

PREVENTING AND MANAGING CORONAVIRUS INFECTION IN THE WORKPLACE

This document provides guidance on the prevention of coronavirus spread in the workplace and the issues to address when dealing with coronavirus disease 2019 (COVID-19) infected employees.

The document contains three sections.

The **first section** provides background on how the coronavirus is spread and what can be done to prevent the spread of the virus.

The **second section** provides advice on what to do, should someone in the workplace become infected with the coronavirus.

The **third section** provides additional guidance to specific sectors with regards to preventing coronavirus infection.

A. PREVENTING CORONAVIRUS INFECTION IN THE WORKPLACE

1. HOW THE CORONAVIRUS SPREADS

The coronavirus can be passed on from fluid droplets when coughing, sneezing, shouting and talking. When people cough and sneeze then fluid droplets get onto their hands and the objects or surfaces around them. The coronavirus is then spread by their hands touching the hands of others and touching objects such as equipment, money, door handles and counters. When someone touches their eyes, nose and/or mouth after they have touched other people's hands and objects with the coronavirus on it, then they can get infected.

2. FIVE GOLDEN RULES TO PREVENT THE SPREAD OF CORONAVIRUS

The following are the 5 Golden Rules to prevent the spread of the coronavirus:

1. Separate yourself from other people:
 - By working from home where possible
 - By staying home if unwell
2. Physical distancing when around other people:
 - Keep a distance of at least 1.5 metres (2 arm lengths) from others, when you have to work with them or serve them.
 - Do NOT shake hands, or hug, or fist bump, or elbow bump. Keep your distance.
3. Hand washing/sanitising:
 - Regular hand-washing with soap and water for 20 seconds
 - Or rub hands with alcohol-based hand sanitiser
 - Wash hands after touching people, surfaces and objects
4. Practising good hygiene measures:
 - Cough or sneeze into your elbow or a tissue and then put the tissue in a bin and wash your hands immediately.
 - Do not touch your face with unwashed hands.
5. Using cloth face masks:
 - Use a cloth face mask to cover your nose and mouth
 - Don't touch the mask after you put it on
 - Leave the mask on all the time except when you need to eat/drink.

3. PRACTICAL STEPS FOR PREPARATION OF THE WORKPLACE AND EMPLOYEES

3.1. Perform a risk assessment of the work site

- Enlist the assistance of the company occupational health staff where available
- Determine likely points where people would interact with each other and points /places where contact between people and objects would occur.
- For each of these points devise practical measures to limit contact and to disinfect after contact.
- Consider the following key areas:

- Employee Entrances
- Change rooms, Locker rooms
- Customer Entrances
- Work stations
- Aisles
- Shelving
- Customer service areas
- Pay points
- Employee canteen/break room
- Employee toilet
- Customer toilet
- Goods receiving areas
- Waste storage areas
- Consider the following key measures:
 - Re-arranging work stations (surfaces, desks, chairs, equipment)
 - Placing floor markings to delineate 1.5 metre intervals
 - Placing hand sanitiser and wash stations
 - Placing signage

3.2. Perform an employee risk assessment and work procedure plan

- Enlist the support of company occupational health staff to perform an employee risk assessment which will identify employees at increased risk for severe disease (e.g. elderly (>60 years old diabetic, chest disease, heart disease, other chronic disease) and make arrangements for these employees to either work from home, or 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 and contact between customers and employees
- Place employees in teams/shifts and minimise contact with other teams/shifts
- Don't move employees between teams and shifts
- Designate an employee/s to screen all staff when they arrive to start work for symptoms and temperature.

3.3. Train employees

- Train employees on (at least) the following:
 - How coronavirus is spread
 - Symptoms of Coronavirus
 - What to do if they suspect they have Coronavirus
 - What measures must be taken to prevent spread
 - How to put on, take off, store and clean their cloth face mask
- Reiterate training by frequent messaging and displaying appropriate signage.

3.4. Ensure that the following is available:

- Alcohol based hand sanitiser at designated points
- Consider providing alcohol based hand sanitiser for each employee
- At least 2 cloth face masks per employee.
- Sufficient supply of hand sanitiser, soap, paper towels, waste paper bins and other cleaning materials.
- Additional uniforms for employees
- An adequate size changing room for employees to remove work clothes.
- Non-contact thermometer for daily employee symptom screening.

