



COVID-19 PROTOCOLS

AWCAPE & SUBSIDIARY COMPANIES

1. Background

On 11th March 2020 the World Health Organization (WHO) declared the coronavirus COVID-19 outbreak as pandemic. The European Commission is working together with the WHO and Member State public health authorities to contain the COVID-19 outbreak.

AWCape and its subsidiary companies, AWPowder & Applico (“the Companies”), closely follow guidelines and Regulations by the WHO and the South African Authorities to minimise contact between staff and the public to prevent transmission, and to ensure that the spread of COVID-19 is contained. As such, the Companies have put in place a Protocol for the offices as well as for services rendered on the premises of customers and third parties. All staff and third parties are obliged to follow the protocol at all times to eliminate the risk and minimise exposure.

2. Signs and 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
- difficulty in breathing
- tiredness
- fever

Generally, these 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. Spread of COVID-19

The main routes by which people can spread COVID-19:

- Infection can be spread to people who are nearby (within 2 metres) such that droplets could be inhaled into the lungs.
- someone may become infected by touching a surface, object or the hand of an infected person that has been contaminated with respiratory secretions and then touching their own mouth, nose, or eyes (such as touching doorknob or shaking hands then touching own face)

4. How long the virus can survive

It will depend on a number of factors, for example:

- what surface the virus is on
- whether it is exposed to sunlight
- differences in temperature and humidity
- exposure to cleaning products.

Currently, the incubation period of COVID-19 is assessed to be between 2 and 14 days. This means that if a person remains well 14 days after contact with someone with confirmed coronavirus, they have not been infected.

5. Preventing the spread of infection



There is currently no vaccine to prevent COVID-19. The best way to prevent infection is to avoid being exposed to the virus. The following prevention measures have therefore been put in place by the Companies:

6. WORKPLACE PROTOCOLS

6.1. Entering the workplace

- 6.1.1. It is mandatory, before entering or exiting the offices, to sanitize hands at the sanitizer units mounted directly outside and inside of the entrance door to the building
- 6.1.2. Likewise, it is mandatory for each person entering the building to sanitize their shoes by spraying the soles with a disinfecting liquid (provided at the entrances to the offices).
- 6.1.3. The temperature of all persons entering the building must be checked with a non-contact infrared thermometer.
- 6.1.4. All persons, including staff, will be screened for additional symptoms of COVID-19.
- 6.1.5. All persons must wear masks at all times.
- 6.1.6. Cloth masks will be available, free of charge.
- 6.1.7. Persons with COVID-19 symptoms will not be allowed to enter the workspace.
- 6.1.8. Only staff who are essential to the job may be present at the workplace on the same days.

6.2. Attendance Register

- 6.2.1. A register will be kept of all staff and visitors who are at the office at the same time. An example of such register is attached as Annexure A.
- 6.2.2. Staff are to ensure that visitors complete the register in full.

6.3. Frequent Cleaning

- 6.3.1. The premises will be cleaned frequently, especially counters, door handles, electronic equipment, tools, and other surfaces that people touch often.
- 6.3.2. Good ventilation will be provided, where possible.
- 6.3.3. Disposable wipes will be freely available so that commonly used surfaces can be wiped down.
- 6.3.4. All staff and visitors are required to clean their hands frequently, using soap and water for at least 20 seconds or with an alcohol-based hand sanitiser.

6.4. Correct use of facemasks

- 6.4.1. **The use of facemasks is mandatory.** The same is applicable at clients' premises, when carrying out visits or deliveries, or when using public transport.
- 6.4.2. Staff are urged to ensure that they follow the guidance set out below on the use of facemasks and gloves and ensure that visitors adhere to same.
 - 6.4.2.1. Face masks should only be considered as a complementary measure and not a replacement for established preventive practices, such as physical distancing, cough and sneeze etiquette, hand hygiene and avoiding face touching.
 - 6.4.2.2. It is essential that staff and visitors use face masks properly so that they are effective and safe.
 - 6.4.2.3. It should fit properly, completely covering the face from bridge of nose to chin.
 - 6.4.2.4. Clean hands properly before putting the face mask on or taking it off.
 - 6.4.2.5. Only touch the cord or elastic at the back of the face mask when removing it, not the front.
 - 6.4.2.6. If the face mask is disposable, be sure to do so safely in a proper container.
 - 6.4.2.7. If reusable, wash the face mask as soon as possible after use with detergent at 60°C

6.5. Workstations

- 6.5.1. Workstations must be at least 2 metres apart and screens put in place.
- 6.5.2. Tissues are provided for each workstation and waste bins are lined with plastic bags so that they can be emptied without contacting the contents.
- 6.5.3. Routinely clean all frequently touched surfaces in the workplace, such as workstations, countertops, and door handles. Use the cleaning agents that are provided in the offices. Regular cleaning will also be done by the cleaner appointed to do so.
- 6.5.4. Gloves are to be used at all time when cleaning of the workplace is done.

