



## COVID-19 POLICY

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**Policy** : COVID-19 Policy  
**Manual** : Human Resources Policies and Procedures Manual  
**Applicability** : All Workers within the Digicall Group

	NAME	SIGNATURE	DATE
<b>PREPARED BY:</b>	Human Resources		
<b>APPROVED BY:</b>	Group CEO		

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## TABLE OF CONTENTS

1.	INTRODUCTION AND PURPOSE.....	3
2.	DEFINITIONS .....	6
3.	ADMINISTRATIVE MEASURES BY THE EMPLOYER .....	7
4.	SOCIAL DISTANCING MEASURES.....	9
5.	HEALTH AND SAFETY MEASURES - SYMPTOM SCREENING .....	10
6.	INFECTION REGISTER.....	14
7.	COST OF COVID-19 TEST AT MEDICAL FACILITY.....	14
8.	HEALTH AND SAFETY MEASURES – SANITIZERS, DISINFECTANTS AND OTHER MEASURES .....	ERROR! BOOKMARK NOT DEFINED.4
9.	HEALTH AND SAFETY MEASURES – CLOTH MASKS .....	ERROR! BOOKMARK NOT DEFINED.6
10.	HEALTH AND SAFETY MEASURES – VENTILATION.....	ERROR! BOOKMARK NOT DEFINED.6
11.	HEALTH AND SAFETY MEASURES – SPECIFIC PERSONAL PROTECTIVE EQUIPMENT .....	ERROR! BOOKMARK NOT DEFINED.6
12.	ADDITIONAL DUTIES OF THE EMPLOYER .....	ERROR! BOOKMARK NOT DEFINED.6
13.	DUTIES OF THE EMPLOYEE .....	ERROR! BOOKMARK NOT DEFINED.6
14.	REFUSAL TO WORK DUE TO COVID-19 .....	ERROR! BOOKMARK NOT DEFINED.6
15.	VULNERABLE EMPLOYEES .....	19
16.	LEAVE.....	20
17.	PROHIBITION OF BREACH OF CONFIDENTIALITY, VICTIMISATION AND UNFAIR DISCRIMINATION.....	21
18.	DISCIPLINARY ACTION.....	21
19.	CONFIDENTIAL COVID-19 COUNSELLING .....	22
20.	SUBMISSION OF COVID-19 RELATED HEALTH DATA FROM WORKPLACES TO THE NATIONAL DEPARTMENT OF HEALTH.....	22
21.	DISCLAIMER .....	23
22.	VACCINATIONS .....	24

## 1. INTRODUCTION AND PURPOSE

- 1.1 The Employer and the Worker shall take note of **The Declaration of a National State of Disaster**.
- 1.2 We, collectively, have the duty to protect ourselves, our colleagues, our families, and our Company against the far-reaching consequences of the Covid-19. This Policy is based on the reciprocal duty that both the Company and Workers s have to take reasonable steps to ensure a safe and healthy working environment, and thereby mitigate and eliminate potential exposure to Covid-19 transmission.
- 1.3 In terms of the Occupational Health and Safety Act 85 of 1993, an Employer is obligated to implement reasonably practicable measures to ensure a safe and healthy working environment. The purpose of this Policy is to translate the government’s directives into a practical workplace policy, and implement health and safety measures aimed at the elimination or mitigation of any hazard or potential hazard by controlling access; and providing information, guidance, instructions, training, and supervision as well as the enforcement of such measures as may be required in the interest of health and safety.
- 1.5 This Policy has been drafted in compliance with developing legislation as amended from time to time.
- 1.5 Thus far, the following health and safety measures have been put in place by the Company:
- 1.5.1 **Group CEO - Ruben Moggee** has been appointed as the Risk Officer;
  - 1.5.2 **Chantell Lord (Jhb office), Pierre De Wet (Sigma Office, TIC Office, iSmart Office)** have been appointed as the Compliance Officers;
  - 1.5.3 Cleaning Service Providers, including both contractors and employees, have been fully trained as per hygiene standards, and the necessary PPEs have been provided to all cleaning staff;
  - 1.5.4 Cleaning staff are to disinfect the office areas, workstations, and all common areas every four hours;
  - 1.5.5 Proper personal hygiene practices have been shared with the staff, and increased work controls have been implemented to monitor the various environments;
  - 1.5.6 Hand sanitisers are readily available at all entrances, and Employees have been provided with individual hand sanitisers that should always be on their desks;
  - 1.5.7 All staff received PPEs, a list of which is available from the designated site-specific Compliance Officer;
  - 1.5.8 We have been implementing social distancing protocols of at least 1 meters between any two Employees, and we have made the necessary changes to the office layout to ensure that this objective is attained;
  - 1.5.9 The Company has implemented screening measures and screening stations at all entrances;
  - 1.5.10 Isolation protocols have been established;
  - 1.5.11 Company is currently actively managing the number of Workers at the premises to ensure that social distancing standards can be adhered to;

- 1.5.12 All Workers who can work from home have been granted permission to work from home and permission will be revised during each change in the Level of Covid regulations;
- 1.5.13 Employees are advised to consult valid and credible information sources. The Company will provide regular updates from Management, and staff can contact the **Digicall Corona WhatsApp line on 0607909842**, the Department of Health's **WhatsApp line on 060 012 3456** or the **COVID-19 National Institute of Communicable Diseases Hotline: 0800 029 999**. **Workers are also encouraged to make use of the national Covid-19 Alert app as an additional measure.**
- 1.5.14 Should the Employee have any concerns, or need further information, or need to report non-compliance with this Policy, he/she/they shall notify the CEO/Risk Officer at:

**RUBEN MOGGEE**  
**CEO/RISK OFFICER**  
**ruben.moggee@digicallgroup.co.za**

**2. DEFINITIONS**

The definitions listed in Table 1 below apply to this document. A capitalised item within the text indicates the availability of a definition.

