COVID-19 MANAGEMENT PLAN

Contents

[Introduction 2](#_Toc40250486)

[Company information 2](#_Toc40250487)

[Management Structure 3](#_Toc40250488)

[Remote Working 3](#_Toc40250489)

[Rotational Work 4](#_Toc40250490)

[Hazard Identification & Risk Assessment 4](#_Toc40250491)

[Traveling to work 4](#_Toc40250492)

[Driving During Work 5](#_Toc40250493)

[Pre-entry Screening 5](#_Toc40250494)

[Access & Egress Points 6](#_Toc40250495)

[While at Work 6](#_Toc40250496)

[Arrangements When Doing Site Visits 7](#_Toc40250497)

[Arrangements for Members of the Public 8](#_Toc40250498)

[Hand Washing 8](#_Toc40250499)

[Toilet Facilities 8](#_Toc40250500)

[Canteen, Lunch & Rest Areas 8](#_Toc40250501)

[Work Planning to Avoid Close Contact Working 9](#_Toc40250502)

[Risk Assessing & Hierarchy of Controls 10](#_Toc40250503)

[Emergency Service Response 11](#_Toc40250504)

[Possible Exposure Controls 12](#_Toc40250505)

[Cleaning 12](#_Toc40250506)

[Conclusion 12](#_Toc40250507)

[Acceptance 13](#_Toc40250508)

# Introduction

This management plan has been developed to combat the current COVID-19 outbreak as well as its impact on our services to our clients. In line with the government aligned guidelines as set out in the Disaster Management Act, 2002 in prevention of the Coronavirus:

* Wash your hands often with soap and water for at least 20 seconds. If soap and water are not available, use an alcohol-based hand sanitiser.
* Avoid touching your eyes, nose, and mouth with unwashed hands.
* Avoid close contact with people who are sick.
* Stay at home when you are sick and try and keep distance from others at home.
* Cover your cough or sneeze with a flexed elbow or a tissue, then throw the tissue in the bin.
* Clean and disinfect frequently touched objects and surfaces.
* Social distancing of 2 meters to be always adhered to.
* Avoid contact with farm or wild animals (alive or dead), animal markets, and products that come from animals (such as uncooked meat).

(COMPANY) will endeavour to work in accordance with the above guidelines as well as the management plan set out below. This plan is based on infection transmission prevention and specific occupational hygiene practices that (COMPANY) needs to implement, as well as the measures to mitigate or eliminate the transmission of the virus in the workplace

# Company information

(COMPANY) will be issuing permits to its staff to return to work in accordance with the Disaster Management Act and its Regulations.

These permits will be valid until such time as directives have been issued by the Minister for Justice and Constitutional Development.

In accordance with the permits, which are to be valid from 1 May 2020 until further Notice and in the event that return to work is allowed to take place completely after the directives have been issued, this plan is in place to prevent the spread of COVID-19 in the workplace.

All staff who are able to work from home, will continue to do so, in accordance with Regulation 5(5) under the Disaster Management Act.

Date of opening: 04 May 2020

Operating hours: 8:30 – 17:00

# Management Structure

In terms of the Regulations issued in terms of Section 27(2) of the Disaster Management Act, 2002, Chapter 3 – Alert Level 4 / Section 16 – Movement of Persons / Subsection 6:

DMA16(6)(a) – designate a COVID-19 compliance officer who will oversee the:

1. Implementation of the plan referred to in subsection (b); and
2. Adherence to the standards of hygiene and health protocols relating to COVID-19 at the workplace;

The following person will be appointed in writing as the DMA16(6)(a) COVID-19 Compliance Officer and will adhere to the duties as set out in the appointment.

|  |  |
| --- | --- |
| **NAME** | **CONTACT NUMBER** |
|  |  |

# Remote Working

The following staff members are able to operate remotely

|  |  |
| --- | --- |
| **NAME** | **JOB TITLE** |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |

The following staff members are over the age of 60 years:

|  |  |
| --- | --- |
| **NAME** | **JOB TITLE** |
|  |  |
|  |  |
|  |  |
|  |  |

The following staff members suffer from comorbidities, requiring that they remain home:

|  |  |
| --- | --- |
| **NAME** | **JOB TITLE** |
|  |  |
|  |  |
|  |  |
|  |  |

# Rotational Work

The staff will be on an in-office rotation as follows:

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **NAME** | **MON** | **TUE** | **WED** | **THUR** | **FRI** |
|  |[ ] [ ] [ ] [ ] [ ]
|  |[ ] [ ] [ ] [ ] [ ]
|  |[ ] [ ] [ ] [ ] [ ]
|  |[ ] [ ] [ ] [ ] [ ]
|  |[ ] [ ] [ ] [ ] [ ]
|  |[ ] [ ] [ ] [ ] [ ]
|  |[ ] [ ] [ ] [ ] [ ]
|  |[ ] [ ] [ ] [ ] [ ]
|  |[ ] [ ] [ ] [ ] [ ]
|  |[ ] [ ] [ ] [ ] [ ]

# Hazard Identification & Risk Assessment

HIRA has been conducted and employees performing works must abide by the following items:

* Daily screening in the form of completing a daily checklist, answering questions truthfully and temperature testing.
* Reporting on movements / contact during daily activities.
* Practice good housekeeping at all times by ensuring our working environment is clean, sanitized and disinfected.
* Practice good personal hygiene at all times and follow the hand washing methods, sanitizing methods and social distancing.
* Wear the relevant PPE as issued and when applicable.
* Always carry out the protocols, even in private capacity.
* Report any contact / suspected contact with the COVID-19 in the correct manner.
* Non-compliance to these protocols and HIRA control measures can result in disciplinary measures.

These protocol measures are to be read in conjunction with the Hazard Identification Risk Assessment and control measures and are always to be adhered to.

# Traveling to work

* Wherever possible employees should travel to work alone using their own transport.
* If employees have no option but to share transport:
	+ Journeys should be shared with the same individuals and with the minimum number of people at any one time.
	+ Good ventilation (i.e. keeping the windows open) and facing away from each other may help to reduce the risk of transmission.
	+ The vehicle should be cleaned regularly using gloves and standard cleaning products, with particular emphasis on handles and other areas where passengers may touch surfaces.
	+ If public transport is unavoidable, the travelling employee should wear a protective layer to be removed before entering the building as the virus may be brought by sitting on it.

Consideration must be given to the following items:

* Parking arrangements for additional vehicles and bicycles.
* Other means of transport to avoid public transport e.g. cycling.
* Providing hand cleaning facilities at entrances and exits. This should be soap and water wherever possible or hand sanitiser if soap and water are not available.
* How someone taken ill would get home.
* Where public transport is the only option for employees, you should consider:
* Changing and staggering work hours to reduce congestion on public transport.
* Avoid using public transport during peak times (05:45 ‐ 7:30 and 16:00 ‐ 17:30)

# Driving During Work

* When travelling at work or between site locations, employees should travel alone. If employees have no option but to share a vehicle, then they should:
	+ Share with the same individuals and with the minimum number of people at any one time.
	+ Wherever possible maintain a distance of two meters and avoid touching their faces.
	+ Maintain good ventilation (i.e. keeping the windows open) and face away from each other during the journey.
	+ Wash their hands for 20 seconds using soap and water or hand sanitiser if soap and water are not available before entering and after getting out of the vehicle.
	+ Regularly clean the vehicle using gloves and standard cleaning products, with particular emphasis on handles and other surfaces which may be touched during the journey.

# Pre-entry Screening

All employees are to be screened daily when entering the premises in the way of temperature measurement and sanitisation.

* Employees are to keep a distance of two-meters while waiting for access.
* Employees with a temperature of >38oC will be required to go home and self-isolate until cleared from any symptoms.
* Every time entering the premises apply hand hygiene practices (refer to hand washing and hand sanitising guide sheets).
* A register is to be completed daily by all persons entering the workplace which is to include employees, visitors, couriers, etc.

The register shall record:

* Full Names
* ID Number
* Temperature reading

# Access & Egress Points

* Stop all non-essential visitors.
* Consider introducing staggered start and finish times to reduce congestion and contact at all times.
* Use signage such as floor markings, to ensure 2-meter distance is maintained between people when queuing.
* Employees not to attend if they have symptoms of Coronavirus (COVID-19) and to follow guidelines.
* Remove or disable entry systems that require skin contact (e.g. fingerprint scanners) unless they are cleaned between each individual use.
* Require all employees to wash their hands for 20 seconds using soap and water when entering and leaving the site.
* If a soap and water station is not practicably possible ensure proper hand sanitiser is applied.
* Regularly clean high-risk common contact surfaces in reception, office, access control and delivery areas e.g. scanners, screens, telephone handsets and desks, particularly during peak flow times.
* Reduce the number of people in attendance at morning meetings and consider holding them outdoors wherever possible.
* Where loading and offloading arrangements on site will allow it, drivers should remain in their vehicles. Where drivers are required to exit their vehicle, they should wash or sanitise their hands before handling any materials.
* Arrangements for monitoring compliance will be in place by regular spot checks and weekly reports.