6.6. Toilet areas

- 6.6.1. Only one person at a time will be allowed in the toilet areas. A sign will be placed on the main door indicating when one of the toilets is in use to ensure that only one person at a time enters.
- 6.6.2. Soap and water or appropriate hand sanitiser with at least 70% alcohol content will be supplied at convenient places and delegates and staff will be advised to wash their hands frequently.

6.7. Meal Breaks

Timing of meal breaks must be arranged to reduce the number of people sharing the staff room or kitchen.

6.8. Handling post, packages, or food

Workers should continue to follow existing risk assessments and safe systems of work. There is no perceived increase in risk for handling post or freight from specified areas.

6.9. Meetings

Organisers of meetings and events need to think about the potential risk from COVID-19 because there is a risk that people attending might be unwittingly bringing the COVID-19 to the meeting and expose others to the virus.

6.9.1. Before the meeting or event

- 6.9.1.1. Consider whether the meeting or event is necessary or whether it could be postponed or replaced with a tele or video conference. Can it be scaled down so that fewer people attend?
- 6.9.1.2. Develop and agree a preparedness plan to prevent infection at your meeting or event.
- 6.9.1.3. Pre-order sufficient supplies and materials, including tissues and hand sanitizer for all participants.
- 6.9.1.4. Actively monitor where COVID-19 is circulating. Advise participants in advance that if they have any symptoms or feel unwell, they should not attend.

- 6.9.1.5. Make sure all organisers, participants, caterers and visitors at the event provide contact details: mobile telephone number, email and address where they are staying. State clearly that their details will be shared with local public health authorities if any participant becomes ill with a suspected infectious disease.
- 6.9.1.6. Develop and agree a response plan in case someone at the meeting becomes ill with symptoms of COVID-19.)
- 6.9.1.7. Arrange meeting rooms to ensure a minimum of 2 meters between persons.
- 6.9.2. During the meeting**
 - 6.9.2.1. Provide information or a briefing, preferably both orally and in writing, on COVID-19 and the measures that organisers are taking to make this event safe for participants.
 - 6.9.2.2. Encourage regular hand washing or use of an alcohol rub by all participants at the meeting or event
 - 6.9.2.3. Encourage participants to cover their face with the crook of their elbow or a tissue if they cough or sneeze. Supply tissues and closed bins to dispose of them in.
 - 6.9.2.4. Provide contact details or a health hotline number that participants can call for advice or to give information.
 - 6.9.2.5. Provide dispensers of alcohol-based hand rub prominently around the venue.
 - 6.9.2.6. Open windows and doors whenever possible to make sure the venue is well ventilated.
 - 6.9.2.7. If anyone starts to feel unwell, follow your preparedness plan.
- 6.9.3. After the meeting**
 - 6.9.3.1. Retain the names and contact details of all participants for at least one month. This will help public health authorities trace people who may have been exposed to COVID-19 if one or more participants become ill shortly after the event.
 - 6.9.3.2. If someone at the meeting was isolated as a suspected COVID-19 case, the organiser should let all participants know this. They should be advised to monitor themselves for symptoms for 14 days. If they start to feel unwell, they should stay at home and contact the relevant public health authority.

7. EXPERIENCING SYMPTOMS OF COVID-19

- 7.1. Any person should immediately inform the safety manager if they experience any symptoms of COVID-19. Not doing so is a contravention of the Regulations and the Occupational Health and Safety Act and puts others at risk.
- 7.2. Anyone with even a mild cough or low-grade fever (37.3C or more) needs to stay at home. They should also stay at home (or work from home) if they have had to take simple medications, such as paracetamol / acetaminophen, ibuprofen or aspirin, which may mask symptoms of infection.
- 7.3. Any person who develops flu-like symptoms (i.e. cough, shortness of breath, fever) should go home immediately and contact the public health service. If there is any reason to suspect that they may have been in contact with COVID-19, then follow the measures described in Clause 8 below.
- 7.4. Rather work flexible hours to minimise crowding the workplace. As part of the COVID-19 countermeasures in the community, the health authorities may advise people to avoid public transport and crowded places.

8. WHAT TO DO IF SOMEONE WITH SUSPECTED OR CONFIRMED COVID-19 HAS BEEN AT THE WORKPLACE

- 8.1. If someone becomes unwell in the workplace and there is reason to suspect they may have come into contact with COVID-19, the person should be removed to an area which is at least 2 metres away from other people. If possible, find a room or area where they can be isolated behind a closed door, such as a staff office. If possible, open windows for ventilation.
- 8.2. The individual who is unwell should use their mobile phone to call the designated public health service number. If it is an emergency (if they are seriously ill or injured or their life is at risk) then you should call 112 and explain the situation and relevant information, such as their current symptoms.
- 8.3. Whilst waiting for advice from the designated public health or emergency service, the affected person should remain at least two metres from other people. They should avoid touching people,

surfaces and objects and should cover their mouth and nose with a disposable tissue when they cough or sneeze and put the tissue in a bag or pocket then throw the tissue in the bin. If they do not have any tissues available, they should cough and sneeze into the crook of their elbow.

