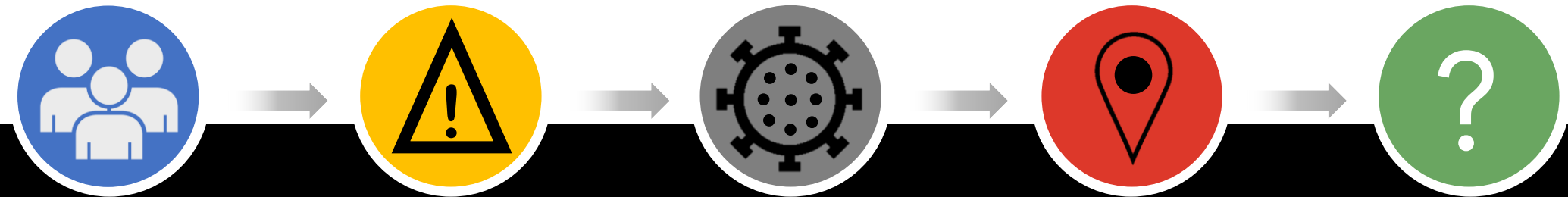


# COVID\_19

## BUSINESS PREPAREDNESS PLANNING GUIDE





# TASK TEAM - IDENTIFY

1

- Establish your **CORE TASK TEAM** (TT). These are the people who will be responsible for specifying and implementing your Preparedness Plan.

The roles/responsibilities below define the different areas which your team members should be responsible for:

- Communication (Staff, Visitors, Clients, Customers, etc.);
- Health and Safety;
- Building control and security;
- Cleaning and maintenance;
- Business management.

Depending on the size or scale of your business this maybe a department head, an individual or a service provider. These roles outline the basics required larger organisations may have further speciality units which would form part of the team, i.e. campus health, travel risk, etc.



## TASK TEAM - PLAN

2. Using this guiding document the TT must develop their context specific plans.

These will include:

- Prevention Plans;
- Incident Management Plans;
- Business Continuity Plans;
- Approach for returning to Business as Usual.

In developing these plans the TT must assess what **resources** the business has available to them, what **limitations** they may face and what their specific **TRIGGERS** would be.

This is an important step as it identifies any restrictions and allows for mitigating activities to be initiated.





# PREVENTION INTELLIGENCE

3. Prevention is the ultimate goal. In order to aid in this objective the TT must have the **RIGHT** information, fake news is detrimental to the prevention and mitigation of the disease. As such all information must be verified before distribution further Change Management must be specified i.e. who needs to be informed on what. Trusted sources include:

The World Health Organisation

<https://www.who.int/emergencies/diseases/novel-coronavirus-2019>

The National Institute for Communicable Diseases

<http://www.nicd.ac.za/novel-coronavirus-outbreak-in-wuhan-city-hubei-province-of-china/>

COVID 19 Global Cases Mapping

<https://gisanddata.maps.arcgis.com/apps/opsdashboard/index.html#/bda7594740fd40299423467b48e9ecf6>

<https://www.news24.com>



# PREVENTION AWARENESS

## 4.

Promoting and encouraging **AWARENESS** in your business is critical. The communications from the TT must include:

- Daily notifications providing pertinent information to personal and business safety;
- **DISTRIBUTE** instructional information:
  - How to reduce personal risk;
  - How to maintain personal hygiene standards;
  - What products assist i.e. specific hand sanitizers, cleaners, etc.;
  - Specify symptoms;
  - Avoid persons displaying symptoms;
  - Coughing and Sneezing Prevention Ethics.

### WHAT TO DO IF YOUR ARE FEELING ILL AND WHO TO CALL?\*

- Do not go to work, remain at home!
- Contact personal doctor and convey symptoms telephonically!
- Follow instructions from doctor on testing!

\* It is advised that as designated contact person/unit be identified to receive notifications and provide guidance.



# PREVENTION PROTOCOLS

4.

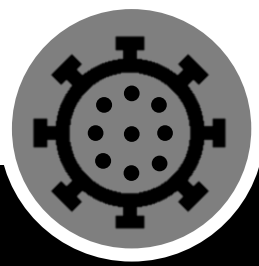
The following protocols should be communicated to staff and clients of your businesses:

- Travel
  - All non-essential domestic travel should be cancelled (subjectivity to be determined by the TT);
  - All international Travel should be suspended following from global best practices.

5.

The following protocols should be adopted by the business operations/maintenance and cleaning teams regardless of whether there are confirmed cases in your buildings as a preventative measure:

- CLEANING
  - Increase office space cleaning;
  - Use the correct products alcohol based cleaner or chlorine;
  - Encourage increased hygiene standards, i.e. supply hand sanitizers at point of entry;
  - Assess equipment usage i.e. single use clothes to avoid germ spread when cleaning common areas;
  - Identify risk areas and increase cleaning i.e. open plan offices, cafeterias, lavatories, etc.
  - Provide cleaning staff with necessary safety gear.
- MAINTENANCE/ OPERATIONS
  - Review airflow systems and protocols;
  - Common area monitoring and surveillance;
  - Confirm access protocols and restrictions on site.



