. Physically separate yourself from people.

- Work from home wherever possible.
- Stay at home if you are unwell.



2. Practise social distancing when around others.

- Keep at least 1½ m (two arm-lengths) away from others when you have to work with or serve them.
- Do **NOT** shake hands, hug or even fist-bump or elbow-bump. Keep your distance.



3. Wash or sanitise your hands regularly.

- Wash your hands with soap and water for 20 seconds.
- When soap and water is not available, rub your hands with a 70% alcohol-based hand sanitiser.
- Always wash your hands after touching people and frequently touched surfaces and objects.



4. Practise good hygiene.

- Cough or sneeze into your elbow or a tissue. Immediately put the tissue in a sealed bin and wash your hands.
- Do not touch your face with unwashed hands.



5. Wear a cloth face mask.

- Wear a cloth face mask that covers your nose and mouth.
- Do not touch the mask once you have put it on.
- Leave the mask on at all times, except when you need to eat or drink. When eating or drinking, remove the mask carefully by the strings and place it in a clean paper or plastic bag.



2. Practical steps to prepare the workplace

2.1. Perform a risk assessment of the work site

- Obtain the assistance of your company's occupational health and safety staff, where available. If not available, consider designating a staff member to act in this capacity to ensure clear lines of communication and responsibility.
- Determine likely points where people would interact with one another, and places where contact between people and objects would occur.
- For each of these points and places, think of practical measures to limit contact and disinfect after contact.
- Consider the following key areas:
 - Employee entrances
 - Changing rooms and locker rooms
 - Customer entrances
 - Work stations
 - Aisles
 - Shelving
 - Customer service areas
 - Pay points
 - Employee canteens or breakrooms
 - Employee toilets
 - Customer toilets
 - Goods-receiving areas
 - Waste storage areas
- Consider the following key measures:
 - Rearranging work stations (surfaces, desks, chairs, equipment)
 - Placing floor markings with tape or paint to delineate 1½ m intervals
 - Making hand sanitiser and wash stations available
 - Putting up signage
 - Staggering employees' lunch and tea breaks to enable social distancing

2.2. Perform an employee risk assessment

- Obtain the support of your company's occupational health and safety staff to perform an employee risk assessment. The aim would be to identify employees at an increased risk for developing severe disease, namely those:
 - aged 60 and older;
 - with diagnosed diabetes or hypertension;
 - with active tuberculosis (TB);
 - with HIV that is not controlled;
 - with chronic lung disease (e.g. asthma, emphysema, chronic obstructive pulmonary disease (COPD), chronic bronchitis);
 - with other chronic diseases; or
 - on immunosuppressive treatment.
- Make arrangements for these employees to either work from home, work in a low-risk area or be placed on special leave.
- Identify which employees can work from home, and let them do so.
- Structure work processes and workspace layout to minimise contact between employees, as well as between customers and employees.
- Place employees in teams or shifts, and minimise contact with other teams and shifts.
- Do not move employees between teams and shifts.
- Designate supervisors or managers to screen all staff for symptoms and exposure to the coronavirus when they report for work.



2.3. Train employees

- Train and educate employees on (at least) the following:
 - How Covid-19 is spread
 - Symptoms of Covid-19 infection
 - What to do if they suspect they have Covid-19, encouraging them to inform the workplace if they have symptoms or have been exposed to someone who has the virus
 - What measures must be taken to prevent the spread of Covid-19
 - How to put on, take off, store and clean their cloth face masks and any other personal protective equipment (PPE) that they may be using
 - Never to share PPE
- Reinforce training with frequent messaging and the display of appropriate signage and posters.
- Covid-19 prevention communications material should be prominently displayed in multiple locations. If you do not have any material, go to <https://coronavirus.westerncape.gov.za/resources> to download and print some useful items.
- The website above provides communication material on a range of prevention activities – from using masks to cleaning areas, what to do when ill, how to isolate, how to practise social distancing, using stickers to demarcate 1½ m intervals, handwashing and much more. Much of the material is available in English, isiXhosa and Afrikaans, and most of it is in PDF or JPEG format for easy printing and use.
- The use of government-branded materials is encouraged, even alongside company-branded materials.
- If you have a public announcement, speaker or other audio system installed at the workplace (e.g. an in-store radio or loudspeaker system), use it to remind staff and customers of safety measures.

- Such regular messaging both serves as a reminder to staff and customers, and enables them to help the workplace comply with safety measures.
- Actively encourage a caring and compassionate approach to reduce the risk of stigma in the workplace.



2.4. Ensure that the following is available:

- A 70% alcohol-based hand sanitiser at designated points.
- Where possible, alcohol-based hand sanitiser for each employee if they have to move around within or have to leave the workplace (e.g. drivers).
- At least two cloth face masks per employee.
- A sufficient supply of hand sanitiser, soap, paper towels, waste paper bins and other cleaning materials.
- Additional uniforms or work clothes for employees.
- An adequate-sized changing room for employees to remove work clothes and store it separately from one another.