<b>Item</b>	<b>Definition</b>
Company/Employer	Digicall Group
Managers/Supervisors/Management	The person responsible for planning and directing the work of individuals, monitoring their work, and taking corrective action when necessary
Worker / Employee	Worker means any person in the Employers' workplace, including an Employee or contractor, a self-employed person or volunteer.
Contractors	Contractors working for the Company in an individual capacity who are not considered to be Employees of the Company
Virus	Covid-19 / Corona Virus
Fever	Body temperature exceeding 37.5 degrees Celsius
Medical Practitioner	A registered medical professional in good standing with the Health Professions Council of South Africa
Vulnerable Employees	1. 60 years and older 2. One or more of the underlying commonly encountered chronic medical conditions (of any age) particularly if not well controlled: <ul style="list-style-type: none"> <li>• chronic lung disease: moderate to severe asthma, chronic obstructive pulmonary disease (COPD), bronchiectasis, idiopathic pulmonary fibrosis, active TB and post-tuberculous lung disease (PTLD)</li> <li>• diabetes (poorly controlled) or with late complications</li> </ul>

	<ul style="list-style-type: none"> <li>• moderate/severe hypertension (poorly controlled) or with target organ damage</li> <li>• serious heart conditions: heart failure, coronary artery disease, cardiomyopathies, pulmonary hypertension; congenital heart disease</li> <li>• chronic kidney disease being treated with dialysis</li> <li>• chronic liver disease including cirrhosis</li> </ul> <p>3. Severe obesity (body mass index [BMI] of 40 or higher)</p> <p>4. Immunocompromised as a result of cancer treatment, bone marrow or organ transplantation, immune deficiencies, poorly controlled HIV or AIDS, prolonged use of corticosteroids and other immune weakening medications</p> <p>5. &gt;28 weeks pregnant (and especially with any of co-morbidities listed above)</p>
Critical Symptoms	Symptoms associated with Covid-19 (cough, sore throat, shortness of breath -or difficulty breathing, loss of smell or taste); and additional symptoms of fever, body aches, redness of eyes, nausea, vomiting, diarrhoea, fatigue, weakness or tiredness
Case	When an Employee has been sent home, or where Self-Isolation is implemented, or when an Employee tests positive for Covid-19
Self-isolate	Preventative social distancing when a person is experiencing symptoms but has not as yet tested positive for Covid-19
Unpaid Leave	Authorised unpaid absence relating to Covid-19 whereby the Employer shall apply for UIF benefits and where the Employee elects not to use annual leave instead
Occupational Risk	The risk categorisation as detailed in Compensation for Occupational Injuries and Diseases Act 130 of 1993 (as amended)
Compliance Officer	The designated Manager that will be responsible for the implementation and monitoring of Covid-19 preventative measures
PPE	Personal protective equipment – masks, gloves, face shields, other
Risk Officer	Digicall Group CEO

### 3. ADMINISTRATIVE MEASURES BY THE EMPLOYER

The Employer shall establish the following administrative measures:

- 3.1 Undertake the necessary risk assessment to give effect to the minimum measures required by government directives, considering the specific circumstances of the workplace.
- 3.2 Establish a Health and Safety Committee, members include:
- Cape Town (Sigma Office)**  
 Pierre De Wet - Pierre.DeWet@digicallgroup.co.za  
 Justus Fourie - Justus.Fourie@digicallgroup.co.za

Salma Adam - Salma.Adam@sigmasa.co.za

Monique Smit - Monique.Smit@sigmasa.co.za

**JHB (Digicall Office)**

Yameer Noor Mohamed - Yameer.NoorMahomed@digicallgroup.co.za

Debbie Victor - debbie.victor@digicallgroup.co.za

Angela Emmerich - Angela.Emmerich@digicallgroup.co.za

Pierre De Wet - Pierre.DeWet@digicallgroup.co.za

Chantell Lord - Chantell.Lord@digicallgroup.co.za

Quinton Abrahams - Quinton.Abrahams@digicallgroup.co.za

- 3.3 Submit a record of the risk assessment with the Policy to the Health and Safety Committee and the Department of Employment and Labour within 21 days;
  - 3.4 Implement special measures to mitigate the risk of Covid-19 for Vulnerable Employees in accordance with the relevant government guidelines.
  - 3.5 Inform all Employees of the measures implemented in line with the government directives;
  - 3.6 Employees are to inform Management should they feel ill, Management will then advise the Employee to either self-isolate/work from home or seek medical attention to ascertain their COVID status;
  - 3.7 Ensure that all health and safety measures are always strictly complied with thorough monitoring and supervision;
  - 3.8 Implement efforts/measures to minimise the number of Workers at the workplace at any given time, where practicable;
  - 3.9 Implement measures to minimise contact between Workers;
  - 3.10 Provide Workers with information that raises awareness of Covid-19 related health and safety measures in reasonably practicable ways, and provide induction training on health and safety protocols;
  - 3.11 If an Employee has been diagnosed with Covid-19, the Employer is required to:
    - 3.11.1 Inform the Department of Health and the Department of Employment and Labour.
    - 3.11.2 Investigate the mode of exposure and take the necessary steps,
    - 3.11.3 Determine the need to temporarily close the affected area for decontamination, considering government guidelines,<sup>1</sup>
    - 3.11.4 Assist the Department of Labour with contact tracing.
  - 3.12 Appoint a suitably trained Compliance Officer to:
    - 3.12.1 Oversee the implementation of the plan;
    - 3.12.2 Oversee the adherence to health and safety measures established in the workplace, including appointing suitable Workers to perform this function since the Company has more than one workplace;
    - 3.12.3 Address concerns from Workers or workplace representatives;
    - 3.12.4 To keep Workers or workplace representatives informed;
    - 3.12.5 Consult with a Health and Safety Committee on the nature of the workplace hazards and the measures to be taken;
  - 3.13 Maintain regular Worker communication on hygiene best practices through various channels, with visible signage and electronic communication;
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- 3.14 Prominently display BPESA's Global Business Services Sector Health, Safety and Operational Procedures;
- 3.15 Call upon Employees to report immediately any transgressions of the health and safety measures;
- 3.16 Conduct and document a weekly review of health and safety guidelines;
- 3.17 Comply with all requirements in respect of weekly electronic reporting to BPESA in terms of:
  - 3.17.1 Staff numbers;
  - 3.17.2 Staff wellness;
  - 3.17.3 Service activity;
  - 3.17.4 Compliance; and
  - 3.17.5 Measures taken to limit numbers, ensure personal hygiene and disinfection and enforce social distancing.
- 3.18 Present each Employee working on-site with the Covid-19 protocols to be acknowledged and agreed to, including (but not limited to):
  - 3.18.1 Daily arrival screening and personal health declaration;
  - 3.18.2 Adherence to social distancing measures as set out in this Policy; and
  - 3.18.3 Acknowledgment and acceptance of the masks and sanitiser provided by the Employer along with appropriate cleaning and maintenance protocols of the mask.

