



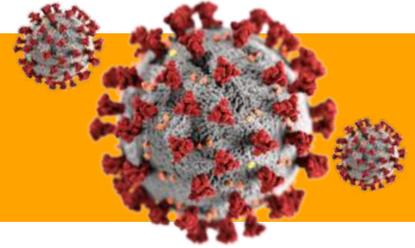
**SABPP™**  
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*Setting HR standards*

MID MARCH 2020 • NUMBER 2020/03

# FACT SHEET

**CORONAVIRUS  
AND COVID-19**





## INTRODUCTION

The outbreak of the coronavirus and the Coronavirus Disease 2019 (COVID-19) has been categorised as a pandemic. This reflects the seriousness of the spread, infection rate and impact of the virus and COVID-19. It demands serious, deliberate and informed interventions by all stakeholders, from governments, organisations and their employees. To this end this factsheet begins with the key facts on the virus and COVID-19. This provides the necessary understanding of the virus, disease and its spread for organisations and individuals to respond proactively and reactively to the pandemic and its impact. The factsheet is structured as follows:

<p><b>KEY FACTS ON THE CORONAVIRUS AND COVID-19</b></p>	<p>What is the coronavirus and COVID-19 disease?            What are the symptoms of COVID-19?            How does COVID-19 spread?            Contact information</p>
<p><b>MANAGEMENT OF THE CORONAVIRUS PANDEMIC BY ORGANISATIONS</b></p>	<p>STEP 1 Educate            STEP 2 Comprehensive risk assessment            STEP 3 Dedicated response and contingency plan and team            STEP 4 Prepare employees for plan as well as flexible deployment and/or remote working</p>
<p><b>PROTECTION MEASURES INDIVIDUAL EMPLOYEES CAN TAKE</b></p>	<p>Hygiene, prevention and work behaviours</p>
<p><b>MANAGEMENT OF THE PANDEMIC BY THE GOVERNMENT</b></p>	<p>Ten major steps of the emergency plan for declared national disaster</p>

The SABPP National Human Resource Management Standards can provide important departure points for the management of the coronavirus and COVID-19. The particular Standards one can consult are:

- Strategic HRM Standard
- Talent Management
- Risk Management
- Workforce Planning
- Wellness

In addition, the Factsheet on **Flexible Work Practices** can be instructive on response options such as remote working; and the Factsheet on **Listeriosis and Food Safety in the Workplace** provide pointers on organisational responses.

## KEY FACTS OF THE CORONAVIRUS AND COVID-19

The global outbreak of the coronavirus and the world-wide, rapid spread of the Coronavirus Disease 2019 (COVID-19) that the virus causes are cause for serious concern for countries, organisations and its employees. The World Health Organisation (WHO), on the 11th of March 2020, categorised the coronavirus outbreak as a **pandemic**. This means the outbreak is not contained within localised geographies or sites, and there is now significant global and ongoing person-to-person spread of the coronavirus (BBC, **11 March 2020**).

The immediate priority for organisations is (1) the prevention of the exposure and infection of employees, (2) the prevention and management of the rapid spread of the coronavirus, and (3) management of employees diagnosed with COVID-19. These require an understanding of the virus, disease and its implications. The implications for organisations concern not only travel, meetings and offices. It includes the impact on the business and industry value chains and the workforce therein given the global pandemic. Thus, countries and organisations need to consider policy and executive-level proactive and reactive responses to the pandemic to protect their citizens and staff respectively. This includes the South African government and the organisations operating in the country given the potential risks of exposure and infection.

### WHAT IS THE CORONAVIRUS AND COVID-19 DISEASE?

The **WHO** provides a comprehensive resource on the virus and disease. The new virus that is now causing a pandemic is part of a family of coronaviruses. The WHO gives the following description of the new coronavirus and the disease it causes:

“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)**. A **novel coronavirus (nCoV)** is a new strain that has not been previously identified in humans.”

“COVID-19 is the infectious disease caused by the most recently discovered coronavirus. This new virus and disease were unknown before the outbreak began in Wuhan, China, in December 2019.”

### WHAT ARE THE SYMPTOMS OF COVID-19?

“The most common symptoms of COVID-19 are fever, tiredness, and dry cough. Some patients may have aches and pains, nasal congestion, runny nose, sore throat or diarrhoea. These symptoms are usually mild and begin gradually. Some people become infected but don't develop any symptoms and don't feel unwell.”