3. Preventing coronavirus infection during workplace operations

3.1. Daily employee screening as staff report for work

- Ideally, staff should screen themselves at home before they leave for work. If they have symptoms, they should call to inform their manager/supervisor.
- Symptoms include fever/chills, a new cough, sore throat, shortness of breath, body aches, loss of smell or taste, nausea, vomiting, diarrhoea.
- Staff should also be asked whether they have been in close contact (<1 m for >15 mins) with someone who has tested positive for Covid-19. If yes, they should not be at work, but should be self-isolating.
- If they have symptoms, employees need to contact a healthcare practitioner for assessment or they can call the provincial Covid-19 hotline number on **021 928 4102**.
- On arrival at the work site, all employees should be screened daily to identify employees that may have developed any of the symptoms above.
- Anyone with any of these symptoms should not be allowed to commence work. They should be separated from other employees in a well-ventilated room, provided with a surgical mask or a cloth mask if a surgical mask is not available, wash their hands, be given information on safe home isolation, have their understanding checked, and should be transported home safely.

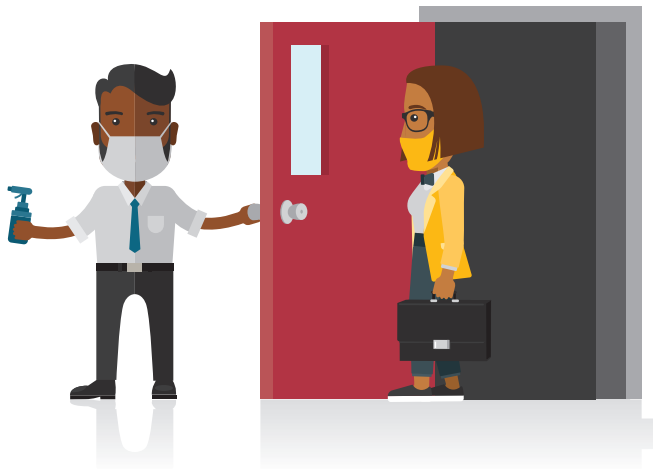
3.2. Travelling to work

- Employees who travel by public or designated employee transport, such as a minibus taxi or bus, should sit as far from other passengers as possible.
- According to the latest regulations, public transport vehicles can be filled to 100% capacity if the trip is less than 200 km and 70% if the trip is more than 200 km.
- Employees should wear cloth masks at all times when travelling by public transport.
- They should rub their hands with alcohol-based sanitiser before getting into the vehicle, as well as after leaving the vehicle.
- Employees should also be encouraged to follow a “no touch” approach when getting into and out of vehicles by clasping their hands in front of them.



3.3. Workplace entrances/exits for staff

- Use a single entrance/exit as far as possible.
 - Do not allow staff to congregate at the staff entrance/exit.
 - If doors are not automated, keep them open where possible. This will minimise the touching of door handles. Where this is not possible, consider positioning an employee (e.g. a security guard) at the door to open it for all staff and visitors,
- preventing multiple people from touching it.
- Staff and visitors entering the workplace must sanitise their hands on entering and again on exiting, especially if they touched the door handles.
 - Biometric (fingerprint) access requirements should be disabled or sanitised before and after each use.

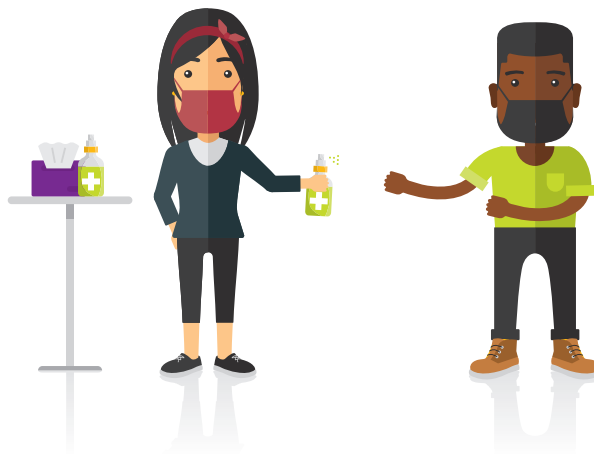


3.4. Physical distancing in the workplace

- Limit the number of people in the workplace (including employees and customers) to one person per 6 m² (i.e. the total floor area divided by 6). This number makes allowance for any floor area that may be covered with shelves, equipment and shop fittings.
- Once the maximum number is reached (i.e. one person per 6 m²), additional persons should only be allowed to enter as others leave.
- Rearrange work spaces so that each employee can maintain a distance of 1½ m from others (both other employees and customers).
- If work spaces cannot be rearranged, limit the number of employees in a work space by allowing all employees who are able to work from home to do so, and/or by rearranging work patterns so that employees can work in shifts or on alternate days.
- Where possible, employees should not share work surfaces or use the same equipment. Please remember that shared workstations and equipment must be cleaned between shifts or after each use.
- Shield employees from having contact with large groups of co-workers by maintaining small teams and not shifting between them.
- Avoid handshakes, hugs and any other physical contact with people. Greet people with a smile, nod, bow or wave.
- Reduce movement of managers and supervisors between work sites wherever possible. When they are required to visit a workplace, they should avoid touching surfaces.

