HUMAN RESOURCES
COVID-19 POLICY AND PROCEDURE FOR WORKPLACES AND TRAINING

Policy and Procedure

Approving Authority:	Board of Directors
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1. OBJECTIVE

1.1 The aim of this policy is to ensure a safe working environment for all employees of Universal College Outcomes SA and to stop the spread of the Coronavirus Disease 2019 "COVID-19" virus. Section 8 of the Occupational Health and Safety Act, 1993 "OHSA" requires every employer to provide and maintain, as far as reasonably practicable, a working environment that is safe and without risks to the health of its employees. Similarly, the OHSA also imposes a duty on employees to take reasonable care of their own health and safety and that of their fellow employees.

1.2 Information pertaining to COVID-19 is being provided by various authorities on a regular basis and it is important to ensure that updates are obtained and disseminated through the organisation. Please refrain from forwarding information related to the virus without having checked it with credible sources such as the World Health Organisation "WHO" and the National Institute for Communicable Diseases "NICD". Spreading unverified information may contribute to unnecessary panic, stigma and discrimination, all of which do not add value at this stage.

1.3 This policy is susceptible to changes with the introduction of additional governmental guidelines and accordingly will be updated if, and when, required.

2.   APPLICATION

2.1 This policy includes measures being taken to mitigate the spread of COVID-19.

2.2 You are kindly requested to follow all these requirements to sustain a healthy and safe workplace.

2.3 It is important that we all respond responsibly and transparently to these health precautions.

2.4 This policy also includes measures to safeguard our learners from the COVID-19 virus during training sessions.

3.   CONTENT

3.1   How does COVID-19 spread?

COVID-19 is most likely to spread when there is close contact (1.5 metres or less) with an infected person. It is likely that the risk increases as the period of exposure to an infected person lengthens. Contaminated droplets produced when an infected person coughs or sneezes are the main means of transmission. There are two main routes by which people can spread COVID-19:

- Infection can be spread to people who are nearby as droplets are inhaled into the lungs.
- It is also possible that someone may become infected by touching a surface, object or the hand of an infected person who has been contaminated and then touching their own mouth, nose, or eyes.

3.2   Primary symptoms of COVID-19

The following symptoms may develop in the 14 days after exposure to someone who has COVID-19 infection:

- Dry cough
- Sore throat
- Shortness of breath/ difficulty in breathing
- Redness of eyes
- Body aches
- Loss of smell
- Loss of taste
- Nausea
- Vomiting
- Diarrhoea
- Fatigue
- Weakness
- Tiredness

Infections can cause more severe symptoms in people with weakened immune systems, older people and those with long-term conditions like diabetes, cancer and chronic lung disease.

3.3 What to do if you develop symptoms

People who contract COVID-19 may take anywhere from one to twenty-one days to develop symptoms. Even if you do not have a history of travel to a COVID-19 affected region or contact with an individual who has contracted the illness, you must still inform your healthcare provider if you present with symptoms of COVID-19.

Hotline for the COVID-19 as per the Department of Health website:

**South African
COVID 19 HOTLINE
08000 29999**

If you present with symptoms of Corona
Virus, please call the official COVID 19
HOTLINE before going to your doctor,
pharmacist or nurse. By calling the hotline,
someone will be sent to test you where you
are, which will limit the spread of the virus.

health
Department:
Health
REPUBLIC OF SOUTH AFRICA

Employees should notify their HOD/ line manager / supervisor and stay at home if they are sick and have been booked off. All employees should follow the company's sick leave policy in such situations. If the company has reason to suspect that an employee has been infected with COVID-19 or an employee becomes ill at work, the employer will request the employee to leave the workplace and seek medical treatment and/or testing immediately.

3.4 Quarantine and working from home

If an employee has been in close contact with an individual who has since been diagnosed with COVID-19, the employee must immediately inform their employer (HOD / supervisor/ person that they report to) and contact the COVID-19 Hotline. Close contact means that the employee was in face-to-face contact (i.e. within 1.5 metres) or in a closed space for more than 15 minutes with a person with COVID-19.

If, after informing the Department of Health, the employee is required to self-quarantine then the following policies will apply:

- Should the employee become sick during this period, then normal sick leave policy will apply, if the employee's sick leave entitlement under the section is exhausted, management make application for an illness benefit in terms of clause 4 of the

Directive issued on 25 March 2020 on the COVID-19 Temporary Employer Relief Scheme under regulation 10(8) of the Regulations promulgated in terms of section 27(2) of the Disaster Management Act;

3.5 Travel

Travel to training sites and venues will be required but must be done in line with current protocols of low contact and high hygiene. In this instance, the company will also be guided by the ETDP Seta and government regulations. If public transport is the employee's or learner's only option for travel – they may do so, while adhering to government regulations and wearing a face mask.