The WHO notes that most “people (about 80%) recover from the disease without needing special treatment”. “Around 1 out of every 6 people who gets COVID-19 becomes seriously ill and develops difficulty breathing. Older people, and those with underlying medical problems like high blood pressure, heart problems or diabetes, are more likely to develop serious illness.”

Denial, self-stigmatisation or stigmatisation by others is not helpful in the pandemic. The WHO states that people “with fever, cough and difficulty breathing should seek medical attention.”

Please consult the South African Department of Health's dedicated webpage, <https://sacoronavirus.co.za/>, on how and where to seek medical assistance. Do not place your medical practitioner and other patients visiting the practitioner at risk of exposure to the coronavirus. Use the hotline number 0800 02 9999. The list of designated hospitals for managing COVID-19 can be accessed at <https://sacoronavirus.co.za/contact/>.

## HOW DOES COVID-19 SPREAD?

“People can catch COVID-19 from others who have the virus. The disease can spread from person to person through small droplets from the nose or mouth which are spread when a person with COVID-19 coughs or exhales. These droplets land on objects and surfaces around the person. Other people then catch COVID-19 by touching these objects or surfaces, then touching their eyes, nose or mouth. People can also catch COVID-19 if they breathe in droplets from a person with COVID-19 who coughs out or exhales droplets. This is why it is important to stay more than 1 meter (3 feet) away from a person who is sick.”

“Studies to date suggest that the virus that causes COVID-19 is mainly transmitted through contact with respiratory droplets rather than through the air.” For example, a person with COVID-19 coughing.