#### **4. SOCIAL DISTANCING MEASURES**

- 4.1 The Employer has arranged the workplace to ensure that there is minimal contact between Workers.
- 4.2 The Employer will establish a shift system to minimise the number of Workers at the workplace at any given time and rotate shifts between rooms/floors/centres to allow the area to air out post-sanitisation during the lockdown.
- 4.3 The Employer must ensure and monitor that there is a minimum of 1 meters between Workers while they are working.
- 4.4 In instances where the social distancing standard is not practicable, the Employer will:
  - 4.4.1 Arrange physical barriers between workstations; and
  - 4.4.2 Supply PPEs to Workers, free of charge, based on the risk assessment.
- 4.4 The Employer will monitor and ensure that social distancing protocol is followed in the workplace (such as breakout areas and lavatories), in all common areas outside the workplace (throughout queue control).
- 4.5 Where social distancing and other precautionary measures can be implemented on a site, canteen facilities will be reopened. Where canteens remain closed, breakout areas will be opened, and staff are required to adhere to all health and safety measures when using such areas.
- 4.6 Smoking on the premises is strictly prohibited, except in the designated smoking areas. Smokers should ensure that they adhere to the social distancing protocols; and do not share cigarettes, matches or lighters.
- 4.7 The Employer reserves the right to implement further measures reasonably practicable to enforce the social distancing protocol.

## **5. HEALTH AND SAFETY MEASURES - SYMPTOM SCREENING**

- 5.1 The Employer undertakes to comply with government guidelines in respect of symptom screening and, if required, medical surveillance and testing.
- 5.2 The Employer, or designated trained health and safety representative, will implement and enforce the following health and safety measures:
  - 5.2.1 Screen any Worker when they report to work to ascertain whether they have any of the symptoms associated with Covid-19 (cough, sore throat, shortness of breath - difficulty breathing, or loss of smell or taste); and additional symptoms of fever, body aches, redness of eyes, nausea, vomiting, diarrhoea, fatigue, weakness or tiredness in the past 24 hours.
  - 5.2.2 Every Worker must go through this screening process before entry to the premises;
  - 5.2.3 Require Workers to immediately inform the Employer if they experience any Covid-19-related symptoms before coming to the office.

### **5.3 Isolation policy**

- 5.3.1 Following the amendment of the COVID-19 directive on 31 January 2022, the following screening guidelines will be applied.
  - 5.3.1 If a Worker presents with any of the Critical Covid-19-related symptoms (cough, sore throat, shortness of breath or difficulty breathing, or loss of smell or taste), or advises the Employer of these symptoms, the Employer must not permit the Worker to enter into the premises or report to work.
  - 5.3.2 A Worker whose temperature is 37.5 degrees Celsius or above will immediately be moved to an isolated room for a second temperature measurement. If the second temperature measurement also exceeds 37.5 degrees Celsius, the Worker will be provided with a surgical mask and not be permitted to enter or stay on the premises. Records of the temperature of each Worker whose temperature is 37.5 degrees Celsius and above will be logged and kept on record;
  - 5.3.3 The Employer, or designated health and safety representative, must be notified and will immediately take the following health and safety measures if the Worker is already at work:
    - 5.3.3.1 Isolate the Worker;
    - 5.3.3.2 Provide the Worker with a surgical mask;
    - 5.3.3.3 Arrange for the Worker to be privately transported with health and safety measures in place for both the Worker and the driver (such as social distancing protocol, the use of PPEs and sanitiser, and coughing etiquette) to either be self-isolated or to be referred to a Medical Practitioner/testing station;
  - 5.3.4 The Employer may instruct the Worker to self-isolate for 7 days calculated from the day on which symptoms appeared, alternatively calculated from the date on which clinical stability was reached in severe cases.

- 5.3.5 If the Worker has not yet been tested for Covid-19, he/she/they must undergo testing within 48 hours and provide the Employer with a medical certificate within 48 hours.
- 5.3.7 Sick leave shall not apply if the Employee can work from home unless the Employee is confirmed unfit for duty by a Medical Practitioner.
- 5.3.8 If the Worker was not at work yet, the Worker must notify his/her/their Direct Line Manager telephonically in terms of the attendance and absenteeism policy.
- 5.3.9 The Compliance Officer will keep a detailed Site Attendance Register of all staff entering and exiting the workplace and document all staff displaying symptoms and who were refused access to the workplace in the Infection Register. A separate Site Register for Visitors will be kept for all contractors and visitors entering and exiting the workplace. Access to the Registers will be limited and password-protected to ensure that Workers' rights to confidentiality and privacy are respected as far as is reasonably possible to comply with the government's directives and ensure the health and safety of other Workers.
- 5.3.10 Where a Worker is denied entry into the premises, this exclusion should not be interpreted as a disciplinary action, nor an attempt to dismiss the Worker, as it is merely a health and safety precaution in line with the purpose of this Policy.
- 5.3.11 The Employer will ensure that the information in the registers will be kept strictly confidential in so far as is reasonably possible to comply with the government's directives and to ensure the health and safety of other Workers, and the Worker will not be victimised or not unfairly discriminated against on the basis of Covid-19.
- 5.3.12 Workers that test positive for COVID-19 but do not display any of the symptoms do not have to Isolate, but have to wear a surgical mask for 21 days and monitor themselves for any of the COVID-19 symptoms. Workers still have to notify their Manager of their COVID-19 status before reporting to work.
- 5.3.13 The Employer will ensure that the Worker's information about this Covid-19 Policy is protected in terms of the Protection of Personal Information Act 4 of 2013, and will further ensure that the Worker is not bullied, victimised or unfairly discriminated against based on Covid-19.

