COVID-19
Risk Mitigation Plan:
Part A: Office Spaces
As from 4 June 2020 (Level 3)

This document is a response to
Alert Level 3
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1 PURPOSE
The purpose of this document is to provide a strategy aligned to Government Notice 479 of 29 April 2020 - COVID-19 OCCUPATIONAL HEALTH AND SAFETY MEASURES IN WORKPLACES COVID-19 (C19 OHS), 2020 as a response mechanism to alleviate the risks of transmission of COVID-19 transmission whilst conducting Civil Engineering Professional Services at Naidu Consulting Offices around the country whilst permitted to operate during specific risk levels during lockdown. For convenience, and where applicable, the components of sections of this document are cross referenced to this Notice.

2 SCOPE OF APPLICATION
This policy shall apply to:

- All office and site-based staff employed on a permanent or contract basis;
- Sub-consultants who spend more than 60% of the working month undertaking work for Naidu Consulting; and
- All seconded staff undertaken engineering under a mentorship programme.

3 EFFECTIVE DATE
This policy shall be effective from 1 May 2020 and shall supersede all other Coronavirus Continuity plans issued previously.

4 INTRODUCTION
Naidu Consulting (NC) is committed to the health and wellbeing of all their clients, staff and their families. To this end, a continuity plan was developed to ensure the ongoing service delivery in a safe and responsible manner through the COVID-19 Pandemic. These carefully considered plans, complimented with the national governments overarching plans to flatten the infection curve. Following the extended 5 week lockdown it is understood that a structured response is required to the pandemic, with a phased approach post lockdown to limit the expected exponential trajectory.

To this end, NC understands the importance of operationalisation in order to aid national economic recovery, whilst being aware of the need for a structured process to limit the spread of the virus. This document presents a post lockdown framework to limit the risks within NC and its related projects.

This plan outlines our framework using risk management principles and has general advice on workplace health and safety issues as an addendum to our business continuity plans.

This plan is designed to provide basic information to assist employees and clients to understand the duties and contingencies in place for the Coronavirus. This plan supersedes the COVID-19 Continuity Plan issued on 25 March 2020.

5 WHAT IS A PANDEMIC
A pandemic is the worldwide spread of disease. Outbreaks of new infectious diseases can cause more severe illness than other diseases already circulating in the population due to a lack of immunity to the new disease. This lack of immunity may also increase the pandemic potential of the new disease.

The Department of Health’s Chief Medical Officer can declare that a pandemic is affecting South Africa and decide which of the communicable disease frameworks the health sector will use to contain and manage the spread of the pandemic.

As with any infectious illness, standard health and safety risk assessment and controls should be applied. General advice is provided to employees, such as staying at home if they are sick, covering their coughs and sneezes, washing their hands regularly, and any unwell employees with compatible symptoms (to those of the declared pandemic disease) should be sent home.
5.1 COMMUNITY IMPACT OF A PANDEMIC
In the event of South Africa experiencing a pandemic and depending on the severity and transmissibility of the pathogen, large scale community, social and business disruption may occur.

5.2 WORKPLACE IMPACT OF A PANDEMIC
A pandemic may cause significant absenteeism across all workforces, due to employees being ill, or needing to take leave to look after sick family members. This represents a significant threat to the usual conduct of business and will demand prioritising essential services and adjusting of our work practices and staffing arrangements to maintain business continuity.

5.3 FACTORS AFFECTING ATTENDANCE MAY INCLUDE:
- Very high absenteeism due to illness or caring for family;
- Absence based on fear and anxiety;
- Stringent infection control measures in both the community and the workplace;
- The need to take care of children due to schools and creches being closed;
- Reduced transport;
- Impact of possible deaths and serious illness among families, friends and work colleagues; or
- It is not possible to predict the timing of the onset of a pandemic, so it is imperative that our team prepare beforehand by understanding the pandemic business continuity plans.

6 THE CORONAVIRUS (COVID-19)
Coronaviruses (CoV) are a large family of viruses that cause illness ranging from the common cold to more severe diseases such as Middle East Respiratory Syndrome (MERS-CoV) and Severe Acute Respiratory Syndrome (SARS-CoV). Coronavirus disease (COVID-19) is a new strain that was discovered in 2019 and has not been previously identified in humans. Coronaviruses are zoonotic, meaning they are transmitted between animals and people. Detailed investigations found that SARS-CoV was transmitted from civet cats to humans and MERS-CoV from dromedary camels to humans. Several known coronaviruses are circulating in animals that have not yet infected humans. The virus was declared a pandemic by the World Health Organisation on 11 March 2020.