## CONTACT INFORMATION

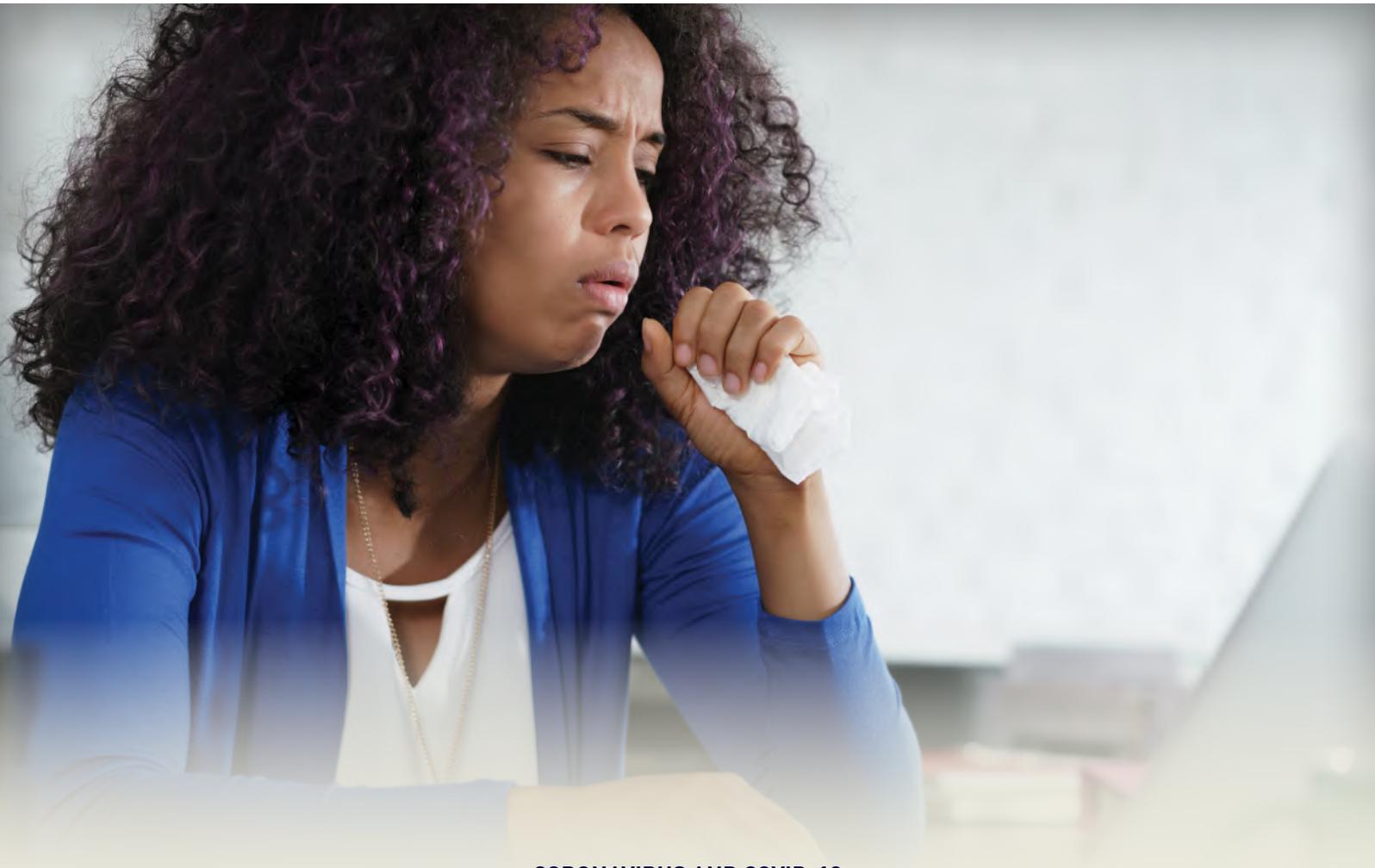
National Dept of Health

0800 029 999

0600 123 456 (send the text 'Hi')

<https://twitter.com/HealthZA>

<https://sacoronavirus.co.za/>



# MANAGEMENT OF THE CORONAVIRUS PANDEMIC BY ORGANISATIONS

The key steps organisations can take is to educate, plan, prepare and respond appropriately and proportionately.

## STEP 1

The first step for organisations is to keep their employees informed of, and up to date on, the virus, disease, risks and prevention measures. This can help avoid panic. There are many resources regarding this, including the **WHO**, the **South African National Department of Health**, **United Nations**, **National Institute for Communicable Diseases (NICD)**, **Centers for Disease Control and Prevention (CDC)**, and various news agencies. These provide situational, country and travel reports. For example, the South African Department of Health provides **travel advisories** and the CDC provides **risk assessment and resources** for travellers. The WHO produced an **introductory video** and an **online course** that can be useful as well.

## STEP 2

The second step is the development of a comprehensive risk assessment. Given how the virus and disease can spread, and the need to provide a safe working environment (see the Occupational Health and Safety Act 85 of 1993), firms can consider and respond to the exposure risks and the risk for rapid infection in the following activities:

- group interactions and gatherings such as handshakes, meetings and conferences
- travel, international assignments and international deployments of employees especially to hotspots
- return of travelling employees to the firm's office or headquarters from hotspots
- day-to-day proximity and interactions within closed spaces such as offices, headquarters, production plants and buildings

The SABPP HR Risk Management Standard and the Employee Wellness Standard can serve as useful guides.

## STEP 3

The third step is the development of a dedicated response and contingency plan and team to address the identified risks. The team needs to address (1) the **prevention** and **management** of exposure and infection, (2) **management of business continuity**, (3) **management of disruptions** to business continuity and the business value chain. This means developing a communication, prevention, contingent resourcing (for materials, supplies and staff) and wellness strategies. The SABPP Standards on Strategic HRM, Talent Management, HR Risk Management, Workforce Planning and Wellness can provide a departure point for developing these strategies. The below set of questions, adapted from an **Harvard Business Review** article, can prove to be helpful in how these Standards need to be considered together.

### Nine questions for organisations to prepare for, and respond to, the virus and COVID-19

1. How can we best educate about, and protect our employees from, exposure in the workplace?
2. When should we exclude workers or visitors from the workspace?
3. Should we revise our benefits policies in cases where employees are infected with the virus and COVID19?
4. Should we revise our benefits policies in cases where employees are barred from the worksite or we close it?
5. Should we revise our policies or protocols on meetings, conferences, international and domestic business travel?
6. Should we postpone or cancel scheduled conferences or meetings?
7. Have we maximised the use of alternate or flexible work practices, and our employees' ability to work remotely?
8. Do we have reliable systems for real-time public health communication with employees?
9. Are supervisors adequately trained for educating, preparing and managing our employees when using alternate or flexible work practices?