4. PREVENTING CORONAVIRUS INFECTION DURING WORKPLACE OPERATIONS

4.1. Screening Employees every day

- Employees should be encouraged to stay away from work and attend a coronavirus testing centre if they develop any of the following symptoms. **Symptoms suggestive of possible coronavirus infection are:**

Fever

Cough

Sore throat

Shortness of breath

- Advice on which testing centre to attend is available from the provincial COVID-19 hotline number on 021 928 4102.
- On arrival at the work site, all employees should be screened by the company daily to identify other employees that may have developed any of the symptoms above.
- Temperature checks of employees could also be done, but should be done with a non-contact thermometer (thermal scanner). Temperature above 38 degrees is suggestive of possible coronavirus infection.
- Anyone with any of these symptoms should not be allowed to commence work. They should be provided with a surgical mask or a cloth mask, should wash their hands, and should be transported to a coronavirus testing centre.

4.2. Staff Travelling to work

- When employees travel in public or designated employee vehicles such as a minibus taxi or bus, they should sit as far from other passengers as possible.
- The vehicle should not be filled to more than 50% of its loading capacity, and all windows of the vehicle must be open to maximise ventilation.
- Employees should wear cloth masks at all times when travelling in public transport.
- They should rub their hands with alcohol based sanitiser before getting in the vehicle and after leaving the vehicle

4.3. Workplace entrances for staff

- Use a single entrance/exit as far as possible.
- Don't allow staff to congregate at the staff entrance/exit
- If doors are not automated, keep the door open where possible to minimise multiple people touching the door handles. Where this is not possible, consider positioning an employee (e.g. security guard) at the door and instruct the employee to open the door for all staff/visitors to ensure that multiple people do not touch the door handles.
- Staff and visitors entering the workplace must sanitise their hands on entering and again on exiting, especially if they touched the door handles.

4.4. Physical distancing in the workplace

- Limit the number of people in the workplace (including employees and customers) to one person per 6 square metres (i.e. the floor meterage divided by 6). This number makes an allowance for the floor area which may be covered with shelves, equipment and tills.
- Once the number is reached (one person per 6 square metres), people can only be allowed to enter as others leave.
- Rearrange work spaces so that each employee can maintain a distance of 1,5 metres from others (employees/customers).
- If not possible to rearrange work spaces, limit the number of employees in a workspace at a time by allowing all employees who can do so to work from home and/or rearranging work patterns so that employees can work in shifts/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/between use.

- Prevent employees from contact with many other employees by keeping them working in the same small team and not shifting between teams.
- Avoid handshakes, hugs and any physical contact with people. Greet people with a smile, or a nod, or a bow, or a wave.
- Reduce movement of managers and supervisors between work sites where possible. When they are required to visit a workplace they should avoid touching surfaces.

4.5. Workplace entrances for Customers

- Use a single entrance/exit as far as possible to facilitate access control
If doors are not automated, keep the door open where possible
- Anyone entering the premises (customers/visitors) must sanitise their hands at the entrance and again on exiting.
- An employee placed at the entrance can spray the sanitiser onto the hands of people entering/exiting the premises rather than multiple people handling the sanitiser bottle.
- Prevent people from entering the premises if there are too many people inside already. Allow one person (including employees and customers) per 6 square metres

4.6. Queues or waiting areas for customers

- Minimise queuing by implementing appointment systems where possible.
- Where queuing is necessary, ensure that customers adhere to physical distancing by placing markers on the floor to delineate 1.5m intervals. Reiterate this by displaying appropriate signage and allocating an employee to monitor that this is being applied.
- If a seated waiting area is used, seat people away from each other and limit the number that can be accommodated in the waiting room. If the waiting capacity is reached, encourage clients to either make an appointment or return later rather than queuing outside the waiting area.
- At shopping centres and malls engage with shopping centre/mall management and/or neighbouring retail outlets, should queues be forming outside other stores, to ensure adequate spacing between queues.

4.7. Aisles and walkways between work spaces

- Prevent congestion of employees and or customers (e.g. in shops or warehouses) by placing floor markers 1.5m apart in aisles and walkways which 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 restocking of shelves during trading hours or closing aisles while restocking to prevent bottlenecks.
- Don't block aisles and walkways with boxes or equipment.

4.8. Regular Hand-washing and hygiene measures

- Ensure that facilities are available for all employees and customers/visitors to wash their hands regularly or to use alcohol based hand sanitiser frequently.
- Encourage employees to carry their own sanitiser dispenser or provide them with one in order to minimise multiple people handling the same dispenser.
- When employees are in a situation where they have to touch people and/or take things from them, such as money or credit cards, then they should offer them alcohol-based hand sanitiser to clean their hands before assisting them. Spray the hand sanitiser on their hands. Do not give them the hand sanitiser container.
- Employees must also wash their hands after they have touched people and/or surfaces and objects.