3.5. Workplace entrances for customers

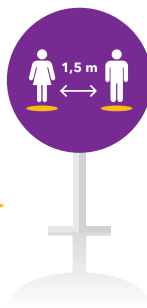
- Use a single entrance/exit as far as possible to facilitate access control. If doors are not automated, keep them open.
- Anyone entering the premises must wear a cloth mask.
- Anyone entering the premises (both customers and visitors) must sanitise their hands on entering and again on exiting.
- An employee placed at the entrance may be instructed to spray sanitiser onto the hands of people entering/exiting the premises. This will prevent multiple people from handling the sanitiser bottle.
- Prevent people from entering the premises if there are too many people inside already. Allow a maximum of one person (including employees and customers) per 6 m².





3.6. Queues or waiting areas for customers

- Minimise queuing by implementing appointment systems wherever possible.
- Where queuing cannot be avoided, ensure that customers adhere to physical distancing by placing markers on the floor to delineate 1½ m intervals. Reinforce this by displaying appropriate signage and allocating an employee to monitor that distancing is adhered to.
- If a seated waiting area is used, seat people away from one another and limit the number that can be accommodated in the waiting room. If the waiting capacity is reached, encourage clients either to make an appointment or return later instead of queuing outside the waiting area.
- Wipe the seats in the waiting area with a 70% alcohol solution after each use.
- At shopping centres and malls, engage with centre or mall management and/or neighbouring retail outlets if queues start to form outside stores to ensure adequate spacing between queues.



3.7. Aisles and walkways between work spaces

- Prevent congestion of employees and customers (e.g. in shops or warehouses) by marking out 1½ m intervals on the floor in aisles and walkways that are typically busy.
- Designate a direction of travel in aisles and walkways (i.e. make aisles “one-way”) by placing arrows on the floor, if possible.
- Prevent bottlenecks in aisles by limiting the restocking of shelves during trading hours, or by closing aisles while restocking.
- Do not block aisles and walkways with boxes or equipment.

3.8. Regular handwashing and hygiene measures

- Ensure that facilities are available for all employees and customers/visitors to wash their hands or use alcohol-based hand sanitiser frequently.
- Encourage employees to carry their own sanitiser dispenser, or provide them with one, to prevent multiple people from handling the same dispenser.
- Where physical contact between employees and customers cannot be avoided, such as to take or hand over money or credit cards, customers should be offered alcohol-based hand sanitiser to clean their hands before being assisted. Spray the hand sanitiser on their hands – do not give them the sanitiser container.
- Employees must also wash their hands after they have touched people and/or surfaces and objects.



3.9. Use of cloth face masks

- Anyone going out in public (including workplaces) must wear a cloth face mask.
- Each employee must be provided with two cloth face masks to have one available for use while the other is being washed and ironed.
- Despite wearing a mask, all other measures must still be adhered to, such as keeping 1½ m away from others and washing your hands regularly.
- To be effective, cloth masks must be properly put on, worn and taken off. Here's how:
 - Wash your hands before putting on the mask.
 - Place the mask with the correct side facing your nose and mouth, ensuring that both are completely covered.
 - Tie the strings behind your head or, if the mask has elastic bands, make sure they fit tightly.
 - Once you have put on the cloth face mask and are comfortable with the way it fits, **DO NOT TOUCH YOUR FACE OR THE MASK** until you remove the mask.
 - Keep the mask on, except when you need to eat or drink.
 - Take off the mask by untying the strings or removing the elastic bands, hold the mask by the strings or bands only, and place it in a container to be washed.
 - Do not touch the actual mask itself when you take it off.
 - Do not wear the mask around your neck while driving, eating or drinking.
 - Wash your hands thoroughly after taking off the mask.
 - Wash your cloth mask in warm water, and iron it every day.
 - If you have to take off your mask during the workday (e.g. during tea or lunch breaks) and then put it on again, take care to handle it by its strings or elastic bands only. Store the mask in a clean paper or plastic bag (clearly labelled with your name) when not in use.