# While at Work

* Employees are to follow the directives of the COVID-19 occupational health and safety measures in workplaces as outlined in the government notice on the 29 April 2020. This will include the following protocols:
* Read and understand this “COVID-19 MANAGEMENT PLAN” and adhere to its guidelines.
* Notify management if you are feeling ill or have any symptoms associated with COVID-19.
* If you have symptoms, you should not come to work and to take paid sick leave in terms of section 22 of the BCEA.
* A manager will be appointed in terms of DMA16(6) as a COVID-19 compliance officer and will ensure these guidelines as well as records and reports are collected for proof of adherence. Please follow their guidance.
* (COMPANY) will minimize the number of workers at the workplace at any given time through rotation, staggered working hours, shift systems, remote working arrangements or similar measures in order to achieve social distancing, please cooperate with this arrangement.
* All employees will be provided with information that raises awareness regarding COVID-19 and the prevention methods through leaflets and notices placed in conspicuous places in the workplace. These will contain information of the dangers of the virus, the manner of its transmission, the measures to prevent transmission such as personal hygiene, social distancing, use of masks, cough etiquette and where to go for screening or testing if presenting with the symptoms.
* Should an employee fall ill and test positive to the COVID-19 virus, it is the requirement of the Government that (COMPANY) notify the department of health and the Department of employment and labour.
* The above cases will also be investigated, and a review of the Risk Assessment will take place following a case of COVID-19 contamination.
* Social distancing must be adhered to at all times while at work and where impractical, barriers will be installed to provide solid barrier between employees and another person, whether an employee or a member of the public.
* All employees are to complete the screening form at the start of each workday and must always provide clear and truthful information. You will be screened for temperature as well as be required to answer questions pertaining to symptoms associated with COVID-19.
* For employee protection and the prevention of the COVID-19 virus, all areas will be allocated a sufficient amount of hand sanitizer, however, we request that all employees use the opportunity as shown below in the “Hand Wash” section to wash their hands with water and soap instead of using hand sanitizer and only use hand sanitizer when necessary.

# Arrangements When Doing Site Visits

* In additional to any other protocol as set out in this document, employees are to ensure that regular Health and Safety measures are taken when performing their duties.
* The safe work procedure set out for call outs and audits are to be used and the call out sheet questionnaire is to be completed for each site visit.
* Where social distancing is not possible, all mitigating factors must be taken, such as wearing the appropriate mask and ensuring that high risk frequently touched surfaces are cleaned and disinfected before and after use.
* Do no remove your mask under any circumstances while performing work were social distancing is not possible.
* Hands should be washed in accordance with the set guidelines and use hand sanitizer should soap and water not be available.

# Arrangements for Members of the Public

* All consultations will be done remotely wherever possible.
* No food or drink will be served to clients or other members of the public.
* Clients and other members of the public will be required to sanitize their hands upon entry to the premises.
* Clients and other members of the public will be required to practice safe social distancing measures and be required to wear masks on the premises.

# Hand Washing

* Allow regular breaks to wash hands.
* Provide additional hand washing facilities (e.g. pop ups) to the usual welfare facilities, particularly where there are significant numbers of personnel.
* Ensure adequate supplies of soap and fresh water are readily available and kept topped up at all times.
* Provide hand sanitiser (minimum 70% alcohol based) where hand washing facilities are unavailable.
* Regularly clean the hand washing facilities.
* Provide suitable and sufficient rubbish bins for hand towels with regular removal and disposal.
* Display the guideline posters for hand washing and sanitising at all washing/sanitising stations.

# Toilet Facilities

* Restrict the number of people using toilet facilities at any one time and use signage, such as floor markings, to ensure 2-meter distance is maintained between people when queuing.
* Wash or sanitise hands before and after using the facilities.
* Enhance the cleaning regimes for toilet facilities, particularly door handles, locks and the toilet flush.
* Portable toilets should be avoided wherever possible, but where in use these should be cleaned and emptied more frequently.
* Provide suitable and sufficient rubbish bins for hand towels with regular removal and disposal.