#### **5.4 Health and Safety Measures – Contact with Another Worker**

- 5.4.1 Workers that may have had contact with a positive COVID-19 person do not have to Isolate unless they develop symptoms. It is advisable that they wear a surgical mask for 21 days and monitor themselves for any of the COVID-19 symptoms.

## **6. INFECTION REGISTER**

- 6.1 All positive Covid-19 cases and suspected Covid-19 cases should be recorded in the daily Infection Register that is presented to the Group Risk Officer daily.

- 6.2 The purpose of the Infection Register is for the Employer to document the current health status of all affected Workers. Once a positive test is identified, the Group Risk Officer has mandated the appointed Compliance Officer to report the matter to the relevant authorities, as required by law.
- 6.3 Access to the Registers will be limited and password-protected to ensure that Workers' rights to confidentiality and privacy are respected as far as is reasonably possible to comply with the government's directives and to ensure the health and safety of other Workers. The Employer will ensure that the records will not be used in any way to victimise, or unfairly discriminate against a Worker.

## **7. COST OF COVID-19 TEST AT MEDICAL FACILITY**

- 7.1 Where a Worker is referred to a Medical Practitioner for a Covid-19 test, the cost thereof is for the Worker's account.
- 7.2 Workers who are unable to afford the cost of the Covid-19 test through private means are advised to make use of the government-subsidized facilities, which are well enabled to deal with Covid-19 screening and testing or seek other facilities that are offering free Covid-19 testing services.

## **8. HEALTH AND SAFETY MEASURES – SANITIZERS, DISINFECTANTS AND OTHER MEASURES**

- 8.1 All sanitisers used must be at least 70% alcohol in accordance with the Department of Health recommendations.
- 8.2 The Employer will provide a sufficient quantity of hand sanitiser, free of charge, which will be prominently displayed at pre-building entry, upon entry, in all common areas, lavatories, elevators, stairwells, inside the call centre, supporting departments, meeting rooms and workstations.
- 8.3 The Employer will provide each Worker his/her/their dispenser free of charge, which the Worker must be on the desk at all times and be used regularly while at work.
- 8.4 The Employer will ensure that where a Worker works away from the premises (other than at home) has a sufficient quantity of hand sanitiser. This means that the Employer is not responsible for providing hand sanitiser to Workers who work from home – this is the responsibility of the Worker.
- 8.5 The Employer will ensure that all work surfaces and equipment are disinfected before work begins, regularly during the work shift (every four hours), and at the end of the work shift.
- 8.6 The Employer will ensure all areas, such as workstations, common touchpoints (e.g. printers, Photostat machines), lavatories, door handles, and shared electronic equipment, boardrooms, escalators, elevators, stairwells, and breakout areas are regularly cleaned and disinfected.
- 8.7 Where it is possible to ensure that biometric devices on-site can be made Covid-19 proof with the necessary sanitizing equipment, as set out in government regulations, such biometric access will remain functional. Staff must strictly adhere to the hand-sanitizing protocol at all biometric access points. At all other sites, biometric access systems will be disabled for the safety of Workers.

- 8.8 The Employer will ensure that there are adequate facilities for the washing of hands with soap and clean water.
- 8.9 The Employer will ensure that paper towels are provided for Workers to dry their hands and to sanitize their hands regularly while at work.
- 8.10 The Employer will ensure that all cleaning staff are equipped with maximum protection in terms of PPEs, and are trained accordingly on how to use them.
- 8.11 The training of cleaning staff will be conducted by a third-party contracting partner or Operations Human Resources team based on the best cleaning protocol.

## **9. HEALTH AND SAFETY MEASURES – CLOTH MASKS**

- 9.1 This reduces the risk of transmission of Covid-19. Since a person may be infected with Covid-19 and not be showing symptoms as yet, or may not know that he/she/they is/are infected with Covid-19, the Department of Health requires all persons to wear a mask at all times when in a public place, including at work.
- 9.2 It must be noted that non-adherence to the wearing of masks is a criminal offence, and convicted offenders may face fines and/or imprisonment.
- 9.3 It is therefore compulsory for all persons to wear face masks for indoor gatherings. Therefore, while Employee's are outside, they need not wear face masks, but still have to maintain a distance of (one) meter.
- 9.4 There are two further instances in which a person will be allowed to remove his/her/their mask:
  - 9.4.1 When eating or drinking. In this instance, the person must sanitize his/her/their hands before removing the mask and also after putting the mask back on.
  - 9.4.2 When a Call Centre agent is on the phone. In this instance, the Worker must make use of a face shield. Once the Worker is off of the dialer, the Worker must wear a mask.
- 9.5 The Employer will provide each Worker with a minimum of two cloth masks and one visor or face shield that meet the Department of Health requirements.
- 9.6 The Employer will provide information to all Workers on how to use a cloth mask correctly. Where necessary, the Employer will provide additional suitable PPEs. For example, where a Worker's mask or face shield is worn out due to reasonable wear and tear, the Worker must return the old items to qualify to receive a replacement mask and/or face shield. In all other instance, the Worker must pay a cost of R30 for a replacement mask or face shield.
- 9.7 Every person must ensure that his/her/their mask is suitably fitted, with the strings or ties firmly fitted, in that it does not loosely hang below nose or chin, to avoid having to constantly touch one's mask and face. Any person found to be wearing his/her/their mask hanging below his/her/their chin will be deemed to not be wearing a mask.
- 9.8 The Worker will make appropriate arrangements for the maintenance and cleaning – washing, drying and ironing of cloth masks in accordance with best practice guidelines. The Employee may contact Management should they require assistance in this regard.