6.1 SYMPTOMS OF THE VIRUS
Common signs of infection include:
- respiratory symptoms;
- fever;
- cough; or
- shortness of breath or breathing difficulties.

6.2 DIAGNOSIS
Presence of the virus is detected through a laboratory test. In South Africa, most medical aids will cover the costs of tests however these need to be ordered by a general practitioner. It currently takes 2 days to obtain the results from a test.

6.3 SPREAD OF THE DISEASE
Coronaviruses primarily spreads through close contact with another individual, through coughing and sneezing on somebody else who is within a range of about 1m - 2m from that
If an infected person sneezes or coughs onto a surface — a countertop, for example — and another person touches that surface and then rubs his or her eyes or nose, for example, the latter may get sick.

But how long can the new coronavirus linger on surfaces, anyway? The short answer is, we don’t know. A new analysis found that the virus can remain viable in the air for up to 3 hours, on copper for up to 4 hours, on cardboard up to 24 hours and on plastic and stainless steel up to 2 to 3 days.

What’s more, it’s unknown at what point a person with the virus becomes contagious. Health care workers are operating under the assumption that the incubation period for the illness is about 14 days, meaning that it takes roughly that amount of time for symptoms to show up after a person is infected. Scientists still do not know whether a person is infectious during the incubation period.

6.4 TREATMENT

How are doctors treating people infected with COVID-19? The infected person is kept in isolation and hospitalised if necessary. Since there’s no remedy for the virus, all doctors can do is provide care to help relieve symptoms. Pharmaceutical firms and research groups across the globe are racing to find a vaccine, though there’s no guarantee that one will be ready before the end of the current outbreak.

6.5 PREVENTION

Standard recommendations to prevent infection spread include:

- regular hand washing or utilisation of hand sanitisers with at least 70% alcohol (CL 25);
- covering mouth and nose when coughing and sneezing;
- thoroughly cooking meat and eggs; and
- avoid close contact with anyone showing symptoms of respiratory illness such as coughing and sneezing.

7 NC’S DUTY OF CARE

Under the Occupational Health and Safety Act, 1993, 8(1) employers are required to take all reasonably practicable steps to protect the health and safety at work of their employees. Measures to ensure the health and safety of employees, and subsequently clients, are the driving force behind the business continuity planning for the coronavirus.

8 DUTIES OF EMPLOYEES

Employees also have duties to co-operate with NC in implementing and enforcing the risk control measures. They must take all reasonably practicable steps to ensure they don’t do anything that creates or increases a risk to the health and safety of themselves or others. In a pandemic situation it is reasonable to expect that these obligations placed on the employee and employer will include complying with public health advice and any emergency measures.

9 NC’S RESPONSE TO THE CORONAVIRUS

The NC business continuity plan is a contingency plan of action to manage the business risk of a particular event. Our plan to mitigate the risks associated with the coronavirus follow the best practices in planning for a pandemic.

9.1 COVID-19 RESPONSE TEAM (CL 16.5)

The declaration of a lockdown in South Africa has resulted in several changes to legislation which limited economic activity in the country. Whilst this has resulted in success in flattening
the curve, legislation has been continually changing in order to suite the prevailing conditions in South Africa. It is expected that legislation will continually change to support a gradually lifting lockdown in the period ahead. At the same time, the dynamics of the various components of the business may evolve with each phase of the national COVID-19 response plan. The company shall formerly appoint a COVID-19 Risk Manager (CL 16.5) to oversee the response strategy. To this end, a COVID-19 response team shall be established within NC headed by the SHE Manager (Devan Govender), supported by the Pandemic Disease Manager (Morag Horne) and with representatives from each division as shown in Table 1 below. The task team shall be responsible for:

- Collating and communicating changes to legislation which may impact operations;
- Maintaining a list of virus hotspots relative to the staff and the company’s business activities;
- Identifying risks related to the pandemic and developing risk mitigation measures;
- Updating company policies/procedures to comply with statutory requirements related to the pandemic;
- Developing and managing a communication strategy regarding the pandemic; and
- Monitoring the implementation (CL 16.6 / CL 42) of this plan and making changes where necessary.