# INCIDENT

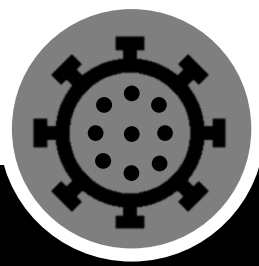
# PREPAREDNESS

6. In the development of the Preparedness Plan the TT should preemptively develop a operating guide/ SOP and provide resources toward what they will need to manage an incident under set scenarios within their business.

The SOP / Equipment must include:

- Call tree for escalation clarifying the key responsible persons to be advised in the event of an incident, to cover internal and external contacts i.e. NICD, etc.
- Identify a Quarantine area, confirm the capacity and requirements therein i.e. water access, ablutions, accessibility, air flow, etc.
- Prepare standby personal medical isolation kit's incase member must be escorted to Quarantine area.
- Prepare necessary equipment for Quarantine / Isolation signage, danger tape, etc.

In order to ensure that the SOP is effective **TRAINING** is necessary for staff responsible for implementation.



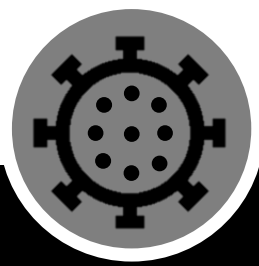
# INCIDENT

# PROTOCOLS

# 7

- In the event that a member calls into your business to advise that they believe they are ill, have been traveling or have been in contact with people who have been traveling the following QUARANTINE PROTOCOL should be observed.
  - Business protocols to be observed i.e. reporting to line manager, etc.
  - Call your primary health care doctor to arrange for testing;
  - If POSITIVE self-quarantine in your home 14 days under doctors instruction;
  - Self monitor based on the 2019-nCoV DAILY CONTACT MONITORING TOOL;
  - Follow guidance from your doctor, NICD, etc. and obtain clearance letter once free from the disease before returning to work.





# INCIDENT

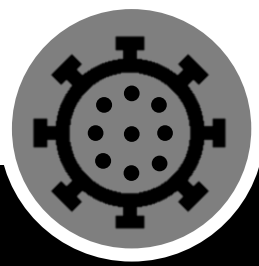
# PROTOCOLS

# 8

In the event that a member reports to your place of business that they believe they are ill, have been traveling or have been in contact with people who have been traveling the following ISOLATION PROTOCOL should be observed.

- Isolate the patient / and contain the area with the people within.
- Follow Call Tree. Notify business management.
  - Contact the NICD. NICD will dispatch team.
- Isolated patient will be tested and prepared for Quarantine Isolation and Transport.
- Minimize staff/person contact.
- Contained Area persons will be screened and tested, if tests are negative they will be released. Business to determine whether to send Contained staff home and invoke 14 day self Quarantine (work from home).

**CONTACTS AND  
DETAILS:  
NICD HOTLINE  
082-883-9920  
NATIONAL HEALTH  
OPERATIONS CENTRE  
012-395-9636/37**



# INCIDENT

# PROTOCOLS

9. In the event that an incident occurs within the business premises decontamination processes will be required in accordance with national guidelines, ensure TT has identified necessary service providers/ processes to comply.

Decontamination process to include:

- National standard compliance;
- Guided by National Institute for Communicable Diseases;
- To include specialised cleaning, equipment and materials;
- Waste to be correctly disposed of by certified supplier.



# BUSINESS RESILIENCE TRIGGERS

10. The TT must define the Triggers by which they will enact specific protocols, as part of this process the TT must be able to define critical business units, or operations that are critical to the sustaining day to day operations of the Business and how they would build resilience around that unit.

These would be broken into two categories:

- Internal Triggers - derived from inside the business, i.e. staff member reported positive, staff in a high contamination area, etc.)
- External Triggers - receipt of alert or trigger from an authoritative health agency or government body advising of:
  - Multiple confirmed cases in home country;
  - Increase in community transmission;
  - City or provincial lock-down.



# BUSINESS RESILIENCE TRIGGERS

11. Prepare to invoke continuity plans for prolonged lockdown scenario in respect of all critical functions as appropriate:
  - Work from home;
  - Work transfer;
  - Work from recovery site.
12. Ensure ongoing communication and monitoring across the business.
13. Monitor efficacy of continuity strategies in execution. If systemic, coordinate continuity plan execution with necessary supplier, regulatory or institutional bodies.
14. Monitor situation on an ongoing basis until return to BAU, ensure necessary communications and plan for possible disruptions to regularization of Business following prolonged shut down.



# DISCLAIMER

The information provided within this document, best practices defined therein and associated links shared by the FIRM are derived from the most recent and accurate information currently available.

Individuals, businesses, corporation or institutions may utilise this information at their own discretion. The FIRM however holds no liability or responsibility around how this information is utilised.

It is recommended that all plans, information or processes derived as a product of following this guide are approved and reviewed by the department or person liable for your organisation or businesses risk.