The table below provides some guidance in answering the above questions.

Prevention and management of exposure and infection	Management of business continuity and disruptions
<ul style="list-style-type: none"> <li>• Consider engagement and education programmes on the virus, COVID-19, and its prevention and management (see next section for behavioural changes)</li> <li>• Provide infographics and guidelines on symptoms of virus infection and COVID-19, why the necessity of self-isolation or quarantine, and on the when, how, where to self-isolate (see section on government response)</li> <li>• Change greeting protocols to avoid contact and maintain social distance</li> <li>• Change office, seating and interaction protocols that ensure more than one metre distances between individuals where possible</li> <li>• Substitute physical meetings and conferences with the use of virtual platforms and tools (from simple video calling of WhatsApp to Skype, Zoom, Microsoft Teams, Slack and other platforms)</li> <li>• Prepare teams and employees for the use of virtual platforms and tools (see the next section on the etiquette for virtual meetings)</li> <li>• Place travel restrictions to the <b>high and medium risk countries</b> identified by the government. On 16th March 2020, the high-risk countries include the European Union, United States, United Kingdom, China, Iran and South Korea.</li> <li>• Employees returning from business or personal travels to high and medium risk countries may need to consider initial self-isolation and monitoring</li> <li>• Promote hand-washing and other hygiene habits</li> <li>• Provide and make accessible hand sanitisers and other disinfectant products to all employees and guests</li> <li>• Ensure appropriate cleaning and disinfecting of offices and office and other equipment</li> <li>• Ensure appropriate cleaning and disinfecting of eating areas, kitchen areas, visitor areas and other high traffic areas</li> <li>• Consider leave and sick leave policies, procedures and allowances for self-isolation, medically mandated isolation, and quarantine</li> <li>• Develop and strengthen wellness education, engagement and response, especially for vulnerable and exposure-risk employees</li> <li>• Consult the group medical scheme where applicable on benefits for testing for the coronavirus and treating COVID-19</li> <li>• Consider support groups for employees with coronavirus and/or COVID-19</li> </ul>	<ul style="list-style-type: none"> <li>• Identify and develop contingencies for interrupted supplies and supply chains</li> <li>• Identify and develop contingencies for interrupted business processes and business value chain</li> <li>• Consult and develop plans for flexible and contingent deployment of staff where necessary</li> <li>• Consult teams and employees on (1) their transportation and travel logistics to identify risks of exposure and not being able to travel to work; (2) how much of their work can be done remotely; (3) the living circumstance and the resources they have available to work remotely (such as phones, cellphone signal and internet coverage, data, and devices such as computers, laptops or tablets); (4) communication tools they have for call forwarding; and (5) the training and support they will require to work remotely</li> <li>• Test organisation's networks for the additional traffic from remote working</li> <li>• Prepare for contingencies where internet service providers are themselves impacted negatively by the virus and COVID-19</li> <li>• Consider information and data security protocols for remote working and virtual meetings and conferences</li> <li>• Consult the group medical scheme where applicable on benefits for testing for the coronavirus and treating COVID-19</li> <li>• Explore employee benefits for infection with COVID-19 and the impact of the infection on group benefits, including extended leave allocations</li> <li>• Consider support groups for employees with coronavirus and/or COVID-19</li> <li>• Consult and develop plans for contingent staff and resourcing for business disruptions</li> <li>• Develop plans for isolation of production processes, sites and plants where there are identified cases of the coronavirus and COVID-19</li> <li>• Develop plans for emergency closure of production plants and offices where warranted</li> </ul>

In their strategies and plans, organisations need to consider and may need to review their policies on leave, absenteeism, remote work, staffing, travel, and employee support and wellness. Here is a [link](#) to a crowdsourced document that provides examples of various company's response plans, policy choices, and resources for remote work and other alternatives.

Absenteeism can be challenging with the nature of the virus, its spread and the pandemic it causes. The table below discusses the challenges with differentiating between absenteeism and self-isolation and quarantine.

