

COVID-19 RISK ADJUSTED POLICY

ADDENDUM 1

(Distribution date: 18 May 2020)

1. INTRODUCTION

On 14 May 2020, the Minister of Trade, Industry and Competition issued additional Directions (hereinafter referred to as the “e-Commerce Directions”) in terms of the 29 April Lockdown Regulations¹ specifically aimed at two industries namely, e-Commerce and courier or delivery services. These additional Directions impose measures over and above those detailed in the 29 April Health and Safety Directions² on which the COVID-19 Risk Adjusted Policy (hereinafter referred to as the “Policy”) is based.

These e-Commerce Directions necessitate additions to the Policy, which additions are contained in this Addendum 1 and should be read in conjunction with the Policy.

2. APPLICATION

The e-Commerce Directions are only applicable to Alert Level 4³ and to the e-Commerce industry as well as the courier or delivery services industry, which are defined below:

“courier or delivery service” means a company, an employee of that company or a person who delivers goods from one place or person to another place or person, and may include the delivery divisions of retailers and delivery services set up by spaza shops and informal traders;

“e-Commerce” means the buying and selling of goods using telephones and digital platforms, including the internet and mobile phone-based applications, and for this purpose includes goods to be delivered by a courier or delivery service;

¹ the Regulations issued by the Minister of Co-operative Governance and Traditional Affairs in terms of section 27 (2) of the Disaster Management Act, 2002 (Act No. 57 of 2002) and published on 29 April 2020 in Government Notice No. R.480 of Government Gazette No. 43258.

² Covid-19 Occupational Health and Safety Measures in Workplaces directions issued by the Minister of Employment and Labour, published in Government Notice 479 on 29 April 2019.

³ The Alert Level as determined in terms of regulation 3(2) of the Regulations. Level 4 commenced on 1 May 2020.



“warehouse or depot” means the premises where goods are stored prior to their distribution for sale and may include stockrooms in retail stores where goods from such storerooms are sold on e-Commerce platforms.

NOTE: To aid the incorporation of this Addendum 1 into the Policy, we have dealt with the two industries separately below. You can therefore only use pages 1, 2 and either SECTION A or SECTION B, depending on the relevant industry your Business falls into.

3. ADDITIONAL WORKING DOCUMENTS

This Addendum 1 includes the following new working documents that may be used to implement the additional measures contained below:

- a. Record of temperatures of employees;
- b. Designation of temperature taking employees;
- c. Customer Guideline – How to safely disinfect goods before use.



SECTION A

CHANGES TO THE COVID-19 RISK ADJUSTED POLICY: E-COMMERCE BUSINESSES

Under Paragraph 8 of the Policy: Detailed COVID-19 Risk Adjusted Policy Rules and Measures

| Item No. | Action (add/remove) | Wording to be added or removed |
|----------------|------------------------|--|
| Item 6 | Add | "Employees may not share equipment, stationery, utensils or similar items." |
| Item 8 | Add | "Under no circumstances may face masks be shared between persons." |
| Item 9 | Remove | "In addition to the COVID-19 symptom screening upon entry, at least one other random symptom screening may be conducted on each employee during the course of each workday." |
| Item 9 | Add | "The Business will designate and adequately train one or more persons that must take every employee's temperature using the appropriate instruments at the start of every shift AND every four hours after the shift commences. Records of the temperatures of each employee will be kept. If any employee's temperature is above 37.5 degrees s/he will be moved to an isolated observation room/area for a second measurement." |
| New Item 20 | Add | "Multiple payment options will be introduced. The Business will provide as many payment options as possible, taking into consideration the intrinsic risks of transmission of the Virus when using certain payment methods, to enable poorer consumers to access delivery services." |



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| New Item 21 | Add | <p>“All goods must be sanitised before leaving the warehouse/depot.</p> <p>The Business will ensure that all goods will be sanitised with the appropriate disinfectant before leaving the warehouse/depot.”</p> |
| New Item 22 | Add | <p>“Special rules for the collection of goods by Courier/Delivery services will be implemented.</p> <p>The Business will conduct COVID-19 risk assessments which will also focus on the area where the handover of sanitised goods from the Business to the courier/delivery service will take place. Any additional measures to those contained in this Policy that may be implemented to ensure that adequate social distancing is maintained will be communicated to all relevant employees.”</p> |
| New Item 23 | Add | <p>“Guidelines will be provided to customers on how to disinfect goods.</p> <p>The Business will provide customers with guidelines on how to safely disinfect goods before use. These guidelines will accompany the delivered goods and be easily visible to the receiving customer.</p> <p>The guidelines will amongst other advise the customer to:</p> <ol style="list-style-type: none"> a) Pre-wash their hands with soap and water for 20 seconds. b) Wear a face mask or cloth covering the mouth and nose when receiving their parcel. c) Keep 1.5 meters away from the delivery personnel. d) If available, spray 70% alcohol solution over the packaging prior to handling thereof. e) Unbox and safely dispose of all packaging. f) Disinfect goods before use. g) Remove and wash their face mask or cloth covering. h) Re-wash their hands with soap and water for 20 seconds.” |



SECTION B

CHANGES TO THE COVID-19 RISK ADJUSTED POLICY: COURIER/DELIVERY SERVICES

Under Paragraph 8 of the Policy: Detailed COVID-19 Risk Adjusted Policy Rules and Measures

| Item No. | Action (add/remove) | Wording to be added or removed |
|-------------|---------------------|--|
| Item 6 | Add | "Employees may not share equipment, stationery, utensils or similar items." |
| Item 8 | Add | "Under no circumstances may face masks be shared between persons." |
| Item 9 | Remove | "In addition to the COVID-19 symptom screening upon entry, at least one other random symptom screening may be conducted on each employee during the course of each workday." |
| Item 9 | Add | "The Business will designate and adequately train one or more persons that must take every employee's temperature using the appropriate instruments at the start of every shift AND every four hours after the shift commences. Records of the temperatures of each employee will be kept. If any employee's temperature is above 37.5 degrees s/he will be moved to an isolated observation room/area for a second measurement." |
| New Item 20 | Add | "All courier/delivery employees to receive their own hand sanitiser and disinfectant wipes. The Business will provide hand sanitiser and disinfectant wipes to each employee that couriers/delivers goods to customers. These will be refilled/replaced daily." |



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| New Item 21 | Add | <p>“Courier/delivery employees must wear face masks when delivering goods to customers.</p> <p>All Courier/delivery employees must wear cloth face masks that properly covers the mouth and nose when delivering goods to customers.</p> |
| New Item 22 | Add | <p>“Courier/delivery employees must maintain a 1.5m distance from persons when collecting and delivering goods.</p> <p>Courier/delivery employees must maintain a 1.5m distance from other courier/delivery personnel when collecting goods for delivery and maintain such distance from customers when delivering goods.”</p> |
| New Item 23 | Add | <p>“Courier/delivery employees may not enter the home of a customer who is not wearing a face mask.</p> <p>Courier/delivery employees may not enter the home of a customer if that customer or any other residents in the immediate vicinity are not wearing cloth face masks or any other homemade item that covers the mouth and nose.”</p> |