3.10. Use of face shields or visors

- There is currently no evidence to support the use of face shields or visors in a work environment. These are bulky and impractical, so employees are bound to touch them frequently, and potentially contaminate their hands.
- In theory, however, they do provide some protection. Therefore, if employees wish to use them, they should be allowed to do so, BUT they must use them properly.
- Even when using a visor, staff should still use a mask to capture any droplets from their own nose and mouth.
- The same precautions for cloth face masks apply to face shields or visors:
 - Wash your hands before putting on the visor.
 - Once you have put on the visor and you are comfortable with its fit, DO NOT TOUCH YOUR FACE OR THE VISOR until you take off the visor.
 - Take the visor off by the forehead band.
 - Do not touch the actual visor when you take it off.
 - Do not wear the visor flipped up on your head while eating or drinking.
 - Wash your hands thoroughly after taking off the visor.
 - Clean the visor by wiping both sides with alcohol-based sanitiser.
 - If you need to take off the visor during the workday (e.g. during tea or lunch breaks) and then put it on again, take care to handle it by the headband only.
 - Store the visor in a designated area (clearly labelled with your name) when not in use and wipe it with alcohol-based sanitiser before using it again.



3.11. Use of gloves

- Gloves are NOT recommended for regular use outside the healthcare environment.
- If gloves are required as PPE under normal circumstances (i.e. depending on the nature of work carried out at the work site), they should continue to be worn.
- All other employees who do not require gloves as PPE under normal circumstances must wash their hands frequently or use an alcohol-based hand sanitiser.



3.12. Customer service points

- Employees should sanitise their hands before and after assisting each customer.
- Customers should also sanitise their hands before and after interaction with an employee.
- It is preferable for the employee to spray the sanitiser on the customer's hands instead of handing over the sanitiser bottle.
- Perspex® or glass guards may be used at customer service points to create a barrier between the customer and the employee. This should be accompanied by signage instructing that neither side of the guard should be touched. Both sides of the guard must also be cleaned regularly with soap, water and disinfectant.
- Counters, credit card machines and any other frequently used and touched objects must be cleaned after each customer.
- Where possible, customers should process card payments themselves, thereby minimising contact with the cashier.
- Contactless systems should be encouraged at pay points.
- Electronic payments should not require further signing of any paper receipts.
- Consider having only one person at each till point who both rings up and packs customers' shopping. Alternatively, arrange the till point so that the cashier and packer are separated from each other.

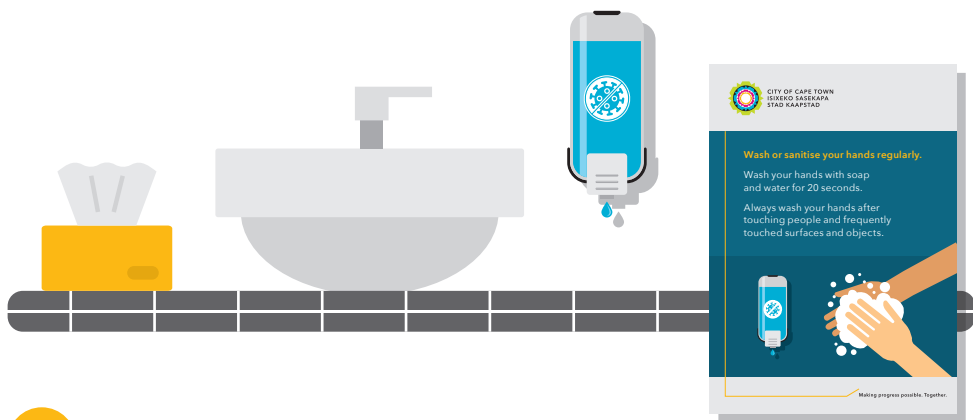
3.13. Employee canteens or breakrooms

- Work shifts and breaktimes should be staggered so as to minimise the number of employees in the breakroom or canteen at any given time.
- Apply markings in the breakroom to ensure that employees are at least 1½ m apart, even during tea breaks.
- Space tables and chairs to be at least 1½ m apart.
- Where possible (depending on the specific work site and weather), encourage employees to spend their breaks outdoors, and remind them to continue practising social distancing.
- Display signage that encourages employees to wash their hands thoroughly before and after eating, and to keep their distance from one another.
- Ensure that there is a washbasin and soap available in the breakroom for employees to use.
- Clean all surfaces thoroughly and frequently.



3.14. Employee and customer ablutions

- Encourage employees and customers to wash their hands by displaying appropriate signage.
- Ensure that there is water and soap available for handwashing. Contactless tap systems, or taps that can be operated with elbows, are preferred.
- Do not use cloth towels in the bathroom. Rather make use of paper towels that can be disposed of in sealed bins (operated by a foot pedal).
- Ensure that bins are large enough to hold multiple paper towels, and empty the bins frequently.
- Line the bins with a plastic bag to allow easy emptying.
- Cleaning staff should wear gloves when emptying the bins, and wash their hands afterwards.
- Toilets and bathrooms should be cleaned on a regular basis throughout the day – use a recording sheet to indicate the frequency of cleanings.