### DIFFERENTIATING BETWEEN ABSENTEEISM AND SELF-ISOLATION OR QUARANTINE

Employers will face challenges with differentiating between absenteeism and self-isolation and quarantine. Engaging, educating and consulting with employees can help proactively manage these challenges that will arise. The first step is to differentiate the types of absences and what would be considered as absenteeism or leave without approval. Myrna Sachs<sup>1</sup>, for example, identifies the below five types of absences where:

- Employees are infected with the coronavirus
- Employees need to take care of an immediate family member infected with the coronavirus
- Employees refuse to report to work for fear of being exposed to the virus at work or during travel to work
- Employees are absent from work due to a preventive withdrawal (self-isolation or quarantine) and the perception that the workplace is now a high-risk zone according to their specific medical condition
- Employees are in "quarantine" after being in contact with coronavirus-positive individuals, which has been requested by the employer to limit the risk of contamination or by a health care professional, as part of a medical protocol.

The question that the employer needs to grapple with is how to manage these absences and how they will be accommodated within the current leave policies, procedures and systems. Sachs points out some of the possible questions that employers need to consider and plan for:

- If an employer asks an employee to stay off for two weeks should this be taken from normal leave?
- If an employee phones in stating that they need to be quarantined for 14 days, what information does the employer require and how does an individual get the required sick note?
- What happens if a breakout at an employee's child's school and they need to stay home? Will this come out of family responsibility leave and should such leave be extended?
- What happens if an employee's spouse has travelled to high risk area and returns – should the employee stay at home as well?
- If an employee has no more sick leave, is it unpaid leave or special leave?

Employers may need to consider special paid, sick leave (see this [article](#) for a discussion on it).

<sup>1</sup> Head of Alexander Forbes Health Management Solutions

## STEP 4

It is important that organisations communicate clearly and prepare their staff for the response and contingency plan. This includes preparing staff for flexible deployment and/or remote work and the management thereof. To help get started, see the **SABPP factsheet on flexible work practices** by Dr Abbott; the below **resource**; and the table that follows. These provide pointers and guidelines for organisations to consider. The **resource** below outlines learning paths and courses for working remotely:

1. maximising the efficiency and productivity of remote work
  - i. time management
  - ii. time and productive mindset
  - iii. etiquette of online, virtual calls and conferencing
  - iv. presence on online, virtual calls and conferencing
2. managing the adjustment and the impact of remote work and the 'new work environment'
  - i. managing the stress of adjustment
  - ii. creating a 'workspace' at home to feel productive and thrive in
  - iii. building resilience for change and adjustments
  - iv. developing resourcefulness
3. remotely managing and leading teams
  - i. leading at a distance
  - ii. managing virtual teams
  - iii. building trust in virtual teams
  - iv. leading and managing virtual teams
4. developing literacy and skill with remote work productivity tools
  - i. installation requirements and guidelines
  - ii. learning the interface, video, audio and other tools of platforms
  - iii. learning how to utilise file sharing during meetings
  - iv. learning how to record meetings

The infographic below provides guidelines on effective and efficient online meetings.

### GUIDELINES ON EFFECTIVE AND EFFICIENT ONLINE MEETINGS

In the wake of the COVID-19, online meetings are on the rise. For those of us who have been doing this regularly, it may not be difficult to manage. But many a times, people use online meetings for one-on-ones or for meetings where the attendees are in several geographic locations. But now, you may find that the number of attendees per meeting rising, and that people who are not used to doing online meetings must be initiated into online meetings.

Here are some guidelines to assist with ensuring that online meetings are effective and efficient.