4.9. Use of cloth face masks

- Cloth face masks are recommended for use by anyone going out in public (including workplaces) and they must be used properly.
- Each person should have 2 cloth face masks, so that one is available for use while the other is being washed and ironed. If you are wearing a mask, you must still make sure to follow the other measures to prevent spread – keep a 1.5 metre distance from other people and wash your hands regularly.
- You must also make sure that you know the proper way to put on, wear and take off your mask.
- Take note of the following advice for wearing cloth face masks:
 - Wash your hands before putting on the mask
 - Place the mask with the correct side facing your nose and mouth. Make sure both are covered well.
 - Tie the strings behind your head or if the mask has elastic bands, make sure they are tight.
 - Once you have put on the cloth face mask and you are comfortable with the fit of the mask, DO NOT TOUCH YOUR FACE OR THE MASK until you take off the mask
 - Leave the mask on all the time except when you need to eat/drink
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 - Take off the mask by untying the strings or elastic bands and holding it by the strings only, place it into a container ready to be washed.
 - Do not touch the actual mask itself when you are taking it off
 - Do not store the mask around your neck when not in use.
 - Wash your hands thoroughly after taking off the mask.
 - Wash it in warm water and iron your cloth mask everyday
 - If an employee needs to take off their mask during the work day (e.g. during tea/lunch break) and is then required to put it on again, care must be taken to only handle the masks by the strings of the mask. The mask must be stored in a paper bag (clearly labelled with the person's name) when not in use.

4.10. Use of face shields or visors

- There is currently no evidence to support the use of face shields in a work environment as they are bulky and impractical and employees would probably frequently touch them and potentially contaminate their hands.
- However, they theoretically provide some protection and so if employees wish to use them, then they should be allowed to do so, BUT they must use them properly.
- The same precautions apply as for cloth face masks:
 - Wash your hands before putting on the visor
 - Once you have put on the visor and you are comfortable with the fit of the visor, DO NOT TOUCH YOUR FACE OR THE VISOR until you take off the visor
 - Take off the visor by the forehead band.
 - Do not touch the actual visor when you are taking it off.
 - Do not store the visor flipped up on your head when not in use.
 - Wash your hands thoroughly after taking off the visor.
 - Clean the visor by wiping both sides with alcohol based sanitiser
 - If an employee needs to take off their visor during the work day (e.g. during tea/lunch break) and is then required to put it on again, care must be taken to only handle the visor by the headband.
 - The visor must be stored in a designated area (clearly labelled with the person's name) when not in use and should be wiped with alcohol based sanitiser before using again.

4.11. Use of Gloves

- Gloves are NOT recommended for regular use outside of the healthcare environment.

- If gloves are required as Personal Protective Equipment (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 that do not require gloves as PPE under normal circumstances must wash their hands frequently, or use an alcohol-based hand sanitiser instead.

4.12. Customer Service Points

- Employees should sanitise their hands before and after assisting each customer.
- Customers should also sanitise their hands before and after the interaction with the employee.
- It is preferable for the employee to spray the sanitiser on the customer's hands rather than 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 surface of the guard should be touched. Additionally, both sides of the guard must be cleaned regularly using soap, water and disinfectant.
- Counters, credit card machines and any other objects that customers come into contact with must be cleaned after each customer.
- Customers should where possible conduct the card payment themselves thereby minimising contact between cashier and customer.
- For payment points, contactless systems should be encouraged.
- Electronic payments should not require further signing of paper receipts.
- For till points, consider having only a cashier at the till point who then also does the packing. Alternatively, arrange the till point so that cashiers and packers are separated from each other.

4.13. Employee canteens or break rooms

- Work shifts and break times should be staggered so as to minimise the number of employees in the "break room" or canteen at a time.
- Where possible (depending on the specific work site and weather) encourage employees to spend their breaks outdoors and remind them to continue to practice physical distancing.
- Display signage encouraging employees to wash their hands thoroughly before and after eating and to maintain physical distancing.
- Ensure that there is a wash basin and soap available in the break room for employees to use.
- Clean all surfaces thoroughly and frequently.

4.14. Employee and customer bathroom facilities

- Encourage employees/customers to wash their hands by displaying appropriate signage.
- Ensure that there is water and soap available for hand washing. Contactless tap systems or taps that can be operated with elbows are preferred.
- Do not use shared towels in the bathroom. Rather make use of paper towels that can be disposed of into sealed bins (operated by a foot step).
- Ensure that bins are large enough to hold multiple paper towels and/or empty the bins frequently.
- Line the bins with a plastic bag to allow easy emptying.
- Cleaning staff emptying the bins should wear gloves and wash their hands afterwards

4.15. Work Clothing

- Where practical, work clothes should be left at the work site and laundered in bulk using standard safety precautions during laundering.
- If it is not feasible to leave work clothes at the work site for laundering, then advise employees to remove their work clothes at the work site and place in a plastic bag.