3.6   Meetings

- Consider whether a face-to-face meeting or event is needed - could it be replaced by a teleconference or any other electronic platform.
- Could the meeting be scaled down so that fewer people attend?
- Ensure that all participants in the meeting have washed their hands for 20 seconds or utilised a hand sanitiser prior to the meeting commencing.
- Ensure that all delegates are seated at least one and a half metre apart.
- The names and contact details of all participants in the meeting should be retained for at least one month. This may be done through the completion of a register and will assist healthcare authorities in tracing those who have been exposed to COVID-19 if a participant does become ill with the virus shortly after the meeting.
- If a participant should contract the virus shortly after the meeting, the company must inform all participants.

3.7 Hygiene in the workplace

- All visitors and employees entering the offices must be requested by the receptionist to wash their hands or utilise a hand sanitiser on entering the premises.
- There will be a safety station at reception where the employee's temperature will be tested and recorded.
- Coughs and sneezes must be covered with a tissue; the tissue must be disposed of in the relevant waste bin.
- Frequently touched objects, including workstations and surfaces, must be cleaned and disinfected using a regular household cleaning spray or wipe.
- Wash your hands often with soap and water for at least 20 seconds, especially after going to the bathroom, before eating and after blowing your nose, coughing, or sneezing.
- If soap and water are not readily available, an alcohol-based hand sanitiser with at least 70% alcohol must be used.

- Handshakes with any staff or clients must be AVOIDED; one's face should not be touched either.

3.8 Wearing face masks

The use of face masks covering the mouth and nose is compulsory, when in public, entering any building, premises, work and when utilising public transport. Persons without a face mask will not be permitted to enter the worksite, as required by Chapter 5(1) and 5(2) of the Risk Adjustment Strategy Regulations (29 April 2020).

3.9 Seminars, Training and Conferences

No employee may attend external seminars, training or conferences, unless approved by the Managing Director. The presentation of seminars and training to clients will be converted to online/blended facilitation.

3.10 COVID-19 Manager

A COVID-19 Manager will be appointed to ensure the implementation of and adherence to Standard Operating Procedures for the risk mitigation of COVID-19 in the workplace, as required by Government Notice NO. 479 29 APRIL 2020 - 479 Disaster Management Act (57/2002): COVID-19 Occupational Health and Safety Measures in Workplaces COVID-19 (C19 OHS), 2020 and the Risk Adjustment Strategy Regulations of 29 April 2020. It is recommended that a COVID-19 Response Team is also appointed to assist, where necessary, with the implementation of and adherence to Standard Operating Procedures for the risk mitigation of COVID-19 in the workplace.

3.11 COVID-19 Compliance Officer

A COVID-19 Compliance Officer will be appointed, which may be the same appointee as the COVID-19 Manager. Normally it would be a head of department appointed as workplace officer, record of appointment will be kept. The Compliance Officer is required to develop a plan for the phased in return of employees to the workplace, prior to reopening the workplace for business. The plan must include the following:

- Which employees are permitted to work?
- What the plans for the phased-in return of their employees to the workplace are.
- What health protocols are in place to protect employees from COVID-19; and
- The details of the COVID-19 Compliance Officer.

3.12   Consequence of breach

If an employee breaches this policy the necessary disciplinary action will be taken. It is important to note that the company's sick leave policy will not be adjusted or become flexible during the outbreak of COVID-19. The normal sick leave policy which is in line with Labour Law will still apply.

It is the employee's responsibility to contact management should he/she have any queries related to this Policy.

4.   COVID-19 WORKPLACE GUIDELINES.

4.1   Sanitising of the workplace

The workplace will be decontaminated and sanitised before employees return to the workplace. The designated HOD's (appointed and trained for this task) will be the responsible person to oversee a decontamination protocol regarding the sanitisation and cleaning of the workplace and workstations.
This will happen before employees return to the workplace and daily.
A risk analysis will be done on a daily basis at the end of the workday to determine risk areas. (most touched surfaces)
The correct chemicals need to be used in daily cleaning practices. High-alcohol solutions work well for hard surface sanitizing of small areas and sensitive equipment. Solutions containing sodium hypochlorite such as bleach should be used on walls and floors.
Professional bodies have recommended the following chemicals be used:
- 70 percent IsoPropanol based hand sanitizer, Neat (Alcohol based hand sanitizer)
- Sodium Hypochlorite 0,1 – 0,5 percent (Chlorine based sanitizer)
- Hydrogen Peroxide >0,5 percent (Available as a blend of Hydrogen Peroxide and Peracetic acid-based sanitizer)
- Benzalkonium Chloride 0,05 percent (QAC sanitizer)

4.2. Daily screening procedure

The daily screening will happen at the safety station at reception where the employee scan in. Daily temperature testing should ideally be enforced, using infrared thermometers. Distance thermometers will be provided by the employers.
Additionally, ask questions regarding whether employee is experiencing a fever, cough, difficulty breathing, sneezing, runny nose or general feeling of being unwell.
Use a daily log provided by the employer for results.
Should an employee show any symptoms including a high temperature the HR director must be informed and the employee must not enter the workplace.