Table 1: COVID-19 Response Team

<table>
<thead>
<tr>
<th>Leadership</th>
<th>Office Area Representatives</th>
</tr>
</thead>
<tbody>
<tr>
<td>Devan Govender</td>
<td>COVID-19 Risk Manager (Chair)</td>
</tr>
<tr>
<td>Morag Horne</td>
<td>Pandemic Disease Manager</td>
</tr>
</tbody>
</table>


9.2 KEEP EMPLOYEES UP TO DATE

All employees will need accurate and current information on the workplace risks associated with this pandemic, as well as clear advice and education on how these risks will be controlled or minimised. Employees will be provided with information on the nature of the disease, where they can get information, and actions they can take in the workplace to help control risks.

Employees will also be informed on how they will be consulted and advised on the issues of work attendance and work arrangements.

9.3 UNDERTAKE RISK MANAGEMENT (CL 16.1)

As part of planning and preparedness, risk management will be applied to pandemic health and safety risks. This involves identifying and assessing the likely risks at the workplace and those risks associated with the way work is performed. Risk control measures will follow our business as usual remote work procedures and will also be enriched through state led protocol. Consulting Engineers South Africa (CESA) have produced an outline of the risks associated with engineering activities along with mitigation measures. (Annexure A) This document shall be used as the baseline risk assessment with control measures.

9.4 RISK MITIGATION MEASURES

The OHS risks during this pandemic can be loosely categorised as the direct risks of infection and the indirect risks arising from changes to usual work processes which may arise due to the virus. This document focuses on direct risks, with indirect risks covered in a full risk assessment.
9.5 MANAGING THE DIRECT RISKS OF INFECTION

Workplace measures to minimise disease transmission and prevent infection are based on an understanding of how the disease is transmitted from person to person. Based on the information available, NC will deploy the following measures:

9.5.1 Sanitising the office
Following the lifting of the lockdown restrictions and before work commences, all NC offices shall be sanitised by a professional sanitising service provider.

9.5.2 Identification of hotspots
The COVID-19 Response team shall maintain a list of relevant COVID hotspots. Travel by staff from/to such hotspots to NC offices shall be limited as far as practically possible.

9.5.3 Social distancing (CL 16.8 / CL 17)
A primary transmission control measure is social distancing, that is reducing and restricting physical contact and proximity. NC shall employ the following measures:

- Discouragement of handshaking, and other physical contact in the workplace or at clients’ premises;
- Encourage alternate mechanisms of greeting not involving the use of hands;
- Maintaining a minimum distance of 2 metres between employees in the workplace (person-to-person droplet transmission is very unlikely beyond this distance);
- Limit social gatherings at or for work, including informal spontaneous congregations;
- Avoiding confined spaces such as lifts where the minimum distance may not be maintained;
- Advocating streamlined internal and client meetings with limitations on representation by stakeholder bodies; and
- Using telephone and video conferencing to communicate with clients.

9.5.4 Staff Travel
Employees will be encouraged not to travel through airports and through identified hotspots. Where travel is unavoidable, the following approach shall be employed:

- Appropriate Personal Protective Equipment (PPE) is worn in motor vehicles at all times;
- Transport vehicles used by NC staff for NC business activities, shall be sanitised before and after carrying passengers; and
- The maximum number of passengers shall be aligned to legislation pertaining to travel utilising minibus taxis. (safe distances, and maximum permissible passengers)

9.5.5 Hygiene and the use of personal protective equipment
Whilst efforts shall be made to reduce risk through the reduction of exposure as well as the ongoing sanitising efforts throughout the office, NC understands that person to person contact may be not practically be avoided in many instances. Where unavoidable, relevant staff shall be issued with suitable PPE, to limit the spread of the virus as defined in the table below:
Table 2: PPE Matrix for Staff

<table>
<thead>
<tr>
<th>Type of staff</th>
<th>Masks/Shields</th>
<th>Gloves</th>
<th>Full suite</th>
</tr>
</thead>
<tbody>
<tr>
<td>Staff in own offices</td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Open Plan Staff</td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Reception Staff</td>
<td>X</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Security</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Staff travelling outside offices</td>
<td>X</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Cleaning staff</td>
<td>X</td>
<td>X</td>
<td></td>
</tr>
</tbody>
</table>

The PPE shall include suitable covering for the mouth, nose and eyes. Should reusable items be utilised which require regular washing, at least 3 such PPEs sets shall be issued to each staff member and replaced as required. Such PPE shall be logged on a PPE issue register. Staff shall be trained on the appropriate washing of such masks. Security guards and reception personal shall be issued with additional PPE including gloves. Naidu Consulting shall develop a hazardous waste management plan to dispose of utilised PPE.