# GUIDELINES ON EFFECTIVE AND EFFICIENT ONLINE MEETINGS

## 1. PREPARE IN ADVANCE FOR THE MEETING

- a. South Africa is not just managing COVID-19 – we are also experiencing load shedding. One must take this into account when planning for online meetings. Try and schedule meetings taking into consideration the load shedding schedules at the various participants' locations.
- b. If the meeting is international in nature, consider time zone differences.
- c. Use platforms that enable one to record meetings. If participants are at home, they may not be as well-equipped as they are at work. Thus, recording meetings and then sharing such recordings may enable participants to catch up on what they missed if they got disconnected. Better still, if one can have a call-in option available, that would enable participants to call in to the meeting, in case their internet connectivity is unstable.
- d. In face-to-face meetings, the 'secretary' manages the administration, and the 'chairperson' manages the facilitation of the meeting. The same should apply to online meetings. In fact, this becomes more important in online meetings, as connectivity issues, document management, etc can be a bit more complex when meeting online. Please make sure that the person facilitating the meeting is not the one administering it. This avoids distractions and breaking the flow of the meeting. This, of course, does not apply to one-on-one meetings, as in such cases, managing online meetings are much simpler.
- e. Always set up everything way in advance of the meeting. If you are setting up the meeting, and do not know the technology or only have worked with it minimally, give yourself some time to understand what the tool can and cannot do.
- f. Plan for a longer meeting. If a face-to-face meeting is scheduled for 2 hours, plan for the online meeting to be 2.5 hours. Getting everyone on board and then managing technical challenges can extend meetings.

## 2. DURING THE MEETING

- a. Do not assume that participants know how to use the system being utilized for online meetings. Begin the meeting by highlighting and briefly explaining tools and functionalities that participants may be using during the meeting, even if such tools and functionalities are only being used later in the meeting. Another way to deal with this is to ask participants in advance if they are comfortable using the system that will be used. It may then be useful to set up meetings before the larger meeting to initiate specific participants, who may be uncomfortable with the system.
- b. Establish norms for online meetings. If the meeting is video based, everyone must turn their cameras on. This ensures that no one feels left behind. Furthermore, you may be able to pick up on communication cues that are very useful in face-to-face meetings. In fact, many a times, in face-to-face meetings, one taps into these non-verbal cues. So, making sure that everyone is on video as this enables people to participate more fully.
- c. Request participants to be present. In a face-to-face meeting, this is the equivalent of putting your phones and laptops away, so that you can focus on what's being discussed. Participants must be requested to close all other apps and open windows, especially if they are sharing screens, so that pop ups and other (embarrassing) interruptions do not distract the participants.
- d. Another important practice is to mute one's own audio, when they are not speaking. Background noise, especially at home, can be distracting. Muting does not mean that you are not participating. Most systems enable you to 'raise your hand'.
- e. The facilitator plays a crucial role during the meeting. Sometimes, audio may not be heard clearly between participants. The facilitator must try and paraphrase comments and repeat questions wherever possible so that everyone attending the meeting are clear on what was said. Also, when a decision is made, clarify distinctly that a decision is being made.
- f. The administrator or facilitator must check in with everyone after each discussion matter to ensure that any concerns or questions are addressed, before moving on from that point. This ensures active participation. It becomes especially important to check on silent participants.

## 3. AFTER THE MEETING

- a. Make the meeting recording available to all participants. Schedule additional one-on-ones if some participants couldn't connect or had connectivity issues.
- b. Evaluate what went well and what went wrong, so that those can be factored in for your next meeting. Ask participants to also give feedback so that their inputs can also be considered.
- c. Finalise minutes or action plans that emerge from the meeting and distribute to all participants. Be prepared to answer any related questions.

A little bit of preparation can go a long way in ensuring that online meetings are efficient, productive and rewarding.

# PROTECTION MEASURES INDIVIDUAL EMPLOYEES CAN TAKE

- Regularly and thoroughly clean your hands with an alcohol-based hand rub or wash them with soap and water
- Maintain at least 1 metre distance between yourself and anyone who is coughing or sneezing
- Avoid touching eyes, nose and mouth
- Make sure you, and the people around you, follow good respiratory hygiene. This means covering your mouth and nose with your bent elbow or tissue when you cough or sneeze. Then dispose of the used tissue immediately
- Stay home if you feel unwell. If you have a fever, cough and difficulty breathing, seek medical attention and call in advance. Follow the directions of your local health authority. Please consult the South African Department of Health’s dedicated webpage, <https://sacoronavirus.co.za/>, on how and where to seek medical assistance. The hotline number is 0800 02 9999. The list of designated hospitals for managing COVID-19 can be accessed at <https://sacoronavirus.co.za/contact/>

If possible, avoid traveling to hotspots (cities or local areas where COVID-19 is spreading widely) and the government indicated high and medium risk countries – especially if you are an older person or have diabetes, heart or lung disease.

The South African government’s dedicated website to managing coronavirus and COVID-19 provide the following important infographics.