## **10. HEALTH AND SAFETY MEASURES – VENTILATION**

- 10.1 The Employer will keep the workplace well ventilated by natural or mechanical means to reduce the SARS-CoV-2 viral load.
- 10.2 Where reasonably practicable, the Employer will ensure that there is an effective ventilation system, with vents that do not feed back into through an open window, and which is cleaned and maintained regularly.
- 10.3 The Employer will ensure that the filters are technically assessed to be functioning effectively, is regularly cleaned and maintained by a competent person in accordance with the manufacturer's instructions and does not recirculate air.

## **11. HEALTH AND SAFETY MEASURES – SPECIFIC PERSONAL PROTECTIVE EQUIPMENT**

- 11.1 The Employer will keep abreast of the latest government regulations and guidelines in respect of any specialised PPEs required for this sector.

## **12. ADDITIONAL DUTIES OF THE EMPLOYER**

- 12.1 The Employer has the duty to ensure that Workers comply with all health and safety measures, as per government directives.
- 12.2 The Employer bears the duty to provide agents with their own headsets and any other necessary equipment and stationery.
- 12.3 The Employer bears the duty to incorporate no-touch refuse bins at the workplace, which are hygienically emptied regularly during shifts.
- 12.4 The Employer bears the duty to keep a log of all Worker's contact details as well as physical addresses and how many residents they reside with, which shall be kept confidential in so far as is reasonably possible to comply with the government's directives, the Protection of Information Act 4 of 2013, and to ensure the health and safety of other Workers.

## **13. DUTIES OF THE WORKER**

- 13.1 The Worker bears the duty to adhere to all provisions set out in terms of sections 14 and 15 of the Occupational Health and Safety Act 85 of 1993 (see Staff Disclaimer).
- 13.2 In addition to the obligations of Workers under the Occupational Health and Safety Act 85 of 1993, every Worker is legally obliged to comply with all health and safety measures set out in this Policy.
- 13.3 The Worker bears the duty to complete the daily Self-Screening truthfully and correctly before coming onto the premises; and adhere to the instructions therein as a measure to identify, mitigate and eliminate exposure to Covid-19 transmission.
- 13.4 The Worker bears the duty to monitor themselves for symptoms of Covid-19. Should the Worker exhibit any symptoms related to Covid-19 during a shift, he/she/they have the duty to

report this immediately to the Supervisor / Manager / Health and Safety Officer / Health and Safety Representative.

- 13.5 The Worker has the duty to comply with the social distancing standard of at least 1 metres between himself/herself/ and any other person within the entire workplace.
- 13.6 The Worker bears the duty to adhere to regular hand hygiene, respiratory hygiene, and cough etiquette guidelines.
- 13.7 The Worker bears the duty to make use of the materials made available to keep workstations clean and sanitized before the start of a new shift and at least every four hours until the end of the shift.
- 13.8 The Worker bears the duty to wear the mask issued at all times in all areas, as explained above in section 9 of the Policy.
- 13.9 The Worker has the duty to ensure safe hygiene standards, which includes not sharing equipment, stationery, utensils, glasses, mugs, cigarettes, or any other physical items, as this is strictly prohibited.
- 13.10 The Worker bears the duty to guard against all forms of physical touching in the workplace, including but not limited to kissing, hugging and handshaking.
- 13.11 The Worker bears the duty not to spread rumours, disinformation and fake news, as this has a detrimental impact on other Workers, and the Company.
- 13.12 The Worker has the duty to read all material on health and safety provided by the Employer.
- 13.13 The Worker bears the duty to read the copy of the Digicall Group COVID-19 Policy carefully, and undertakes to comply with all health and safety regulations therein.
- 13.14 The Worker has the duty to act in good faith towards the Employer and to promote the interests of the Employer at all times.

#### **14. REFUSAL TO WORK DUE TO COVID-19**

- 14.1 A Worker is not allowed to stop working without reasonable justification, and without notifying the Employer of the reason for refusal to work without delay, and without allowing the Employer to take reasonably practicable steps to resolve the matter. The failure by a Worker to comply with a lawful and reasonable instruction to work will constitute misconduct.
- 14.2 In this instance, the Worker must, as soon as is reasonably practicable, notify the Direct Line Manager (either personally or through a health and safety representative) of the intentions of refusal accompanied by a full explanation in order to equip the Compliance Officer to remedy the situation.
- 14.3 The Employer must, after consultation with the Compliance Officer and the Health and Safety Committee, investigate the reason for the Worker's intended refusal to work and resolve any issue that may arise from the Worker's refusal.
- 14.4 The Direct Line Manager will take reasonably practicable measures to address the Worker's reason for intending to refuse to work – for example, having workstations, or other relevant areas, cleaned by the cleaning staff; having extra sanitisers or cleaning aids on-site, or having the designated person conduct the necessary screening protocol set out in section 6 above.
- 14.5 The Direct Line Manager will keep a detailed record of the health and safety measures that were implemented to address the complaint and all attempts to convince the Worker of the reasonableness and adequacy thereof.

- 14.6 No person may advantage, or promise to advantage, any Worker for not exercising his/her/their right of refusal.
- 14.7 No person may threaten to take action against a Worker who has exercised, or intends to exercise, the right of refusal.
- 14.8 No person may be dismissed, disciplined, prejudiced or harassed for reasonably refusing to perform any work, as contemplated in this directive and as detailed in this policy.
- 14.9 Workers are advised to consider alternatives before exploring the right of refusal for justifiable reasons and not abuse this right as it has a detrimental impact on the relationship of trust and confidence between the Employer and Workers, staff morale, staff productivity, and business operations, all of which have a financial impact on the Company and its Workers.
- 14.10 If it is evident that the Worker intentionally abused this right of refusal, the Employer may reduce the Worker's remuneration for the time that the Worker refused to work. This will not be the case if the Worker acted in good faith and the Worker's concerns were addressed by the Employer.
- 14.11 If there is a dispute as to whether the right of refusal provision has been contravened, the Workers may refer the dispute to the Commission for Conciliation Mediation and Arbitration, in accordance with the Labour Relations Act 66 of 1995.