All staff shall be encouraged to maintain good hygiene, promoting the washing of hands. Hand sanitizers, with minimum 70% alcohol (CL 25) shall be placed at strategic locations around the offices including, and not limited to, entrances to offices, divisions and copiers. Site based staff and staff required to travel shall be issued with sanitisers for their vehicles. (CL 26)

9.5.6 Control at entry points (CL 19/CL 21.1)

- All office entrance doors shall always be closed, with access only gained through selected staff/security opening such doors. Where security personal is not provided, hand sanitisers shall be used immediately after entry;
- Where possible, doors within the office buildings shall be left open to limit touching potential virus carrying surfaces;
- Staggered start times may be introduced to limit congestion;
- Safe space demarcations shall be made on the pathway leading up to the front door of the head office to promote social distancing and limit congestion;
- At the head office, entry into the head office shall be restricted to the front door;
- Awareness posters shall be placed on doors to promote no-hands opening. Where this is not possible, signage will remind users to sanitize upon re-entry into the workspace;
- All individuals will be required to wash their hands with a hand sanitiser or soap and water, before leaving and immediately after entering the premises;
- A full-time security guard/nominated staff member will be stationed at the entrance of each office and shall:
  - Open and close the door for staff and visitors;
  - Facilitating hand sanitising;
  - Perform screening of visitors through paper or digital systems, including conducting a questionnaire about the entrant as well as a thermal reading;
  - Perform thermal screening of staff of a daily basis, maintaining records;
  - Not permit people who fail screening tests access into the workplace, notifying the Risk Manager of such refusal (CL 23.1);
  - Register visitors on relevant documentation (visitors shall not complete the registers); and
  - Prevent unwanted visitors in the workplace.
- Biometric access of the front door shall be disabled during specific periods. (CL 28.3)
9.5.7 Visitors (CL 37)

- The following visitors shall not be permitted into the NC offices during this time:
  - Visitors not wearing face masks;
  - Vendors;
  - Courier companies delivering staff personal goods/services; or
  - Ad-hoc visitors.
- Visitors must report to the reception following a pre-screening process at security;
- Screened visitors shall be issued with a green sticker which is to be visible throughout their time spent within the NC offices;
- All visitors to NC offices shall have access to hand sanitisers placed at respective access points;
- Employees shall notify visitors not to enter the premises should they show compatible symptoms of the virus;
- Visitors entering the premises shall read and adhere to this continuity plan;
- Courier companies shall be prohibited from entering the working areas beyond the entrance foyer of the offices;
- Courier companies shall leave couriered good with the security guard who will sanitise received goods and forward to the reception for further processing;
- Visitor records shall be maintained to allow tracing, if necessary, at a later stage.

9.5.8 Meetings & Gatherings

- Face to face meetings shall be avoided as far as possible and the use of video conferencing shall be utilised as practicably possible. Platforms used for meetings shall include Skype for Business or Microsoft Teams. Refer to Annexure A1 & A2 (Available to clients upon request) for guidelines on assisting clients to join meetings as a guest;
- Where face to face meetings are unavoidable, the following shall be enforced:
  - Wherever possible, meetings and / or briefings shall be held in open areas with good ventilation;
  - Attendees for meetings shall be limited, as far as possible, to only 1 representative from NC;
  - Group talks shall be limited to a maximum duration of 15 minutes and shall be in groups that allow for a 2m spacing between individuals but do not require the speaker to shout;
  - Group talks must be held in well ventilated areas;
  - Staff attending meetings outside the office shall disinfect their hands-on entry into the offices;
  - Divisional Administrators shall notify domestic staff in advance if they need the meeting room tables and chairs to be sanitised before and after a meeting; and
  - The board room capacity shall always be limited to the following maximum capacity with a minimum 2m distance between all stakeholders maintained with maximum capacities shown in Table 2 below.
Table 3: Boardroom capacities