3.15. Work clothing

- Where feasible, work clothes should be left at the work site and laundered in bulk, following standard safety precautions.
- If this is not feasible, advise employees to remove their work clothes at the work site, place it in a plastic bag and wash their hands. Work clothes should then be washed in warm water at home.
- Where there are no facilities for employees to change their clothes at work, they should remove their work clothes as soon as they get home, place it in a sealed washing basket and wash their hands.
- Clothes should not be shaken out, as this can release droplets containing the virus.
- The upper part of shoes should be wiped with alcohol sanitiser.
- Never touch the soles of shoes. If these need to be cleaned, wear gloves. Remove and dispose of the gloves once done cleaning, and wash your hands thoroughly.
- Employees would need sufficient work clothes or uniforms to allow for a daily change of clothes.

3.16. Ventilation

- Maximise natural ventilation at the work site by, for instance, leaving a back door open (provided it is secured with bars or a safety gate) or opening windows.
- If air conditioners are used, there should be a minimum of 12 air changes per hour, and no recirculation.



3.17. Daily cleaning routines and waste management

- Surfaces and objects that are frequently used and touched should be cleaned and disinfected daily.
- Use soap and water to clean areas and surfaces wherever possible. Then, disinfect with a dilute bleach solution (30 ml of bleach per litre of water).
- If the area cannot be cleaned with water, wipe it down carefully with a 70% alcohol solution.
- Common disinfectants that could be used include:
 - bleach, i.e. sodium hypochlorite (0,1%);
 - alcohols, i.e. ethanol (70%);
 - quaternary ammonium compounds;
 - hydrogen peroxide (3%);
 - peroxyacetic acid (0,5%);
 - phenol, i.e. carbolic soap; and
 - iodophors, i.e. iodines (1%).
- Any equipment shared by employees should be cleaned after each use.
- Waste from waste containers should be disposed of into plastic bags and sealed before discarding it into the general waste for refuse collection.
- Employees handling waste must wear utility gloves when emptying waste containers.
- Waste handlers and cleaners should wear closed shoes.
- Clean the waste storage area daily.



3.18. Receiving goods from suppliers

- Drivers should remain in their vehicles as far as possible.
- Drivers and assistants must wear cloth masks.
- Social distancing applies, even when receiving goods.
- Drivers and assistants must use hand sanitiser before handing any delivery documents or packages to employees.
- Ensure regular handwashing or sanitising.



4. Managing employees infected or possibly infected with Covid-19

If an employee at your workplace becomes infected with the coronavirus, it is very important to re-evaluate what can be done to stop the virus from spreading further, both at the workplace and at the homes of the infected employee and everyone connected with him/her.

To do this effectively, the following needs to take place:

1. Supporting the Covid-19-infected employee and assisting with isolation
2. Supporting other employees and preparing for counselling
3. Reporting the infection to the Health and Labour departments
4. Establishing how the employee became infected
5. Identifying who the employee might have infected
6. Sending all close contacts into quarantine
7. Continuous screening of employees to detect signs of possible coronavirus infection
8. Steps to prevent any further infections
9. Possible temporary closure of the work site
10. Reopening the work site
11. Cleaning the contaminated area

These steps are discussed in the following sections.

4.1. Supporting the Covid-19-infected employee and assisting with isolation

In most instances where someone has been tested, they would not be at work and a doctor or nurse would have notified the infected employee of his/her Covid-19 status, and of the need to isolate for ten days. The steps below are for both someone who has tested positive and someone who falls sick and is possibly infected.

If the employee is still at work

- Immediately separate him/her from co-workers, preferably in a well-ventilated room.
- Request the employee to wash his/her hands thoroughly.
- Provide the employee with a surgical mask if you have one, or ask him/her to continue wearing a cloth mask.
- Ensure that the employee is counselled and calm enough to follow instructions.
- Assist the employee to follow the Health Department's advice regarding isolation.
- Help establish whether the employee can effectively self-isolate, or whether isolation at a public facility is required.

If a public facility is needed, contact the Western Cape Department of Health hotline: **021 928 4102** or email **WorkplaceCovidReporting@westerncape.gov.za**.

- Determine whether the employee is able to travel home or to a public isolation facility without the risk of infecting other members of the public (e.g. not by public transport). If not, assist the employee with safe transport.

If the employee is at home or at a quarantine facility

- Assist the employee to follow the Health Department's advice regarding isolation to protect family, friends and colleagues.
- Help establish whether the employee can effectively self-isolate at home, or whether a public facility is required. If a public facility is needed, contact the Western Cape Department of Health hotline: **021 928 4102** or email **WorkplaceCovidReporting@westerncape.gov.za**.

- Provide suitable sick leave arrangements for the ten days that the employee will be away from work. Keep in mind that this is the minimum recommended time of isolation – it might take longer, depending on how ill the employee becomes and the treatment he/she requires.