# Canteen, Lunch & Rest Areas

* Where possible, employees should be encouraged to bring their own food. They should also be required to stay on site once they have entered it and avoid using local shops.
* The capacity of each lunch or rest area should be clearly identified at the entry to each facility, and where necessary attendants provided to supervise compliance with social distancing measures.
* Break times should be staggered to reduce congestion and contact at all times.
* Drinking water should be provided with enhanced cleaning measures of the tap mechanism introduced.
* Frequently clean surfaces that are touched regularly, using standard cleaning products e.g. kettles, refrigerators, microwaves.
* Hand cleaning facilities or hand sanitiser should be available at the entrance to any room where people eat and should be used by employees when entering and leaving the area.
* A distance of 2 meters should be maintained between users, wherever possible.
* All rubbish should be put straight in the bin and not left for someone else to clear up.
* Tables should be cleaned between each use.
* Crockery, eating utensils, cups etc. should not be used unless they are disposable or are washed and dried between use.
* Payments should be taken by contactless card wherever possible.
* Lunch staff should wash their hands often with soap and water for at least 20 seconds before and after handling food.
* Lunch staff and employees may use rest areas if they apply the same social distancing measures.
* If possible, a person in charge of ensuring these measures are taken must be appointed as a Canteen Supervisor.

# Work Planning to Avoid Close Contact Working

* Where it is not possible to follow the social distancing guidelines in full in relation to a particular activity, you should consider whether that activity needs to continue for the company to continue to operate, and, if so, take all the mitigating actions possible to reduce the risk of transmission.
* Work needs to be planned and organised to avoid crowding and minimise the risk of spread of infection.
* The company should remind the workforce (e.g. at daily toolbox/DSTI) of the specific control measures necessary to protect themselves, their colleagues, families and the population.
* Reusable face masks should be worn in environments where they do not impact other PPE requirements.
* Avoid congregating in stale or low air flow environments such as basements etc. ensure proper ventilation is provided at all times.

# Risk Assessing & Hierarchy of Controls

* If you are not able to work whilst maintaining a two-meter distance, you should consider whether the activity should continue and, if so, assess the risk using the hierarchy of controls in the table below.
* Continuous Risk Assessments are crucial in a change management environment.
* Employees must follow the control measures set out in the risk assessment for COVID-19 as well as the risk assessments for normal working activities.

|  |
| --- |
|  |
| **#** | **HIERARCHY** | **CONTROLS** |
|  |
| 1 | Eliminate | * Employees who are unwell with symptoms of Coronavirus (COVID-19) should not travel to or attend the workplace.
* Rearrange tasks to enable them to be done by one person, or by maintaining social distancing measures (2 meters).
* Avoid skin to skin and face to face contact.
* Stairs should be used in preference to lifts or hoists and consider one ways systems.
* Consider alternative or additional mechanical aids to reduce employee interface.
* Site Meetings:
* Use online platforms to host meetings.
* Only absolutely necessary meeting participants should attend.
* Attendees should be at least two meters apart from each other.
* Rooms should be well ventilated / windows opened to allow fresh air circulation.
* Consider holding meetings in open areas where possible.
 |
| 2 | Reduce | Where the social distancing measures (2 meters) cannot be applied:* Minimise the frequency and time employees are within 2 meters of each other.
* Minimise the number of employees involved in these tasks.
* Employees should work side by side, or facing away from each other, rather than face to face.
* Lower the employee capacity of lifts and hoists to reduce congestion and contact at all times.
* Regularly clean common touchpoints, doors, buttons, handles, vehicle cabs, tools, equipment etc.
* Increase ventilation in enclosed spaces.
* Employees should wash their hands before and after using any equipment.
 |
| 3 | Isolate | Keep groups of employees that have to work within 2 meters:* Together in teams e.g. (do not change employees within teams).
* As small as possible.
* Away from other employees where possible.
 |
| 4 | Control | Where face to face working is essential to carry out a task when working within 2 meters:* Keep this to 15 minutes or less where possible.
* Consider introducing an enhanced authorisation process for these activities.
* Provide additional supervision to monitor and manage compliance.
 |
| 5 | PPE – Personal Protective Equipment | No need of Respiratory Protective Equipment (RPE) for Coronavirus (COVID-19) where the two-meter social distancing guidelines are met.* Where it is not possible to maintain a two-meter distance, each activity should be risk assessed using the hierarchy of controls and against any sector-specific guidance, mindful that masks (RPE) are the last resort in the hierarchy. However reusable face masks should be worn in environments where they do not impact other PPE requirements.
* Re-usable PPE should be thoroughly cleaned after use and not shared between employees.
* Single use PPE should be disposed of so that it cannot be reused.
* Where personnel are required to work in specific environments (e.g. where persons are shielding, with symptoms, or confirmed Coronavirus (COVID-19) cases may be present e.g. healthcare or in a home environment) additional PPE should be considered specific to the Coronavirus (COVID-19) risk.
* Reusable face masks should be worn in environments where they do not impact other PPE requirements.
* 2 Reusable face masks should be given to each employee.
 |
| 6 | Behaviours | * The measures necessary to minimise the risk of spread of infection rely on everyone in the industry taking responsibility for their actions and behaviours.
* Encourage an open and collaborative approach between employees and management on site where any issues can be openly discussed and addressed.
 |
|  |