<table>
<thead>
<tr>
<th>Boardroom</th>
<th>Maximum Capacity</th>
</tr>
</thead>
<tbody>
<tr>
<td>Boardroom A</td>
<td>7</td>
</tr>
<tr>
<td>Boardroom B</td>
<td>3</td>
</tr>
<tr>
<td>Legacy</td>
<td>4</td>
</tr>
<tr>
<td>Halpin</td>
<td>4</td>
</tr>
<tr>
<td>Smart Room</td>
<td>Maintain 2m Space</td>
</tr>
<tr>
<td>Structures Boardroom 1</td>
<td>4</td>
</tr>
<tr>
<td>Structures Boardroom 2</td>
<td>4</td>
</tr>
<tr>
<td>Menlyn</td>
<td>4</td>
</tr>
<tr>
<td>East London</td>
<td>4</td>
</tr>
</tbody>
</table>

- Company socials shall cease until such time as it is deemed safe to do so.

9.5.9 Maximum Persons allowed within NC Offices (CL27)

In order to limit exposure and the spread of the virus, staff shall not sit within 2m of each other. Office layouts have been assessed to examine the maximum permissible warm bodies allowed per division across all offices with possible layout configurations shown in Annexure A3. Whilst this is provided as a guideline, signage shall highlight seating at alternate workstations. The maximum permissible staff allowed is based on the office layouts in order to allow staff to perform their duties whilst limiting contact with others. The maximum number of visitors permitted in the building has been determined by the maximum capacity of the boardrooms, less 1 person being a Naidu Consulting representative. Based on layouts, the maximum number of persons allowed within Naidu Consulting is shown in the table below.

<table>
<thead>
<tr>
<th>Office</th>
<th>Staff Maximum</th>
<th>Visitor Maximum</th>
</tr>
</thead>
<tbody>
<tr>
<td>Head Office</td>
<td>75</td>
<td>18</td>
</tr>
<tr>
<td>Bridges &amp; Buildings</td>
<td>15</td>
<td>6</td>
</tr>
<tr>
<td>Eastern Cape</td>
<td>6</td>
<td>3</td>
</tr>
<tr>
<td>Gauteng</td>
<td>9</td>
<td>3</td>
</tr>
</tbody>
</table>

9.5.10 Staff Rotation Plan (CL 16.7)

Each unit manager shall be responsible for developing a staff rotation plan based on the capacity above as well as essential needs related to project deliverables. Development of the plan shall consider:

- The equipment moved between home and the office;
- The staff's ability to work autonomously;
- The connectivity requirements;
- The need to work off the server;
- Site staff to work remotely where possible and limit travel to the NC offices where possible;
- Fair rotation to ensure connectivity and continuity; and/or
- All key roles shall be mirrored by at least 2 alternate staff members.

NC understands that the symptoms of the virus have been found to be more severe in persons older than 60 or persons with pre-existing medical conditions (such as cardiovascular disease, diabetes, chronic respiratory disease, and cancer) or are pregnant. For these identified staff, working from home shall be preferred and planned as far as practicably possible. Where unavoidable:
• The identified person must provide, on a voluntary basis, written consent to undertake such work; and
• Extra precautions must be undertaken on a case by case basis.

To aid these processes, a staff resource schedule has been collated and shall be maintained by HR on an ongoing basis.

9.5.11 Output management for virtual teams (Split)

• Deliverable schedules shall be created for all staff during this period which shall be linked to personal Key Performance Indicators (KPIs) and the Project Pipeline Plan (PPP);
• Daily/weekly meetings shall be chaired by line function managers to review progress;
• All staff shall have Adobe Reader DC installed on their machines with their signatures uploaded onto it;
• Deliverables shall be submitted and signed off electronically by the responsible managers;
• All time scheduling tools such as Outlook Calendars and Virtual In/Out shall be continually updated to reflect their base of operation during this period;
• A dongle and software management plan shall be developed by each division to manage the movement of shared hardware which unlock design software in order to facilitate design processes.

9.5.12 Information Technology (IT) Support

• NC shall ensure that all staff are equipped with the necessary hardware and software to perform their functions in a NC office or remotely;
• IT support shall be available to all staff working remotely during this period. If necessary, they staff may travel to the office, if working remotely, to resolve IT issues;
• Virtual Private Network (VPN) access shall be granted to selected staff within the company. A schedule of such staff shall be circulated to all staff within the division. Staff requiring access to files on the server shall contact one of the staff members who have been granted VPN access.
• Virtual Private Network (VPN) access to servers and remote applications shall be monitored;
• An awareness campaign for phishing (cybercrime) attacks related to COVID-19 shall be performed;
• Data management strategies shall be created to ensure that data is available to all staff who will work remotely.