They should wash their hands after taking off the work clothes. They should then clean the work clothes by washing it in warm water at home.

- If it is not even feasible to change their clothes at work, then employees should remove their work clothes immediately when they get home and place them in a washing basket. They should wash their hands after removal of the work clothes.
- Please note that clothes must not be shaken out as this can release the virus.
- The upper part of shoes should be wiped with alcohol sanitiser.
- The underside of the shoes should not be touched. If the underside of the shoes need to be cleaned then wear gloves and wash hands thoroughly after removing and discarding the gloves.
- Employees would need sufficient work clothes/uniforms to allow a daily change of work clothes.

4.16. Ventilation

- Maximise natural ventilation at the work site. This can be done, for example, by leaving a back door open with a security gate on, or opening windows, or using fans.

4.17. Daily Cleaning Routines and Waste Management

- Frequently interacted with and touched surfaces and objects should be cleaned and disinfected daily.
- Use soap and water to clean areas where possible. Then disinfect with a dilute bleach solution. Dilute 20ml of bleach per litre of water.
- If the area cannot be cleaned with soap and water, then wipe down the area carefully with a 70% alcohol solution.
- Any equipment which is shared by employees should be cleaned before each use.
- Waste from waste containers should be disposed of into plastic bags and sealed before discarding into the general waste for refuse collection.
- Employees handling waste must wear utility gloves when emptying the waste containers.
- Waste handlers and cleaners should wear closed shoes.
- Clean the waste storage area daily.

4.18. Receiving goods from suppliers

- Drivers should remain in their vehicle as far as possible.
- Physical distance should be maintained when receiving goods.
- Drivers and assistants must use hand sanitiser before handing any delivery documents or packages to employees.
- Ensure regular hand washing/use of sanitiser.

B. MANAGING EMPLOYEES INFECTED OR POSSIBLY INFECTED WITH CORONAVIRUS

If an employee at your workplace has become infected with the coronavirus then it is very important to assist that employee, as well as other employees, and re-evaluate what can be done to stop the further spread of the coronavirus, whether at the workplace or at the homes of everyone connected with the employee.

To do this effectively each of the following issues needs to be addressed:

1. Provide support to that employee and assist with isolation,
2. Provide support to other employees and prepare for counselling
3. Inform the Health Department that you have an employee with coronavirus infection 2019 (COVID-19)
4. Attempt to establish how that employee got infected,
5. Identify who the employee might in turn have infected,
6. Assist with contacting all these people and help with quarantining
7. Continue to screen employees to detect signs of possible coronavirus infection
8. Take steps to prevent any further infections
9. Possible temporary closure of the work site
10. Re-opening of the work site

Each of these 10 issues are discussed below.

1. SUPPORT TO COVID-19 INFECTED EMPLOYEE

Since he/she tested for the coronavirus your employee is likely to be in quarantine and would have been notified by a doctor or nurse that they are infected and need to be isolated for 14 days. However, sometimes there are miscommunications around this and your employee might still be at work.

If the employee is at work then:

- a) Immediately separate him/her from other employees preferably by placing in a well-ventilated room
- b) Ask him/her to wash hands thoroughly
- c) Provide him/her with a surgical mask if you have one, or else a cloth mask
- d) Assist the employee to follow the advice from the health department regarding isolation
- e) Assist with establishing if the employee is able to effectively self-isolate or if isolation at a public facility would be required.

If the employee is at home or at a quarantine facility, then:

- a) Assist the employee to follow the advice from the health department regarding isolation required to protect their family, friends, colleagues
- b) Assist with establishing if the employee is able to effectively self-isolate or if isolation at a public facility would be required.
- c) Provide suitable sick leave arrangements for the 14 days that the employee will be away from work

Additionally:

- a) Provide supportive counselling via your health and safety representative or via a trusted colleague
- b) If the likelihood is high that the infection was occupationally acquired (in other words it arose out of or in the course of work duties), then a workers' compensation claim needs to be completed

2. SUPPORT TO OTHER EMPLOYEES:

- Reassure staff that you are handling the situation following advice from the Health Department (see below) and that that you are supporting the infected employee.
- Inform staff that the Health and other Government departments, assisted by your health and wellness division or occupational health service, if you have either of

these, will be screening employees to determine possible exposure to the virus and how to handle that exposure.

- Contact your organisation's employee health and wellness division (or occupational health service) and alert them to rapidly assist with providing screening, counselling and psychological support for the employees. Alternatively appoint a trusted colleague to provide support and counselling to employees.

3. INFORM THE HEALTH DEPARTMENT

- The department of health is aware of all individuals that test positive for COVID-19 through laboratory reporting mechanisms. However, due to delays in reporting, the employee may be aware of the diagnosis before the health department
- The employer should contact the **provincial COVID-19 hotline number on 021 928 4102**.
- After contacting the hotline, the relevant health department team or a partner government department team, will be in contact to assist you.