4.3 High risk employees

Employees older than 60 and or with an underlying medical condition can contact the Human Resource Director to discuss additional options to protect them.

4.4. Distancing Measures

Employees must be at least 1.5 meters from each other.
It is the responsibility of the designated HOD and every employee to ensure that distance measures are always implemented.

4.5. First contact orientation regarding COVID-19.

During the first contact session with employees the designated HOD will do an orientation about COVID-19 and how to minimize the risk of the virus spreading.

4.6. Wellness check and safety discussion during every training session.

At the beginning of every workday designated HOD will remind the learners about COVID-19 safety and risks. The designated HOD will also enquire about the heath status and risk factors of each employee.

4.7. Compulsory wearing of masks.

The wearing of mask will always be compulsory for all employees. Employees will be provided with masks when in the workplace.

4.8. Workstation and stationary safety

Employees are responsible to clean their own workstations daily and on a regular basis. Employees must not share stationary. Sanitisers with a 70% alcohol base will be provided to clean stationery and hands on a regular basis.

4.9. The use of toilet facilities.

The employer will ensure that toilet facilities are sanitised and cleaned on a regular basis.

Employees must ensure that
1. They keep distance measures when they use toilet facilities
2. They disinfect their hands after using toilet facilities.

4.10 Procedure when employee present COVID-19 whilst at the workplace.

- isolate the Employee from all other Employees or communal Employee areas;
- provide the Employee with a FFP1 surgical mask;

• arrange for the Employee to be transported, in a manner that does not place other Employees or members of the public at risk, either to be self-isolated or for a medical examination or testing (The company is not responsible for these medical costs);

• assess the risk of transmission to other Employees whilst the Employee was at the workplace by disinfecting all areas of the workplace the Employee had access to as well as the Employee's workstation or office;

• refer all Employees who may be at risk due to contact with the Employee who presented COVID-19 symptoms for screening and take any other appropriate measure to prevent possible transmission;

• ensure that the Employee is tested or referred to an identified testing site;

• place the Employee on paid sick leave in terms of section 22 of the Basic Conditions of Employment Act 75 of 1997 or if the Employee's sick leave entitlement under the section is exhausted, make application for an illness benefit in terms of the COVID-19 Temporary Employer Employee Relief Scheme (TERS);

• ensure that the Employee is not discriminated against on grounds of having tested positive for COVID-19 in terms of section 6 of the Employment Equity Act, 1998 (Act No. 55 of 1998);

• if there is evidence that the Employee contracted COVID-19 as a result of occupational exposure, lodge a claim for compensation in terms of the Compensation for Occupational Injuries and Diseases Act 30 of 1993

5.   COVID-19 GUIDELINES FOR TRAINING VENUES.

5.1   Sanitising of the training venue.

The facilitator will be the responsible person to sanitise the training venue before and after the training session.

5.2. Daily screening procedure

If a learner experiences any COVID-19 related symptoms the learner must contact the facilitator to excuse him/her from the class to avoid any possible spread of the virus. Daily temperature testing should ideally be enforced, using infrared thermometers. Additionally, ask questions regarding whether someone is experiencing a fever, cough, difficulty breathing, sneezing, runny nose or general feeling of being unwell. Use a daily log for results.

5.3 High risk learners
Learners older than 60 and or with an underlying medical condition can contact the Head Office to discuss additional options to protect them.

5.4. Distancing Measures

Employees and learners must be at least 1.5 meters from each other.
It is the responsibility of the facilitator to ensure that distance measures are always implemented.

5.5. First contact orientation regarding COVID-19

During the first contact session with learners the facilitator will do an orientation about COVID-19 and how to minimize the risk of the virus spreading.

5.6. Wellness check and safety discussion during every training session.

At the beginning of every training session the facilitator will remind the learners about COVID-19 safety and risks. The facilitator will also enquire about the health status and risk factors of each learner.

5.7. Compulsory wearing of masks.

The wearing of mask will always be compulsory for all facilitators and learners. Learners will be responsible to provide their own masks. The company will provide the facilitator with a mask to be used at all times during facilitation.

5.8. Stationary safety

Learners must not share stationary. Sanitisers with a 70% alcohol base will be provided to clean stationery and hands on a regular basis during the training session.

5.9 COVID-19 Compliance Officer

Each Facilitator will be a COVID-19 Compliance Officer in their training venue. The Compliance Officer is required to ensure, that the health protocols are implemented to protect employees and learners from COVID-19.