9.5.13 Communication (16.9)

NC appreciates the importance of ongoing communication between staff, clients and other relevant stakeholders. Considering the need for limited person to person contact, the following strategy shall apply to NC operational activities both internally and externally:

• Technology shall be utilised as much as possible as a primary communication platform including:
  o Mobile and fixed line telephone calls;
  o SMS/Whatsapp and other messaging tools;
  o Emails; or
  o Conferencing software such as Microsoft (MS) Teams and Skype for Business and other similar software which comply with IT security protocols.
• Groups within communication tools such as Whatsapp and MS Teams shall be set up to ensure that all relevant stakeholders are provided with appropriate information;
• Where necessary, NC shall provide support to clients and other stakeholders to enable connectivity as guests onto meeting platforms such as MS Teams and Skype for Business (Annexure A1 & A2);

• General Communication
  o Memos shall be emailed to all staff

• COVID Awareness Communication
  o Toolbox talks shall be avoided to prevent congregating. If these cannot be avoided, minimum distances are to be observed;
  o Relevant information such as risk prevention/mitigating strategies, shall be communicated to staff via email, Whatsapp or telephone;
  o Posters shall be placed throughout the building to promote awareness including:
    ▪ Entrance signage;
    ▪ Signage in washrooms highlighting handwashing techniques; and
    ▪ Signage throughout the building reminding of social distancing, sneezing and hygiene techniques.

• Project Communication
  o Meetings are to be undertaken by telephone/emails/MS Teams or Skype for Business as much as possible; and
  o Where person to person meetings are unavoidable, safe distances are to be maintained.

• Fake news
  o All staff within NC shall not initiate, forward or spread fake news within the organisation which will result in threat of life or losses to individuals or the company. Persons found guilty of such offence shall be subject to disciplinary action under the company’s disciplinary code.

9.5.14 Maintaining staff moral

NC appreciates the challenges in leading a geographically spread team and maintaining staff morale. To this end, NC shall:

• Continually create awareness through social groups, emails and memos;
• Capacitate team leaders to identify low staff moral in order to eradicate negativity to foster a healthy work environment;
• Stay connected through one to one contact to maintain healthy mental wellbeing;
• Utilise occasional video calling to ensure connectivity and inclusion; and
• Promoting staff health by periodically communicating mental and physical wellness tips, stress management and home office best practice techniques.

9.5.15 Load Shedding

All remote staff shall make appropriate plans to limit disruptions to work progress during load shedding. Human Resources shall monitor load shedding and shall communicate load shedding schedules to all staff during this period.

9.5.16 Parenting whilst working at home

NC understands that some staff may be required to perform parental duties whilst working at home during this period due to school closures. Affected staff shall communicate with Line Managers in this regard, to develop a delivery plan and manage expectations during this period. Affected staff shall notify line managers when circumstances which affect such plans may change taking cognisance of the agreed deliverables/outputs which should not be compromised.

9.5.17 Behavioural Changes (CL 41)

Whilst NC shall endeavor to create a safe work environment (Safe Conditions) for workers within each of our offices, it is understood that this effort must be
complemented with an adjusted employee behavior (Safe Acts). To this end, common routine activities will be required to be adjusted including and not limited to:

- Staff are to attempt to remain in their workstation space as much as possible. Crowding over desks shall be prohibited;
- Stationery and tools shall not be shared;
- Avoid loitering in the workplace;
- Limit contact with unnecessary objects in the workplace;
- Sanitize hands when entering or leaving a work area;
- Utilize paperless processes as far as possible;
- Limiting lunch types which require the use of the kitchen for warming; and
- Utilization of own/throw away utensils for tea and coffee (avoiding tea and coffee areas).

9.5.18 Cleaners (CL 28)

- In addition to routine PPE provided for cleaning activities, Cleaners shall be provided with and shall wear, always, latex gloves, a face shield and other relevant PPE;
- In addition to their routine duties, cleaners shall be responsible for:
  - Disinfecting all tables and counter tops in meeting rooms after each meeting. Respective staff shall contact the cleaners to arrange this accordingly;
  - Periodically sanitising entrance and other doors which are frequently touched; and
  - Sanitizing the reception areas.