4. ESTABLISH HOW THAT EMPLOYEE GOT INFECTED

- The employee could have been infected by fellow workers/managers, customers, or by someone within their home or social circle. Therefore, it is important to:
- Assist the employee to identify if he/she came into contact with anyone who had symptoms of a throat and chest infection. These symptoms are:
 - Fever
 - Cough
 - Sore throat
 - Shortness of breath
- Similarly, it is important for management to directly identify amongst the employees and frequent visitors to the work site, which people have any of the symptoms listed above. Amongst these could be the person or persons who originally infected the employee and may still be unknowingly spreading the infection amongst other employees, visitors and customers.
- Enlist the support of company occupational health staff where possible to assist with the identification of contacts. Make a list of all these employees and other people who have symptoms as they would need to be assessed, to decide if they should be tested for the coronavirus. Include the name, surname, contact number and address of these individuals where possible.
- Depending on how many employees are involved it may be necessary to temporarily close the work site while these investigations are underway.

5. IDENTIFY WHO THE EMPLOYEE MAY IN TURN HAVE INFECTED

- Any individuals the employee came into contact with since he/she became ill could also develop the disease and need to be separated from other employees and customers (if applicable), by going into quarantine.
- Ask the employee who he/she was in close contact with (i.e. face-to-face contact within 1 metre, or shared an enclosed space with the affected employee in the 48 hours before symptom onset) or worked closely with. These could be:
 - Other employees
 - Visitors to the work site
 - Regular customers
 - Suppliers
 - People in their neighbourhood
 - People they travel with
 - People at social gatherings
 - Family members

- Similarly ask all the employees at the company whether they recall being in close contact with or working closely with the employee since the date that he/she became ill.
- Enlist the support of Company occupational health staff where possible to assist with contact tracing and management of contacts. Make a list of all these employees and other contacts as they may have to be quarantined to prevent further spread. Include the name, surname, contact number and address of these individuals where possible.
- Depending on how many employees are involved it may be necessary to temporarily close the work site while these investigations are underway.

6. ASSIST WITH TRACING AND QUARANTINING PEOPLE WHO MAY HAVE BEEN INFECTED

- The health department assisted by partner government departments will interview all these contacts to determine whether the level of exposure is sufficient for them to have become infected, and hence whether they need to be quarantined or not.
- However, if the company has an employee wellness service or an occupational health service then it would be expected of them to assist with this process under the guidance of the health department.
- Please provide the list of contacts to the health department. (Do not delay the initial contact to the health department while you prepare this list).
- Please allow the health department access to employees via a quiet room or via the telephone.
- For those employees who need to be quarantined please provide suitable special leave arrangements for the 14 days that they will be in quarantine.
- Quarantine means that people who are at high risk of being infected with coronavirus are separated from other people for 14 days so that they cannot infect others.
- Depending on their home circumstance they can be quarantined either at home or at a specially prepared quarantine facility.
- To be allowed to quarantine at home they need to have a room in which they can stay alone, 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 they are in quarantine.

7. CONTINUE TO SCREEN 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 processes described above and hence may still be working and at risk of becoming infected. Also, some people can be infected with coronavirus and yet be completely well, only becoming ill later. It is possible that such people could still be working and that they may even be the original source of the coronavirus at the work site.
- Therefore, all employees should be monitored by the company daily (see section A for further details on daily screening of staff) to identify other employees that may develop symptoms.
- If an employee develops symptoms they should not come to work, but should instead report this to their supervisor and to the health department (**call the provincial COVID-19 hotline number on 021 928 4102**), who will advise them which testing centre to attend, so that the test for coronavirus can be done.
- However, some employees might come to work even if they have symptoms and therefore supervisors need to ask all employees about any symptoms they may have, every day before they start work.

8. STEPS TO TAKE TO PREVENT ANY FUTURE INFECTIONS AMONGST EMPLOYEES

- All areas where the employee worked or visited in the work site should be thoroughly cleaned with soap and water and wiped down with a diluted bleach solution (dilute 20ml of bleach per litre of water). If the area cannot be cleaned with soap and water then it should be wiped down carefully with a bleach solution, or a 70% alcohol solution.
- This will be specific to each case and includes the kitchen, staff room, canteen, toilet facilities, trolleys, baskets, door handles, work stations, computers and till counters among others.
- If large surface areas and large numbers of objects need to be cleaned and disinfected then the work site may need to close temporarily while this is being done.
- Strictly follow the guidelines listed above on preventing coronavirus infection.