### SOCIAL DISTANCING GUIDELINES

Social distancing refers to limiting public gatherings as much as possible

AVOID	USE CAUTION	SAFE TO DO
<ul style="list-style-type: none"> <li>Group gatherings</li> <li>Sleep overs</li> <li>Play-dates</li> <li>Concerts</li> <li>Theatre outings</li> <li>Athletic events</li> <li>Crowded Retail Malls</li> <li>Workouts and Gyms</li> <li>Non-essential workers in your house</li> <li>Mass Transit System</li> </ul>	<ul style="list-style-type: none"> <li>Visit a local restaurant</li> <li>Visit grocery store</li> <li>Get take out</li> <li>Pick up medication</li> <li>Visit the library</li> <li>Religious services</li> <li>Travelling</li> </ul>	<ul style="list-style-type: none"> <li>Take a walk</li> <li>Go for a hike</li> <li>Gardening</li> <li>Play in your garden</li> <li>Clean out a closet</li> <li>Read a good book</li> <li>Listen to music</li> <li>Cook a meal</li> <li>Family game night</li> <li>Go for a drive</li> <li>Group video chats</li> <li>Stream a favourite show</li> <li>Check on a friend</li> <li>Check on elderly neighbours</li> </ul>



## 4 PRECAUTIONS TO FOLLOW TO AVOID BEING INFECTED

- ### 1 WASH YOUR HANDS

Wash your hands with soap thoroughly. Wash the back of your hands, between the fingers and under the nails. Always wash your hands with soap before you eat and after being out in public.
- ### 2 GOOD PERSONAL HYGIENE

Cover your mouth with a tissue paper when coughing or sneezing. Avoid touching your face with dirty hands at all times. If you have to, be sure to wash your hands with soap thoroughly first.
- ### 3 DO NOT SHARE FOOD AND UTENSILS

Bacteria, viruses and infection can be transmitted onto knives, forks, spoons and straws. Only use clean utensils and do not share drinks. Always clean your hands before eating.
- ### 4 SEE A DOCTOR IF YOU ARE UNWELL

Typical symptoms include cough, runny nose, fever and shortness of breath. If you are experiencing any of these symptoms, seek medical attention promptly. Call the clinic or doctor ahead of your visit and inform them of your symptoms and travel history.

**24HR NICD HOTLINE 0800 029 999**  
 REMAIN VIGILANT AND ADOPT GOOD PERSONAL HYGIENE PRACTICES  
The World Health Organization (WHO) has advised that people should avoid non-essential travel to and from areas with reported cases of COVID-19.

# MANAGEMENT OF THE PANDEMIC BY THE GOVERNMENT

At the time of publication of the fact sheet, President Ramaphosa had declared a ***national disaster*** on the 15th of March 2020. The figure below provides a visual summary of the government actions that the President has announced. These have implications for domestic and international travel, testing, meetings and conferences for example.

## The Big 10

### Coronavirus/Covid-19 Emergency Plan



National State of Disaster Declared



Travel ban and visa cancellations for visitors from Italy, Iran, South Korea, Spain, Germany, US, UK and China from March 18



Schools to be closed from Wednesday March 18 to end of Easter weekend (April 18)



Gatherings of more than 100 people prohibited



Visa denial to anyone who has visited high risk countries



Enhanced testing of SA citizens returning from high-risk countries and those who have visited since mid-February



35 land ports and 2 sea ports to be shut



Non-essential travel by all levels of government stopped



No prison visits for 30 days



Any foreign national who has visited high risk countries in past 20 days will be denied a visa