9.5.19 Subcontractors & Subconsultants

Where required, NC shall engage subcontractors or subconsultants to support operational work within the NC offices including, and not limited to, IT service providers, security services, contractors undertaking essential building maintenance and professional engineering services. Where this is unavoidable, the following shall apply:

- The service provider shall submit a Risk Mitigation Plan to the SHE Manager for approval; (CL40)
- The service provider shall adhere to the approved plan;
- The service provider shall ensure that appropriate PPE is always utilised whilst on NC premises, with minimum PPE as stipulated in this document or as directed through relevant legislative directives. NC shall supplement such PPE, to meet this policy standard where necessary.

9.5.20 Common areas (CL 19)

NC has identified several areas which may pose a risk of congregating. To this end, the following shall apply:

- Building entrances
  - Covered in 9.5.6 (entrances)
- Toilets
  - All toilet doors shall be left open with urinals not available in the men’s toilets during this period;
  - Only 2 persons may be allowed in the toilet at any time;
  - Ensure that hands are washed thoroughly after using toilets; and
  - Signage shall be placed in toilets to promote appropriate hand washing.
- Kitchens
  - Tea stations shall be set up in units where there are no kitchens;
  - All staff are encouraged to:
    - Use their own eating/drinking utensils;
• Bring their own sponge to wash their utensils; and
• Keeping their own items away from the kitchen area between usage.
  o All kitchens shall be rearranged to reduce the capacity and maintain the minimum distance between staff.

• Boardrooms
  o Boardrooms shall be booked in advance; and
  o Maximum Boardroom capacities are to be observed.

• Smoke areas
  o NC recommends that staff limit smoking as far as practicably possible. Notwithstanding the health warnings associated with smoking, preliminary studies show that smokers are at greater risk of exhibiting more severe symptoms during infection; and
  o Designated smoke areas are marked at the various offices. Staff shall maintain safe distances during smoke breaks.

• Copiers
  o All staff shall look to reduce printing using digital processes;
  o Printing
    ▪ Staff shall limit contact with the printer when collecting prints;
    ▪ Ensure that the queue is checked before the print is submitted; and
    ▪ Printed documents shall be timeously collected.
  o Scanning/copying
    ▪ The scanner shall be sanitized before and after usage of the printer.
  o Repairs
    ▪ Administrators shall ensure that machines are sanitized before and after repairs are conducted; and
    ▪ Persons replenishing consumables shall ensure that the machine is sanitised after replenishment.

• Airconditioning (CL 38)
  o Central air-conditioning shall not be utilised during the COVID 19 Restriction Level 2 and above.

9.6 MANAGEMENT OF INFECTIONS

This strategy focuses on preventing entry of infected persons into the workplace and the actions taken when symptoms become evident whilst the employee is at the workplace.


Employees who report or show compatible symptoms (fever, cough, sore throat, redness of eyes or shortness of breath, body aches, loss of smell or loss of taste, nausea, vomiting, diarrhoea, fatigue, weakness or tiredness) shall:

• Not report for duty at the offices (CL 23.1);
• Isolate themselves from others in designated isolation rooms and refer to a medical practitioner for medical assessment and shall to leave the workplace immediately;
• Notify their line function manager of the symptoms experienced;
• Not communicate such risk to other staff before confirmation of conditions are known;
• May only be allowed to return to work if deemed fit to do so, by the medical practitioner; and
• The time off during this period shall be taken as sick leave.
Where the employee is already at the workplace (CL 23.2):

- The Employee shall isolate themselves from others in the office;
- The Employee shall notify Human Resources via email/telephone of their symptom;
- NC shall exercise further risk measures and provide the employee with a FFP1 surgical mask;
- The affected employee shall leave the premises in a planned manner so as to limit contact within the office;
- May only be allowed to return to work if deemed fit to do so, by the medical practitioner; and
- The time off during this period shall be taken as sick leave.