# Emergency Service Response

* The primary responsibility is to preserve life and first aid should be administered if required and until the emergency services attend.
* When planning work activities, the provision of adequate first aid resources must be agreed on.
* Emergency plans including contact details should be kept up to date including the NIOH COVID-19 contact numbers.
* Consideration must also be given to potential delays in emergency services response, due to the current pressure on resources.
* Reschedule high-risk work where possible or provide additional competent first aid or trauma resources.

# Possible Exposure Controls

* Employees are required to contact their local doctor or local clinic, also to report to the **NICD on 0800 02 9999** or **NIOH on 0800 21 21 75** if the person has been in contact with possible or known cases of infection.\* \*This is a legal requirement.
* The persons will be guided by the NICD / NIOH on the approach of either self-quarantine or how tests will be conducted for that person.
* Employees are to notify their management immediately of the diagnosis following a COVID-19 result so that the necessary actions and precautions can be taken to prevent a further spreading.
* The company must report any possible exposure cases during its operations to the relevant health authorities.

# Cleaning

* Enhanced cleaning procedures should be in place, particularly in communal areas and at touch points including:
	+ Taps and washing facilities.
	+ Toilet flush and seats.
	+ Door handles and push plates.
	+ Hand rails on staircases and corridors.
	+ Lift and hoist controls.
	+ Machinery and equipment controls.
	+ All areas used for eating must be thoroughly cleaned at the end of each break and shift, including chairs, door handles, vending machines and payment devices.
	+ Telephone equipment.
	+ Keyboards, photocopiers, pens pencils and other office equipment.
* Rubbish collection and storage points should be increased and emptied regularly throughout and at the end of each day.

# Conclusion

It is to be noted that an increase in awareness of the COVID-19 Virus is essential for all employees to work in a safe and healthy manner. Thus it is the directive of each person in the company to keep his/her work station clean and disinfected as regularly as possible.

If there are items in this management plan that you are not fully aware of, agree with or have information to add to this management plan, you are encouraged to make your comments known to management as soon as you can. We encourage you to have an open line of communication to best resolve issues and potential threats before they become incidents.

We thank you for your consideration of this above guidelines.

Management – (COMPANY)

# Acceptance

By signing the below register, you declare that you agree with and will abide by the above protocols and guidelines in the interest of Health and Safety as well as the prevention and spread of COVID-19.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **#** | **Full Name** | **Date** | **Employee #** | **Signature** |
|  |
| 1 |  |  |  |  |
| 2 |  |  |  |  |
| 3 |  |  |  |  |
| 4 |  |  |  |  |
| 5 |  |  |  |  |
| 6 |  |  |  |  |
| 7 |  |  |  |  |
| 8 |  |  |  |  |
| 9 |  |  |  |  |
| 10 |  |  |  |  |
| 11 |  |  |  |  |
| 12 |  |  |  |  |
| 13 |  |  |  |  |
| 14 |  |  |  |  |
| 15 |  |  |  |  |
| 16 |  |  |  |  |
| 17 |  |  |  |  |
| 18 |  |  |  |  |
| 19 |  |  |  |  |
| 20 |  |  |  |  |
| 21 |  |  |  |  |
| 22 |  |  |  |  |
| 23 |  |  |  |  |
| 24 |  |  |  |  |
| 25 |  |  |  |  |
| 26 |  |  |  |  |
| 27 |  |  |  |  |
| 28 |  |  |  |  |
| 29 |  |  |  |  |
| 30 |  |  |  |  |
| 31 |  |  |  |  |
| 32 |  |  |  |  |
| 33 |  |  |  |  |
| 34 |  |  |  |  |
| 35 |  |  |  |  |
| 36 |  |  |  |  |