9. POSSIBLE TEMPORARY CLOSURE OF THE WORK SITE

- The Health Department may need to advise to close the work site temporarily due to the public health risk posed by remaining open.
- This will be done in consultation with the company managers and will depend upon a number of factors including the following:

The work site may need to be temporarily closed depending on the following factors:

- If the number of employees who have symptoms is considerably large, because of the time needed to investigate and determine if they should be tested for coronavirus infection or not.
- If the number of employees who are contacts of the employee/s with coronavirus infection is large, because of the time needed to investigate and determine if they need to be in quarantine or not.
- If the area in the work site and the volume of items that need to be cleaned is large, because of the time required to complete this important task.
- If the number of employees diagnosed with coronavirus infection and therefore needing isolation is large, since there may be insufficient employees for the work site to continue its operations.
- If the staff complement that are identified as contacts of the infected employee and therefore need to be placed in quarantine is large, since there may then be insufficient employees for the work site to continue its operations.

Temporary closure of the work site can be prevented by:

- Rapidly cleaning and disinfecting the surfaces and items that were contaminated.
- Seconding staff from other branches to replace those placed in isolation and quarantine, but avoid staff working at multiple branches in the short-term i.e. the seconded employees would have to then work only at one branch at a time for the medium term.
- Temporarily employing suitably skilled staff to replace those placed in isolation and quarantine.
- Preventing infection of employees with coronavirus by following the prudent steps outlined below.
- Training employees on how to prevent coronavirus infection.

10. RE-OPENING OF THE WORK SITE

In order for the work site to be re-opened, the following minimum requirements should be in place:

1. An assessment of the circumstances which resulted in the exposure of the employee/s to the coronavirus.
2. A description of steps that will be taken to remedy any shortcomings in prevention activities uncovered during the assessment.
3. Full training of employees on coronavirus prevention activities has been achieved.
4. Cleaning and disinfection of all surfaces and objects that have been contaminated has been done.
5. Procedures are in place to implement all the prevention activities listed above.

C. SPECIFIC GUIDELINES FOR VARIOUS SECTORS

This section of the document provides additional guidance to specific sectors with regards to preventing coronavirus infection. It attempts to draw attention to some specific things to attend to within the sector. There will be some overlap with advice in the general section of the prevention guidelines but that is intentional and is because that issue is being highlighted as being important to the sector.

Sectors covered here are:

- A. Office Workplaces without Public Access
- B. Banks, Post offices and Government Offices serving the Public
- C. Public Transport
- D. Petrol filling stations
- E. Large Retail Stores
- F. Clothing Stores
- G. Services with prolonged contact (hairdresser, spa, manicure, massage, etc)
- H. Construction

A. Office Workplaces without Public Access

1. Where possible work from home.
2. Wear a cloth mask when around other people. Don't touch the mask. Take off mask by the strings. Wash hands after take off mask.
3. Leave main doors to the building open if they are not sensor controlled.
4. Move turnstiles with your body and not your hands.
5. Usually staff have to touch biometric sensor pads, lift buttons and door handles to access their offices and hence it is very important to wash your hands before you commence work and touch surfaces and equipment.
6. Separate desks and work surfaces.
7. Don't share equipment, if possible or wipe with
8. Stagger tea breaks.
9. Sit widely separated when having meetings.
10. Have teleconference and video conference meetings.
11. Sanitise your hands with alcohol sanitiser after you have left the building.
12. Change your clothes and wash your hands when you get home.

B. Banks, Post offices and Government Services for the Public

1. Where possible allow clients to arrive with timed appointments.
2. Staff and clients to wear cloth masks.
3. Spray alcohol hand sanitiser onto hands of clients when they arrive and exit.
4. Have staff member stationed at ticket number dispensing device to operate it. Clients then just take the clean paper with the number or get the number sent to their cellphone.
5. Space queues 1,5 metres apart by using tape on the floor.
6. Clients to sit far apart (>1,5 metres) in waiting area.
7. Put clear glass or perspex barriers between clients and staff.
8. Spray alcohol hand sanitiser onto hands of clients before and after use of biometric sensor pads.
9. Clients should bring their own pen.
10. Provide alcohol wipes to clean communal pens before and after use.
11. Use contactless payment systems where possible.

12. Clients and staff to use alcohol hand sanitiser before and after exchanging money and using cards.
13. Wipe all equipment touched by client with alcohol wipes.