- 8.4. If they need to go to the bathroom whilst waiting for medical assistance, they should use a separate bathroom, if available.
- 8.5. Identify persons who have conditions that put them at higher risk of serious illness (older people >60 and those with chronic conditions (including hypertension, lung or heart problems, diabetes, or who are undergoing cancer treatment or some other immunosuppression) and pregnant workers) and advising them to take additional precautions, such as staying at home.

9. WHAT TO DO IF A MEMBER OF STAFF OR THE PUBLIC WITH SUSPECTED COVID-19 HAS RECENTLY BEEN IN YOUR WORKPLACE

For contacts of a suspected case in the workplace, follow the guidance given by the national authorities. The management team of the office or workplace will be contacted by the designated public health services to discuss the case, to identify people who have been in contact with them and to advise on any actions or precautions that should be taken.

- 9.1. A risk assessment of each situation will be undertaken by the designated public health services with the lead responsible person in the workplace. They will provide advice on how to manage staff and members of the public, based on their assessment of the risk.
- 9.2. The designated public health services will also be in contact with the affected person directly to advise on isolation and identifying other contacts to whom they will give appropriate advice.
- 9.3. If a worker is confirmed to have COVID-19, employers should inform fellow workers of their possible exposure to COVID-19 in the workplace but maintain confidentiality.
- 9.4. Workers exposed to a co-worker with confirmed COVID-19 should be given instructions on what to do according to the company policies and the national authorities' guidance.
- 9.5. Advice on clearing of communal areas such as offices or toilets will be given by designated public health services.
- 9.6. Workers who are well but who have a sick family member at home with COVID-19 should notify their employer and refer to national health service guidelines as to how to assess their potential exposure and the measures to take.

10. WHEN INDIVIDUALS IN THE WORKPLACE HAVE HAD CONTACT WITH A CONFIRMED CASE OF COVID-19

If a confirmed case is identified in your workplace, the designated public health services will provide advice to

- 10.1. Any worker that has been in close face-to-face or touching contact
- 10.2. Anyone who has spent any length of time with the worker while he or she was symptomatic
- 10.3. Anyone who has cleaned up any bodily fluids
- 10.4. Close friendship groups or workgroups
- 10.5. Any worker living in the same household as a confirmed case.
- 10.6. Those who have had close contact will be asked to self-isolate at home for 14 days from the last time they had contact with the confirmed case. They will be actively followed up by the designated public health services.
- 10.7. If they develop new symptoms, or their existing symptoms worsen within the 14-day observation period, they should call the designated public health services for reassessment.
- 10.8. If they are unwell at any time within their 14-day observation period and they test positive for COVID-19, they will become a confirmed case and will be treated for the infection. If testing is not available, but the symptoms are consistent with COVID-19, they may nonetheless be considered as a confirmed case.
- 10.9. Staff who have not had close contact with the original confirmed case do not need to take any precautions other than monitoring their health for symptoms and can continue to attend work
- 10.10. A confirmed case of COVID-19 in the workplace will cause anxiety among co-workers and some may become stressed. Clear communication is important, directing workers to reliable sources of

information about COVID-19. Managers should be supportive and understanding and as far as possible flexible on work arrangements.

10.11. **Contacts are not considered cases and if they are feeling well, they are very unlikely to have spread the infection to others.**

11. Cleaning offices and public spaces where there are suspected or confirmed cases of COVID-19

11.1. Coronavirus symptoms are similar to a flu-like illness and include dry cough, sore throat, fever, tiredness or shortness of breath. Once symptomatic, all surfaces that the person has come into contact with must be cleaned including:

11.1.1. all surfaces and objects which are visibly contaminated with body fluids; and

11.1.2. all potentially contaminated high-contact areas such as toilets, door handles, telephones.

11.2. Public areas where a symptomatic individual has passed through and spent minimal time in (such as corridors) but which are not visibly contaminated with body fluids do not need to be specially cleaned and disinfected.

11.3. If a person becomes ill in a shared space, these should be cleaned using disposable cloths and the usual detergents, according to current recommended workplace legislation and practice. Precautionary measures should be taken to protect cleaners.

11.4. All waste that has been in contact with the individual, including used tissues, and masks if used, should be put in a plastic rubbish bag and tied when full. The plastic bag should then be placed in a second bin bag and tied. It should be put in a safe place and marked for storage until the result is available. If the individual tests negative, this can be put in the normal waste. Should the individual test positive, you will be instructed what to do with the waste by public health authorities.

12. COMPLIANCE OFFICERS

The Companies have appointed a Compliance Officer as well as an Assistant Compliance Officer who will also act as safety managers to ensure that the COVID-19 protocols are strictly adhered to.

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