In addition

- Provide supportive counselling through your workplace employee assistance programme (EAP), employee wellness programme or a trusted colleague.
- If it is highly likely that the infection occurred as a result or in the course of work duties, a worker's compensation claim needs to be completed.



4.2. Supporting other employees and preparing for counselling

- Reassure staff that you are handling the situation following advice from the Health Department, and that you are supporting the infected employee.
- Alert your organisation's employee assistance programme (EAP), health and wellness division or occupational health service to rapidly assist with and increase existing screening, counselling and psychological support for employees at the affected workplace. Alternatively, appoint a trusted colleague to provide support and counselling to employees.
- Inform staff that your workplace's EAP, wellness division or occupational health service will be screening them to determine possible exposure to the virus, and will advise on what further steps to take.
- Be mindful of staff's mental health and stress levels. Do not underestimate the stress employees may experience when faced with an infected colleague and the possibility of having been exposed themselves.
- Have a communication plan in place to ensure that employees receive correct information.

4.3. Reporting the infection to the Health and Labour departments

- The National Health Department is notified of all individuals who test positive for Covid-19 through laboratory reporting mechanisms. However, due to delays in reporting, the employee may be aware of his/her diagnosis before the National Health Department is notified.
- Therefore, the employer should phone the provincial Covid-19 hotline on **021 928 4102**, email **WorkplaceCovidReporting@westerncape.gov.za**, or report it on **<https://coronavirus.westerncape.gov.za/reporting-covid-19-workplace>**.
- In addition, employers are required by law to notify the Department of Employment and Labour of positive cases in the workplace.



4.4. Establishing how the employee became infected

- The employee could have been infected by co-workers, managers, customers or someone in their home or social circle. Therefore, it is important to:
 - help the employee recall whether he/she came into contact with anyone who had symptoms of a throat and chest infection, namely fever, coughing, a sore throat and shortness of breath; and
 - directly identify among employees and frequent visitors to the work site anyone with any of the symptoms listed above. Among these could be the person(s) who originally infected the employee and may still be unknowingly spreading the virus among co-workers, visitors and customers.
- Obtain the support of your company's occupational health staff to help identify contacts. Make a list of all employees and other people who have symptoms, as they would need to be assessed to decide whether they should be tested for the coronavirus. Include their names, surnames, contact numbers and addresses, wherever possible.
- Depending on how many employees are involved, it may be necessary to temporarily close the work site while these investigations are under way. (Turn to section 4.9 for more in this regard.)

4.5. Identifying who the employee might have infected

- Any individuals that employee came into close contact with since he/she became ill could also develop the disease and need to be separated from co-workers and customers (if applicable) by going into quarantine.
- Ask the employee to identify those whom he/she was in close contact with (i.e. either face-to-face contact within 1 m, or sharing an enclosed space) for 15 min or more in the 48 hours before symptom onset. These could be:
 - colleagues;
 - visitors to the work site;
 - regular customers;
 - suppliers;
 - neighbours;
 - fellow commuters;
 - people at social gatherings; and
 - family members.
- Also ask all co-workers whether they recall being in close contact with the employee since he/she became ill.
- Ask your company's occupational health staff or a designated human resources person to help identify and manage contacts.
- Make a list of all contacts in the workplace (and elsewhere), as they may have to be quarantined to prevent further spread. Include their names, surnames, contact numbers and addresses, wherever possible.
- Depending on how many employees are involved, it may be necessary to temporarily close the work site while these investigations are under way. (Turn to section 4.9 for more in this regard.)

4.6. Sending all close contacts into quarantine

- An infection should be reported as soon as the employer becomes aware of it (as per section 4.3).
- Please provide up to 14 days' suitable special leave for those employees who need to be quarantined.
- Quarantine is a means to separate those at high risk of being infected with Covid-19 from other people to prevent the virus from spreading further. This normally occurs for 14 days from the date of their exposure to an infected person.
- Depending on their home circumstances, employees may be quarantined either at home or at a quarantine facility.
- To be allowed to quarantine at home, they need to have a room in which they can stay on their own, separate from the rest of the household.
- Depending on how many employees are involved, it may become necessary to temporarily close the work site while staff are in quarantine. (Turn to section 4.9 for more in this regard.)
- Businesses can call the provincial Covid-19 hotline on **021 928 4102** for advice on quarantining if required.



4.7. Continuous screening of employees to detect signs of possible coronavirus infection

- It is possible that some of the people who were in contact with the employee were not identified during the previously described processes. These individuals may still be working and could be at risk of becoming infected. Also, some people may be infected with Covid-19 without showing any symptoms, only becoming ill later on.
- Some employees might come to work even if they have symptoms. Therefore, supervisors need to ask all employees about any symptoms they may have, every day before they start work. (See section 3.1 for further details on daily screening of staff.)
- Be sure to emphasise that employees should not come to work if they have symptoms, but should stay at home and report this to their supervisor.
- Employees can also phone the provincial Covid-19 hotline on **021 928 4102** for advice on how to manage their condition at home.
- Should employees feel unwell during the workday, they should be screened again for symptoms and managed accordingly.