## **15. VULNERABLE EMPLOYEES**

- 15.1 Companies are required to implement special measures with Employees who fall within this category as defined in the definitions table above and to provide guidance to evaluate and manage Vulnerable Employees in the context of the Covid-19 pandemic.
- 15.2 Employees that fall within this category will need to complete the Covid 19 Vulnerable Employee Declaration & Indemnity form.
- 15.3 The Vulnerability Declaration does not require the Employee to disclose the medical reason (the diagnosis) for the vulnerability.
- 15.4 A Vulnerable Employee is required to consult his/her/their Treating Medical Practitioner. The Treating Medical Practitioner is required to complete the Treating Medical Practitioner's Recommendation/s on Vulnerability of Employee form indicating the presence of any of the above conditions and making the necessary recommendations without specifying the diagnosis. The Employee is required to submit the completed form to the Employer within 48 hours of diagnosis. Should the Employee have a condition that is not listed, which in the opinion of the Treating Medical Practitioner renders the Employee vulnerable, then motivation is required. The Treating Medical Doctor should refrain from commenting on the Employee's fitness to work. In the event that a worker cannot afford such costs, the Employee should be assessed by a doctor, at the expense of the Employer based on an acknowledgement of debt (noting the doctor-employee confidentiality) and preferably one who has insight into the workplace and its processes.
- 15.5 The recommendation from the Employee's treating Doctor must provide guidance on special measures that the Employer would need to introduce and further confirm that the Employee's health condition is fully optimised.
- 15.6 The Company will not allow a Vulnerable Employee access to the workplace without the recommendations from his/her/their Treating Medical Practitioner, as per the form above.

- 15.7 Employees must familiarise themselves with Annexure B: Guidance on Vulnerable Employees and workplace accommodation that deals with protecting and managing Vulnerable Employees in the workplace, and Annexure A setting out the health and safety measures taken into account in respect of the individual circumstances of the Vulnerable Employee in relation to their his/her/their work environment.
- 15.8 The Employer will ensure that all information regarding Vulnerable Employees will be kept confidential in so far as is reasonably possible to comply with the government's directives, the Protection of Personal Information Act 4 of 2013, and to ensure the health and safety of other Employees, and such Employees will not be bullied, victimised or unfairly discriminated against in any way whatsoever.

## **16. LEAVE**

- 16.1 If Employee displays symptoms and either cannot report for work or is sent home due to the symptoms, then normal sick leave benefits and process applies and after 2 days of absence a dr letter is required.
- 16.2 Unpaid Leave shall be utilised for Covid-19 cases instances where the Employee's sick leave has been exhausted or where the Employee self-isolates without providing a doctors letter in accordance with the Sick leave policy. Differently stated, upon submission of Covid related medical documentation, sick leave will apply, provided the medical documents meets the relevant criteria to qualify as sick leave. If the Employee's sick leave has been exhausted, Unpaid Leave shall be recorded, and UIF benefits will apply.
- 16.3 Should a Worker be referred for Covid-19 medical testing, the Worker shall provide the Employer with proof of such testing and the outcome of the test once received.
- 16.4 The work-from-home policy shall apply unless the Worker is declared unfit for duty in terms of the sick leave policy. Therefore, work-from-home arrangements shall be permitted if Workers are required to self-isolate and are able to work from home.
- 16.5 Sick leave regulations will require that all sick certificates and/or recommendations made by a Medical Practitioner or received by a Medical Facility should comply with the following requirements to validate the authenticity of such:
- 16.5.1 Must contain the name, practice number, and address of the facility or medical practitioner being consulted;
  - 16.5.2 Must contain contact details for Human Resources to vet such if required;
  - 16.5.3 Must be signed by qualified Medical Practitioner or duly authorised medical personnel;
  - 16.5.4 Must contain a practice or medical facility stamp; and
  - 16.5.5 Must outline the procedure followed (i.e. screening conducted with recommendations made and dates specified).
- 16.6 In the absence of any of the above information being displayed, HR will vet the authenticity and validity of such, and if it is found that such does not comply with all requirements, sick leave will not be granted, and any period of absence will be processed as unpaid leave.
- 16.7 Disciplinary action will be instituted where it was found that the medical certificates or recommendations received were false or invalid.

- 16.9 Leave shall not apply to Workers that are able to work from home during the period of quarantine.
- 16.10 The Employer reserves the right to obtain a second medical opinion at the Employers costs in order to establish an Employees capacity to resume duties.

**17. PROHIBITION OF BREACH OF CONFIDENTIALITY, BULLYING, VICTIMISATION, AND UNFAIR DISCRIMINATION**

- 17.1 The Employer shall treat all Covid-19 related information in respect of a Worker strictly confidential in so far as it is reasonably possible to comply with the government's directives and to ensure the health and safety of other Workers.
- 17.2 Workers are strictly prohibited from breaching the rights to confidentiality and privacy of other Workers for any reason related to Covid-19.
- 17.3 The Employer prohibits any form of bullying, victimisation and unfair discrimination against a Worker in respect of that Worker's Covid-19 related information and shall ensure that the rights of a Worker in this regard are respected at all times.
- 17.4 The Employer has the duty to provide a safe working environment, which includes the responsibility to establish a workplace that is free of bullying, victimisation and unfair discrimination.

**18. DISCIPLINARY ACTION**

- 18.1 The prevalence of Covid-19 in South Africa does not constitute a valid reason to stay away from work without reasonable justification. Workers who stay away from work without a valid reason will face disciplinary action.
- 18.2 Fraud, misrepresentation and manipulation of the current situation will be viewed in a serious light and will be dealt with in accordance with Annexure C, section 8.4.7 of the Disciplinary Policy.
- 18.3 It is of critical importance that the spreading of rumours is strictly prohibited. Workers are required to respect the rights to dignity, confidentiality and privacy of all Workers.
- 18.4 The spreading of fake news and disinformation on any matter is strictly prohibited.
- 18.5 All alleged breaches of this Policy shall be reported to the Compliance Officer, who shall investigate the matter immediately. Should the Worker need to escalate the matter, then the normal grievance reporting levels shall apply, bearing in mind that the normal Grievance Policy timelines shall be adjusted for potential risks to be resolved immediately.
- 18.6 Should a Worker fail to adhere to health and safety guidelines, the Worker may be issued with a final written warning for the first offence, which will be valid for 12 months from the date of issue. For a second offence, the Worker may render himself liable for dismissal. The Code of conduct shall be used as a guideline for all disciplinary matters.
- 18.7 Non-compliance with this Policy will create extraordinary risk for the Employer, and the Employer will therefore not hesitate to institute disciplinary action, including dismissal.