**9.6.2 Management of employees (and their live-in family/friends) exposed to the virus/showing symptoms of the virus**

Where the employee or live-in family or friends of an employee are exposed to the virus through:

- Visiting a country identified by the world health organisation as being high risk with respect to the virus; or
- Encountering an infected person/s; and
- Does not exhibit symptoms of the virus;

Then the following procedure shall apply:

- The employee shall not be permitted to enter the offices (CL 23.1);
  - The employee is to be immediately isolated from others;
  - The employee shall notify their line function manager of their exposure;
  - The employee shall not communicate such risks to fellow staff members without consultation and approval of the respective line function manager;
- Where the employee is already at the workplace (CL 23.2):
  - The Employee shall isolate themselves from others designated isolation rooms in the office;
  - The Employee shall notify Human Resources via email/telephone of their symptom;
  - NC shall exercise further risk measures and provide the employee with a FFP1 surgical mask; and
  - The affected employee shall leave the premises in a planned manner so as to limit contact within the office;
- NC shall provide the employee with a computer, and means of connectivity to the NC server;
- The respective manager shall discuss and communicate achievable deliverables which the employee shall be expected to complete during this period;
- The affected staff shall keep in contact with their immediate supervisor to ascertain their daily deliverables;
- The affected staff member shall keep in contact with the HR Executive at least twice a week, informing her of the progress of the situation and the plans for doctor’s visits and/or testing;
- Prior to your return to the office, the doctor’s note should be emailed to the relevant manager and the Human Resource (HR) Executive one day before returning to work;
- Direct person to person contact with other employees or the client will be prohibited;
- This period will not constitute leave and shall be considered normal work;
The employee will be required to take a recognised coronavirus test 14 days after the last day of exposure to the virus as well as a subsequent test, 2 days later. Should the said employee be unable to fund a recognised coronavirus test and medical aid will not pay, NC will pay for the test (CL 23.3); and

The employee may return to work, should the test prove negative. Proof of test results are to be provided.

Should the result be positive:

- The employee shall immediately cease performing any work for the company;
- NC shall notify the Department of Health and the Department of Labour (CL 16.10.1);
- Sick leave shall commence (CL 23.4) and continue until subsequent tests show that the employee is free of the virus upon which the employee may return to the workplace. Proof of such test is required. (CL 24.1) NC shall facilitate access to remuneration including COVID-19 relief schemes, should the employee not have any further sick leave available;
- NC may lodge a COIDA Claim should evidence suggest that the virus was contracted through occupational exposure (CL 23.5);
- NC shall investigate the cause to identify failures in the controls in order to review and revise the risk assessments. (CL 16.10.2); and
- NC shall provide facility attendance records to relevant authorities to support contact tracing. (CL 16.11)

9.6.3 Management of the workplace which has been potentially exposed to the virus

When a person with suspected infection has left the workplace, NC will ensure that their workstation, work area and communal areas that they have been in, are thoroughly cleaned and disinfected. If necessary, disinfection and sanitary specialists may be contracted to undertake this activity.

9.6.4 Duty to Inform

An employee must inform their line function manager, their divisional manager, divisional executive or the HR Executive of:

- Exposure to the virus including the employee travelling to a high-risk area or contacting someone who has travelled to a high-risk area;
- Intention to travel to a high-risk area; and
- Prevailing chronic medical conditions which could exacerbate the impact of the virus should the individual get infected.

9.7 REVIEW AND EVALUATE CONTROL MEASURES

OHS risk control measures will be regularly reviewed and updated as required. Additional enhancements based on state interjection will be recommended and actioned accordingly.

9.8 MANAGING THE RECOVERY PHASE

Recovery will be assessed and planned to normalise work activities as this pandemic subsides. The local risk control measures will be progressively suspended on a schedule compatible with the suspension of the broader public health measures.

For some time after this pandemic, the normalising process will likely involve re-tasking employees to priority areas. Skills, training needs and workloads will be adjusted and
continued training and consultation with employees will be done before employees are moved to new work.

10 **ENFORCEMENT**

Persons found acting against this policy whilst working within NC shall be subject to disciplinary action in accordance with the company's disciplinary procedures.

11 **SUMMARY**

This pandemic has begun and as such NC has developed this plan, addressing the anticipated business risks of this pandemic and ensuring that it limits the risk to our employees and the company. NC will strive to keep up to date with pandemic advice and regularly review this plan, in line with updated and new information.

12 **COMMITMENT**

As a company, we commit to maintaining a safe working environment for our staff and our clients. Collectively, we can manage this risk and limit the impact that this pandemic could have on our lives and our organisation.

I thank you for your cooperation.

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Mahendren Manicum
Managing Director