4.8. Steps to prevent any further infections

- All areas at the work site where the employee who tested positive for Covid-19 worked or visited should be thoroughly cleaned with soap and water, and then wiped down with a diluted bleach solution (30 ml of bleach per litre of water to give a 0,1% mixture).
- If the area cannot be cleaned with soap and water, it should be wiped down carefully with a disinfectant.
- Common disinfectants that could be used include:
 - bleach, i.e. sodium hypochlorite (0,1%);
 - alcohols, i.e. ethanol (70%);
 - quaternary ammonium compounds;
 - hydrogen peroxide (3%);
 - peroxyacetic acid (0,5%);
 - phenol, i.e. carbolic soap; and
 - iodophors, i.e. iodines (1%).
- The area to be cleaned will be specific to each case and may include the kitchen, staff room, canteen, toilet facilities, trolleys, baskets, door handles, work stations, telephones, computers and counters.
- If large surface areas and large numbers of objects need to be cleaned and disinfected, the work site may need to close temporarily for this to be done. (Turn to section 4.9 for more in this regard.)
- Strictly follow the guidelines listed in sections 1 to 3 to prevent Covid-19 infection. Also turn to section 4.11 for more on cleaning and disinfection.

4.9. Possible temporary closure of the work site



- The Department of Employment and Labour may advise that a work site be temporarily closed due to non-conformance to occupational health and safety legislation.
- In all other instances, the workplace or a section of the workplace may need to be temporarily closed if:
 - a large number of employees were in contact with the Covid-19-positive staff member(s), and it will take time to investigate and determine whether or not they need to be quarantined;
 - a large surface area and volume of items need to be cleaned, which will require some time to complete;
 - a large number of employees have been diagnosed with Covid-19 and need to be isolated, leaving an insufficient number of staff to continue operations; and/or
 - a large staff complement have been identified as having been in close contact with the infected employee

and need to be placed in quarantine, leaving an insufficient number of staff to continue operations.

- The definition of “large” will be specific to the nature and space of the workplace, and should be determined in conjunction with the Health Department team.
- Temporary closure of the work site can be prevented by:
 - rapidly cleaning and disinfecting surfaces and items that were contaminated;
 - timeously completing the screening of other as-yet unaffected workers;
 - once disinfection is complete, seconding staff from other branches to replace those placed in isolation and quarantine, yet preventing large-scale movement between branches in the short term (i.e. the seconded employees would have to work only at one branch at a time in the medium term);
 - temporarily employing suitably skilled staff to replace those placed in isolation and quarantine;
 - carefully following the steps outlined in sections 1 to 3 to protect employees against Covid-19 infection; and
 - training employees on how to prevent the spread of Covid-19.



4.10. Reopening the work site

- In order for the work site to be reopened, the following minimum requirements should be in place:
 - An assessment of the circumstances that resulted in the employee's exposure to the coronavirus
 - A description of steps that will be taken to remedy any prevention shortcomings uncovered during the assessment
 - Full training (and refresher training) for employees on Covid-19 prevention
 - Cleaning and disinfection of all surfaces and objects that were contaminated
 - A report of the assessment conducted and any remedial steps taken
 - Procedures to implement all the prevention activities listed above
- If a workplace was closed upon the instruction of an inspector from the Department of Employment and Labour, formal compliance needs to be demonstrated before the workplace will be permitted to reopen.