Source: GCIS/Pres Cyril Ramaphosa statement, March 15 2020, Graphic: Rudi Louw

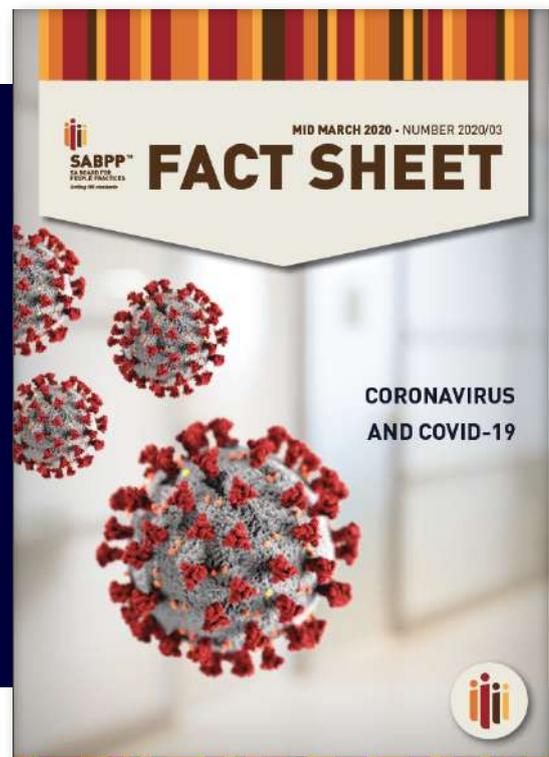
The Department of Labour has released a **guideline on classifying risk of exposure and implementing workplace controls**. The table below highlights some of the controls in the guideline.

ENGINEERING CONTROLS	Isolating employees from work-related hazards, installing high-efficiency air filters, increasing ventilation rates in the work environment and installing physical barriers such as face shields to provide ventilation
ADMINISTRATIVE CONTROLS	Encouraging sick workers to stay at home; minimizing contact among workers, clients and customers by replacing face-to-face meetings with virtual communications e.g. conference calls, Skype, etc.; minimising the number of workers on site at any given time e.g. rotation or shift work; discontinuing nonessential local and international travel; regularly check travel advice from the Department of Health at: <a href="http://www.health.gov.za">www.health.gov.za</a> ; developing emergency communications plans, including a task team for answering workers' concerns and internet-based communications, if feasible, providing workers with up-to-date education and training on COVID-19 risk factors and protective behaviours (e.g. cough etiquette and care of PPE); training workers who need to use protective clothing and equipment on how to put it on, use/wear it and take it off correctly, including in the context of their current and potential duties. Training material should be easy to understand and available in the appropriate language and literacy level for all workers.
SAFE WORK PRACTICES	Provide resources and a work environment that promotes personal hygiene. For example, no-touch refuse bins, hand soap, alcohol-based hand rubs containing at least 70 percent alcohol, disinfectants, and disposable towels for workers to clean their hands and their work surfaces, regular hand washing or using of alcohol-based hand rubs, and display handwashing signs in restrooms.
PERSONAL PROTECTIVE EQUIPMENT (PPE)	Gloves, goggles, face shields, face masks, gowns, aprons, coats, overalls, hair and shoe covers and respiratory protection, when appropriate. Employers should check the NICD website regularly for updates about recommended PPE.

## CONCLUSION

The coronavirus pandemic requires the active prevention, management and treatment by all stakeholders. Together organisations, their employees and the country as a whole can help contain the virus, COVID-19 and its negative impact. It requires a deliberate and sustained approach from all to see us through the pandemic. Be safe, consider others and be part of the solution.

**This fact sheet was written by:  
SABPP members:  
Dr Ajay Jivan,  
Dr Renjini Joseph  
and Zanele Patience Buthelezi.**



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# PREVIOUS EDITIONS OF THE FACT SHEET

## 2019

February	EMPLOYER VALUE PROPOSITION
March	QUALITY COUNCIL FOR TRADES AND OCCUPATIONS
April	RECENT TRENDS ON REMUNERATION GOVERNANCE
May	THE PROTECTED DISCLOSURES ACT
June	HR SERVICE DELIVERY MODELS
July	CREATING A SPEAK UP CULTURE AT WORK
August	JOB PROFILES
September	ETHICS HOTLINE MANAGEMENT: BEST PRACTICE GUIDE FOR SOUTH AFRICAN EMPLOYERS
October	DISABILITY AND EMPLOYMENT: THE SABPP DISABILITY PROFESSIONAL PRACTICE STANDARD
November	FACING THE FOURTH INDUSTRIAL REVOLUTION: WHAT ARE SOUTH AFRICA'S CONSTRAINTS?
December	NATIONAL QUALIFICATIONS FRAMEWORK ACT AND THE 2019 AMENDMENT ACT

## 2020

February	HR'S PLACE IN THE FOURTH INDUSTRIAL REVOLUTION
March	INNOVATION AND DISRUPTION DILEMMAS FOR FIRMS AND THEIR HR FUNCTIONS