C. Public Transport

1. Clean the bus and taxi rank with soap and water or your usual cleaning materials during the closure time in the middle of the day and every evening after operations have ceased.
2. Wipe down the surfaces at the bus and taxi rank with dilute bleach solution (20ml bleach per litre water) each hour, while the rank is in use.
3. Passengers, drivers, guards and rank attendants must wear cloth masks.
4. Separate passengers in the queue at the bus and minibus taxi rank by a distance of 1,5 metres. Put 1,5 metre marker lines on the floor and inform passengers to stand behind each marker.
5. Do not let passengers open the doors of the minibus taxi. Leave doors open while waiting for passengers. Open the doors for passengers when picking them up along the route.
6. Offer passengers alcohol-based hand sanitiser to clean their hands before they enter the minibus taxi and as they approach the driver's cubicle in the bus. Spray the hand sanitiser on their hands. Do not give the passengers the hand sanitiser container.
7. Rub your hands for 20 seconds with alcohol-based sanitiser after taking money from each customer.
8. Do not fully fill the bus or minibus taxi with passengers. Keep it half full.
9. Let passengers sit as far from each other as possible.
10. Keep the windows open to allow fluid droplets to escape in case a passenger coughs or sneezes during the trip.
11. Wipe down the door handles, window ledges and seats with hand sanitiser after each trip.
12. Clean with soap and water and disinfect the outside of the vehicle twice per day with a bleach and water solution. Dilute 20ml of bleach per litre of water. Clean it after the 05h00 to 09h00 shift and after the 16h00 to 20h00 shift.
13. Wipe down the entire inside of the vehicle with alcohol-based sanitiser twice per day.

D. Petrol filling stations

1. Staff and customers to wear cloth masks.
2. Petrol attendants should not switch between pumps during a shift if possible.
3. Encourage customers to remain in their vehicle unless they need to go to the shop at the petrol station
4. Keep a distance of 1,5 metres from the window of the vehicle.
5. Do not touch the door, window or door handle
6. Offer customers alcohol-based hand sanitiser to clean their hands before they give you money or a card.
7. Spray the hand sanitiser on their hands. Do not give the customers the hand sanitiser container.
8. Also, offer alcohol-based hand sanitiser to customers when you are finished assisting them.
9. Before processing payment via card or cash the attendant should sanitise hands
10. Wipe the credit card machine with hand sanitiser before and after assisting each customer.

11. Do not touch the customers hands when handing over the credit card machine.
12. The customer should insert/swipe their own loyalty and credit cards.
13. Rub hands with alcohol-based sanitiser after you have wiped the credit card machine.
14. When making cash payments customers should try and have the exact amount ready.
15. Cash payments should preferably be placed in a container and taken to the cashier. Avoid hand-to-hand transfer of cash.
16. After handing the container to the cashier, the cashier should place the change in the container – and then sanitise hands.
17. Tips should be left in the container. Do not touch tips. Tip them from the container into a separate tip container.
18. After emptying the container the attendant should sanitise hands. Customers should also sanitise their hands at this point.
19. At the end of each day clean the pumps and surrounding equipment by wiping with a dilute solution of bleach. Dilute 20ml of bleach per litre of water.

E. Large Retail Stores

Online electronic shopping

1. Provide and encourage customers to shift to online shopping.
2. Ideally online shopping should be paired with a delivery service.
3. If a delivery service is not available provide a separate section of the shop for collection of online orders.
4. Physical collection of online orders by the customer should then ideally be done on an appointment system basis.
5. A separate section of the shop should be designated for collection of online orders.
6. The access and queuing system for collecting online orders should be organised on the same basis as below.

Store Entrance

1. Use only a single entrance/exit as far as possible.
2. Keep doors open to minimise touching door handles.
3. The number of people in the store (including staff and customers must be limited to one person per 6 square metres (i.e. floor meterage divided by 6).
4. Position staff at the entrance to the store to direct entry/exit and monitor queuing. The staff placed at the entrance of the store should keep track of the number of people in the store at any time.
5. When the store is full customers should queue outside or be given a time to return. Once full then do not allow anyone to enter until someone has left.
6. Use 1,5 metre floor markings to indicate where customers should queue and encourage customers to use shopping trolleys as a means of physically distancing from others.
7. Direct customers to leave a space between their trolley and the next person and direct them to stand behind the floor markings while they wait outside the shop.
8. Sanitise shopping trolleys and basket handles before and after use by each customer.
9. Provide customers with sanitising wipes at trolley/basket points.
10. Anyone entering the store must first sanitise their hands.

11. Only a single member of each household should be allowed into the store and any other person accompanying the customer must remain outside the store. (Please use discretion for exceptional circumstances e.g. single parent with young children).

Aisles and Products Physical Distancing

1. Designate a direction of travel for aisles (i.e. make aisles "one-way") by placing arrows on the floor.
2. Prevent bottlenecks in aisles by limiting restocking of shelves during trading hours or closing aisles while restocking to prevent bottlenecks.
3. Space out items on shelves to minimise people crowding together.
4. Place signage encouraging customers to make a selection before touching the item so that they do not touch multiple items.