- 18.8 Health and safety in the workplace is a reciprocal obligation, and Workers are reminded of the duty to act in good faith towards the Employer, and the duty to promote the interests of the Employer at all times.
- 18.9 The Employer reserves their rights to hold a Worker liable for damages caused as a result of failing to comply with any aspect of this Policy.

## **19. CONFIDENTIAL COVID-19 COUNSELLING**

- 19.1 The Employer acknowledges that the Covid-19 pandemic has had, and is having, a tremendous impact on all our lives, our livelihoods, and our psychological well-being.
- 19.2 The Employer encourages Workers to contact Human Resources for assistance to access the Worker Assistance Programme should they need assistance with counselling during this difficult period.

## **20. SUBMISSION OF COVID-19 RELATED HEALTH DATA FROM WORKPLACES TO THE NATIONAL DEPARTMENT OF HEALTH**

### **20.1 Categories of data**

As per the Guideline on the Submission of Covid-19 Related Health Data from Workplaces to the National Department of Health (Version 4:27, 27 November 2020), specific categories of data are to be collected by Employers and submitted to the Department as per the procedures prescribed for the purpose of developing a framework for a Covid-19 surveillance model for monitoring Workers in various economic public and private sectors.

### **20.2 Vulnerable worker data**

An Employer is legally required to identify those Workers who are considered to be vulnerable for the more severe outcomes of the COVID-19 infection. Since this is a key component of the screening of Workers, this data must be submitted by the Employer. The vulnerability status of each Worker that is submitted is not dependent on the availability of detailed medical information is available to the Employer. This once-off submission is submitted when collected by the workplace and any subsequent occasion when new appointments are made or the Worker's status requires updating.

### **20.3 Daily symptom screening data**

An Employer is legally required to screen all Workers entering their work premises on a daily basis. This screening must be based on the prescribed set of symptoms as has been defined by the National Institute of Communicable Diseases to determine those persons likely to be presenting with a COVID-19 infection, and therefore should be referred for further assessment. This daily collected data must be submitted by the Employer, for those Workers who are symptomatic. The data must be submitted on a weekly basis should there be

symptomatic Workers recorded during the calendar week. The submissions should occur before a Tuesday for the previous calendar week commencing on a Sunday.

#### **20.4 COVID-19 testing data**

Based on their daily symptom screening, Workers are referred to health providers/health laboratories/ onsite facilities for testing for the presence of the COVID-19 virus. In terms of managing the pandemic in the workplace, the Employer is expected to be notified of the results of the tests. The results of the laboratory tests of all Workers who test positive must be submitted to the Line manager, that need to update their department register and then submit data to the Compliance Officer. This submission occurs only when a Worker tests positive for Covid-19 and should be submitted on a weekly basis, should there be Covid-19 positive Workers identified during the calendar week. Submissions will be made by the Group Health & Safety Officer.

#### **20.5 Post-infection outcome and return to work data**

Recovery from the infection will vary based on vulnerability and other risk factors. Understanding the outcomes of the infection among Workers provides critical information. The Employer who indicates that Workers have tested positive must submit information about the outcome of the infection, and the return-to-work decision. No confidential clinical information is required. This data must be submitted once only when the Worker returns to work.

20.6 Digicall Group is registered on OHSS portal, and the Data Administrator for the Group is Pierre De Wet.

20.7 Every Compliance officer must submit this data each week on their registered profile. Chantell Lord (Jhb office), Pierre de Wet (TIC, iSmart and Sigma Office) have been appointed as the Compliance Officers.

20.8 It is the responsibility of the Compliance Officer to inform Workers about the submission of this data to the Department when collecting the data. The Compliance Officer will act in accordance with the Protection of Personal Information Act 4 of 2013 to comply with the government's directives and to ensure the health and safety of all workers.

### **21. DISCLAIMER**

21.1 The Worker understands the requirement to disclose accurate and true information regarding their medical background should he/she fall within the Vulnerable Employee category, as specified on the Covid-19 Vulnerable Employee Declaration & Indemnity form to enable the Employer to assist with additional safety measures as required for the Employee's safety.

- 21.2 The Employee further indemnifies the Employer from any claim for loss, damage, harm or suffering incurred in whatsoever way, which may occur as a result of being infected with Covid-19.
- 21.3 The Worker further duly notes the compliance regulations of the Occupational Health and Safety Act 85 of 1995 in terms of section 14 (General duties of employees at work) placed on him/her/them to:
- 21.3.1 Take reasonable care of the health and safety of himself/herself/themselves and of other persons who may be affected by his/her acts or omissions;
- 21.3.2 With regards to any duty or requirement imposed on his/her/their Employer or any other person by this Act, co-operate with such Employer or person to enable that duty or requirement to be performed or complied with; and
- 21.3.3 Carry out any lawful order given to him/her/them and obey the health and safety rules and procedures laid down by his/her/their Employer or by anyone authorised thereto by his/her/their Employer, in the interest of health or safety.
- 21.4 The Worker further duly notes the compliance regulations of the Occupational Health and Safety Act 85 of 1995 in terms of section 15 (Duty not to interfere with, damage or misuse things) placed on him/her/them, as follows: No person shall intentionally or recklessly interfere with, damage or misuse anything which is provided in the interest of health and safety.