4.11. Cleaning the contaminated area

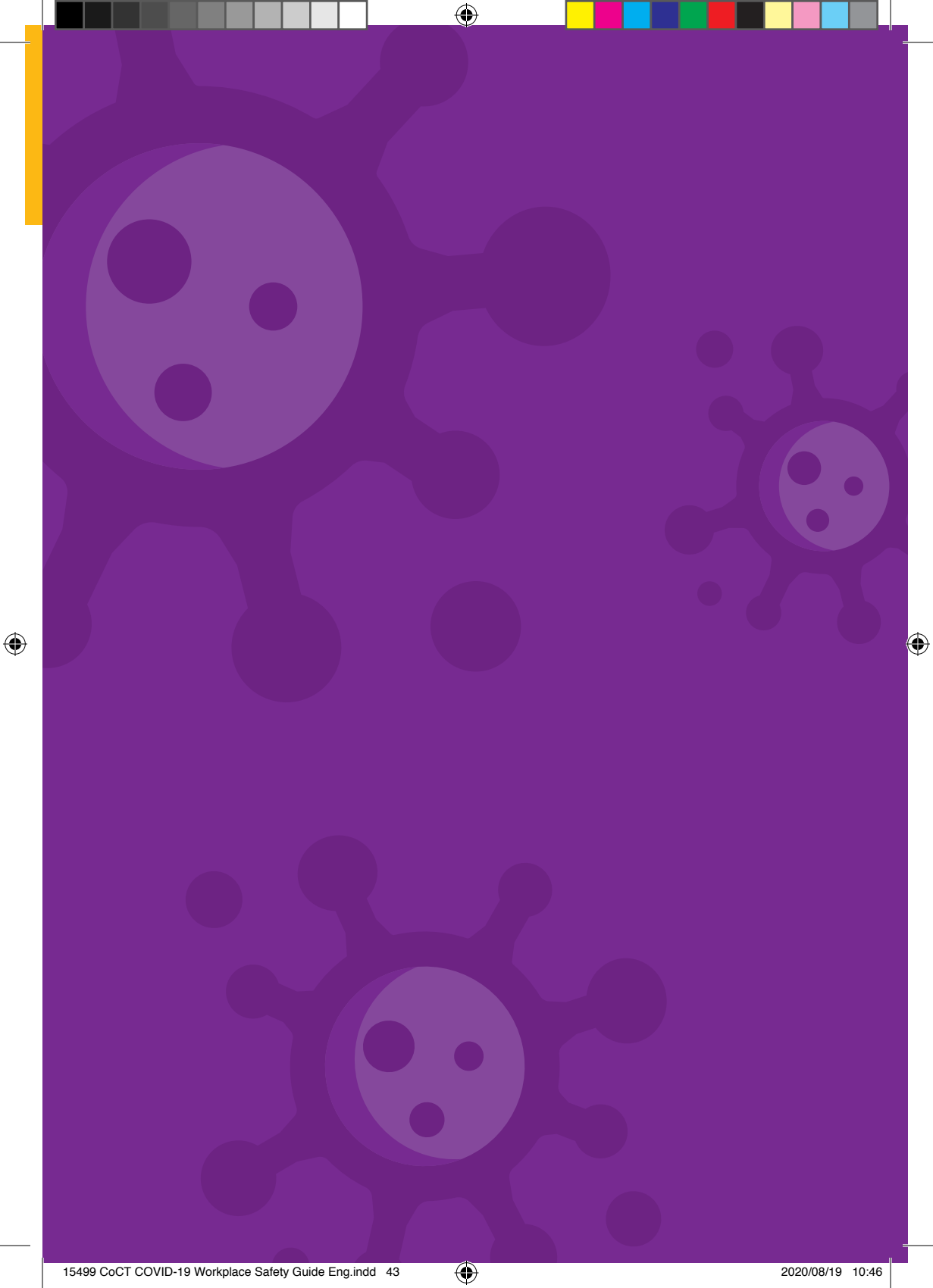
- Clean all surfaces and objects that the infected person(s) may have come into contact with.
- The following PPE should be worn during cleaning:
 - Heavy-duty rubber gloves
 - Face masks
 - Visors or goggles
 - Aprons
 - Closed shoes
- The following materials should be used for cleaning and disinfecting:
 - Prior to disinfecting, use green household soap and water to clean all equipment and environmental surfaces that can tolerate it (e.g. walls, floors, blinds and surfaces).
 - Then, disinfect the equipment and surfaces using 30 ml (or six teaspoons) of bleach per one litre of water.
 - If the area or surface cannot be cleaned with soap and water, wipe it down with a 70% alcohol solution.
- Cleaning staff must wash their hands thoroughly with soap and water before and after cleaning.
- All cleaning should be focussed on disinfecting surfaces and objects that are frequently touched (such as door handles, key pads, keyboards, etc.). There is no need for the use of fumigation, demisting or fogging in most workplaces.
- The Western Cape Department of Health does not endorse or require cleaning that involves fumigation, fogging or demisting, nor does the Department of Health require a 'certificate of cleaning'.



5. Specific guidelines for various sectors

For specific guidelines for the following sectors, visit <https://coronavirus.westerncape.gov.za>:

- Office workplaces without public access
- Banks, post offices and government offices serving the public
- Public transport
- E-hailing transport (Uber, Bolt, etc.) and private taxis
- Petrol filling stations
- Large retail stores
- Clothing stores
- Informal trading and small stores
- Services with prolonged contact (hairdressers, spas, nail therapists, massage therapists, etc.)
- Construction
- Manufacturing
- Agriculture
- Care facilities and old-age homes
- Schools and crèches





For any queries, you can reach
Invest Cape Town through any
one of these channels:



- Online at **www.investcapetown.com**
- Email **info@investcapetown.com**
- Call **021 417 4043**



CITY OF CAPE TOWN
ISIXEKO SASEKAPA
STAD KAAPSTAD

Making progress possible. Together.