Till points

1. Maintain physical distancing between customers at till points using floor markings spaced at 1.5metre intervals to indicate where it is safe to queue.
2. Perspex guards can be installed at till points to create a barrier between cashiers and customers. If installed these guards must be cleaned regularly using soap, water and disinfectant (dilute bleach or alcohol solution).
3. Signage should be present instructing staff and customers not to touch the Perspex guards.
4. Consider only placing a cashier at the till point instead of both a cashier and a packer. If this is not possible, arrange the till workspace to ensure distancing between the cashier and packer.
5. Consider using only alternate tills if the till points are close to each other and no physical barrier is possible.
6. Cashiers and packers must sanitise their hands before and after assisting each customer.
7. Additionally, the customer should also sanitise their hands before being assisted. The cashier should spray the hand sanitiser onto the customer's hands rather than handing the customer the bottle.
8. Digital payment options must be encouraged. However, where card machines are used, ask customers to swipe their own loyalty/credit cards instead of handing over to the cashier.
9. If customers use their own shopping bags, encourage them to wash the bags after each use.
10. The surface area, till and card machine must be sanitised between customers. Cashiers should sanitise their hands after they have wiped down the surface area, till and credit card machine.

Self-service food stations:

1. Self-service food stations in which food items such as salads, and cooked food are left partially covered or uncovered so that customers can help themselves, should be closed.
2. These food points should be converted to ones where staff serve the customers by dishing the food into containers.
3. Where fresh produce is sold, signage should be displayed encouraging customers to make a selection before they touch the item, so that customers do not touch multiple items which may then spread infection.

F. Clothing Stores

1. Manage store entrance and till points as described for large retail stores.
2. Display items widely enough dispersed so that customers and staff do not brush up against them when walking past.

3. Display clothing items appropriately so that customers can easily identify the correct size without searching through and touching multiple items.
4. Similarly, display the prices of items clearly so that customers do not touch and search through the item to find the price.
5. Encourage customers not to touch multiple items before selecting one.
6. Do NOT have "mixed articles in reduced price boxes" which customers have to scratch through.
7. Fitting rooms should NOT be used.
8. Ensure that your store has a clear policy for clothing returns.
9. Returned clothing should be stored separately from other clothing in a designated area and should not be sold for at least 1 week after being returned, as any viruses would then have expired.

G. Services with prolonged contact (hairstylist, spa, manicure, massage)

1. Minimise queuing by implementing appointment systems as far as possible
2. Where queuing is necessary, ensure that customers adhere to physical distancing by placing markers on the floor to delineate 1.5m intervals. Reiterate this by displaying appropriate signage and allocating a staff member to monitor that this is being applied.
3. If a seated waiting area is used, seat people away from each other and limit the number that can be accommodated. If the waiting capacity is reached, encourage clients to either make an appointment or return later rather than queuing outside the waiting area.
4. Staff should sanitise their hands before and after any customer interaction that will involve physical contact.
5. Customers should also sanitise their hands before and after the interaction with the staff member.
6. Counters, credit card machines and other objects that customers come into contact with must be cleaned after each customer.
7. Gloves are not recommended unless they can be used only for a single interaction and then disposed of. If this is not possible then staff should rather wash or sanitise their hands between each customer interaction.
8. Both clients and staff who will come into close contact with each other must wear a cloth face mask at all times.
9. Objects/equipment that have come into contact with the client must be cleaned before the next use.

H. Construction

1. A risk assessment must be conducted at each new site prior to construction beginning. As far as possible this must be done with the assistance of occupational health practitioners.
2. Continue to use PPE that is required for each construction activity
3. Where possible to be used with other safety equipment, cloth face masks must be used by all workers.
4. There must be no sharing of PPE
5. Where possible don't share equipment.
6. If have to share equipment then clean it with alcohol-based hand sanitiser before the next person uses it.
7. Travel to work and to construction sites must adhere to physical distancing measures and all windows in the vehicle to be open for the duration of the trip. Only 50% occupancy of the vehicle allowed and all occupants to wear cloth face masks. Upon entering and exiting the vehicle all occupants should sanitise their hands. The vehicle must be cleaned daily.

8. Site supervisors must design work patterns to allow for physical distancing of 1.5 metres between workers and limit the number of workers on site accordingly
9. Tools are not to be shared or if not possible then tools must be cleaned between use
10. Employers must ensure that there is access to soap and water, hand sanitiser and bins for disposing of waste at various points around the site
11. Avoid portable toilets where possible, however, if these cannot be avoided then clean them more frequently (4 times per day) with a bleach solution. Use 20 ml bleach with a litre of water. Wear disposable gloves. Wash hands afterwards.