# USEFUL LINKS

The National guidelines on epidemic preparedness and response (NDOH):

<http://www.health.gov.za/index.php/primaryhealthcare/category/154-communicable-diseases?download=438:National%20Guidelines%20on%20Epidemic%20Preparedness%20and%20Response>

DISCOVERY INFORMATION HUB (including templates, posters, etc.)

<https://www.discovery.co.za/portal/employer-zone/everything-to-know-covid-10>

US\_CDC ON CLEANING

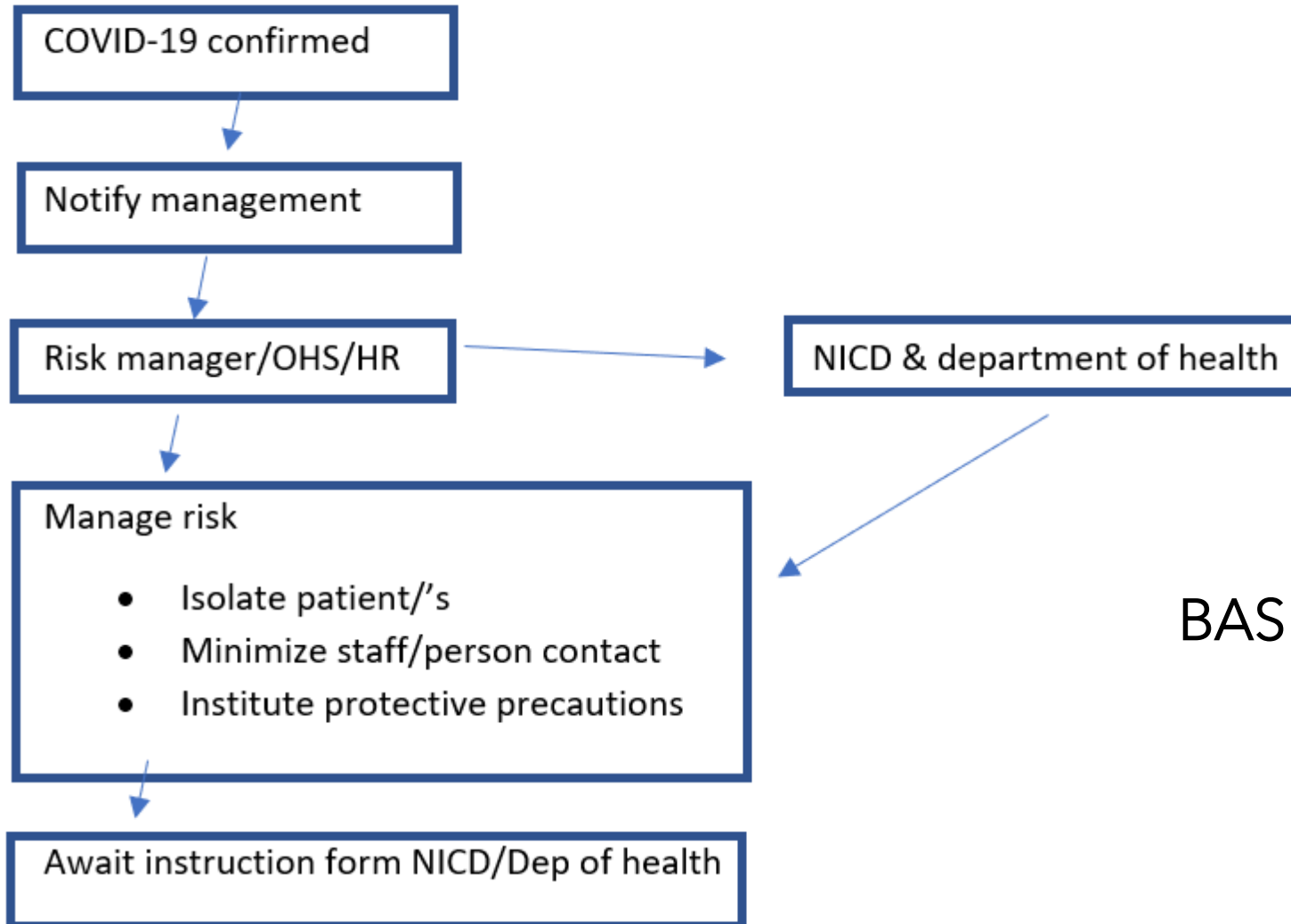
<https://www.cdc.gov/coronavirus/2019-ncov/community/home/cleaning-disinfection.html>

US DEP. LABOUR OHS

<https://www.osha.gov/SLTC/covid-19/controlprevention.html#health>



# TEMPLATES / INFORMATION



BASIC SAMPLE SOP







# PREVENT COVID-19

## Maintain good personal hygiene

- Wash your hands frequently with soap and water.
- Use alcohol-based hand sanitiser when soap and water are not readily available.
- Avoid touching your face (eyes, nose and mouth).



# AVOID COVID-19

- Keep away from people who are sick - don't let them cough and sneeze on you.
- Do not share food, drinks and personal items.
- Avoid activities where you are likely to be exposed to large groups of people.