## **22. VACCINATIONS**

- 22.1 On 22 March 2022, the Government issued an updated Code of good practice to combat COVID-19 infections. One of the requirements by law is for the Employer to ascertain an Employee's vaccination status.
- 22.2 The Employer has updated the workplace plan as required by law, the same of which the following assessments have been made:
- There is a substantial amount of Employees that fall within the Vulnerable category, who are yet to return to work as a result of their Vulnerability;
  - Working remotely is not a long term solution for the majority of the business;
  - Additional PPE requirements may be implemented such as wearing plastic visors together with masks;
  - Our vaccine survey which was completed by Employees has yielded a majority favourable response;
  - Our survey also showed that 65% of the remaining Employees would consider the vaccine if they receive more information.
  - Our international business partners and subsidiaries have conveyed their support of the vaccination program and are yielding positive effects, such as significantly reduced social distancing requirements;
  - Our Company, has an international operational footprint, the same of which will be impacted by international travel protocols which currently prevent or frustrates (e.g. mandatory quarantine periods) entry without proof of vaccination;

- The Company is currently considering ways to adapt the workplace to accommodate a voluntary vaccination policy, and further considerations will be made as more information becomes available and as the vaccine rollout progresses in South Africa;
- As required by law, Employees will be provided with paid time off to be vaccinated, provided an Employee shows proof of the vaccination;
- Digicall is exploring block bookings for vaccinations to be administered at specific predetermined sites during working hours, through our medical aid service providers. Updated communication will be released via email to Employees based on vaccine availability and block bookings confirmations. Employees who do not opt for the scheduled block bookings, will not be provided with paid time off from work to obtain vaccination elsewhere and will have to take paid annual leave.
- Mandatory vaccinations will only be considered as a last resort to save jobs.
- If a mandatory policy will be deployed, the Employer will:
  - Provide sufficient notice to staff;
  - Respect the Employee's right to refuse the vaccination;
  - Respect the Employee's right to consult with the Compliance Officers;
  - Provide transport to vaccination sites if possible;
  - Provide sick leave for adverse side effects as certified by a Medical Practitioner;
  - Follow the guidelines of schedule 8 of the Labour Relations Act in the event of having to consider termination of employment.

22.3 The Company respects every Employees right to bodily integrity and the right to freedom of religion and beliefs. Therefore, the option to obtain the Covid-19 vaccination is voluntary. While vaccinating for Covid -19 is voluntary, it is recommended for all Employees to benefit from the vaccine.

22.4 The Company promotes the availability of verified information to assist Employees in making health decisions. Kindly visit the Group Intranet on <https://intranet.digicallgroup.co.za/wp-admin/>. Alternatively, please ask your HR representative for more information,

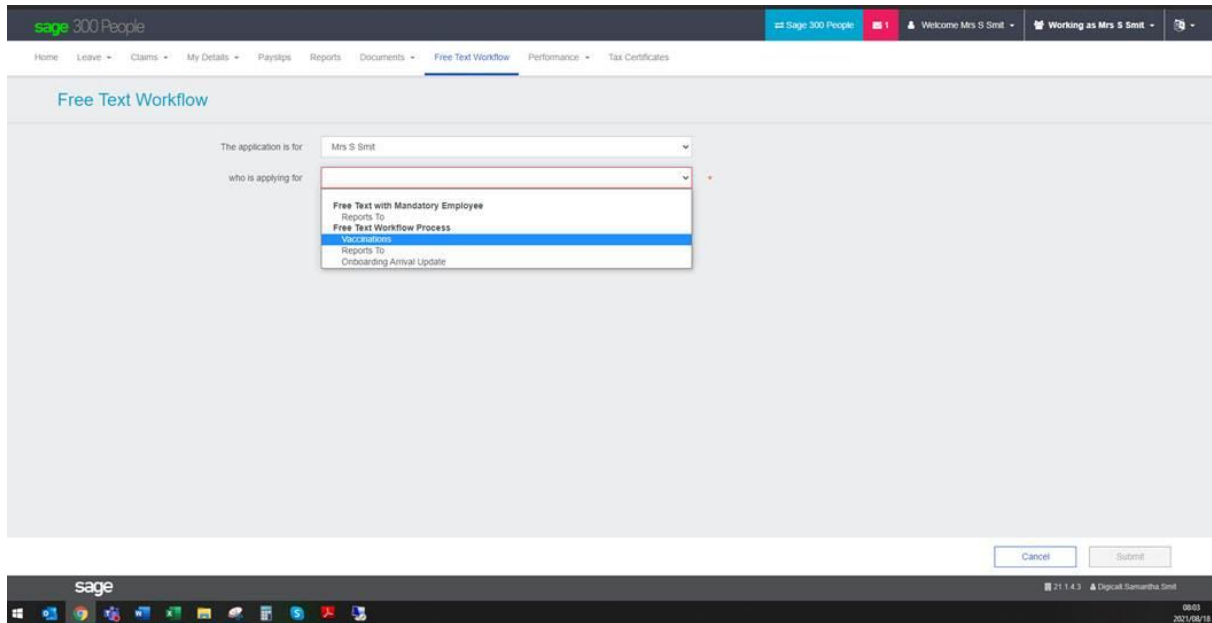
22.5 Please note the following vaccination websites for additional information.:

- Discovery's Vaccination site network: <https://www.discovery.co.za/corporate/vaccination-sites>. (or please contact your HR department for more information).
- Department of Health: <https://sacoronavirus.co.za/active-vaccination-sites/>.
- Dischem: <https://www.dischem.co.za/covid-19-vaccination>.
- Clicks: <https://clicks.co.za/covidvaccine>.

22.6 Per the Employers obligation to provide transport to vaccination sites where possible, the Company is pleased that our medical service providers have responded favourably to our request for vaccination assistance. With due consideration of our survey results, we anticipate a high uptake of the vaccine, and therefore we need to provide our medical service providers with the exact number of vaccine requirements that have to be secured for our on-site/ or at the medical aid service provide site program. The Employee needs to submit the info within the agreed timelines as communicated by the employer.

22.7 Employees will therefore need to complete the following link: <https://forms.office.com/r/TqaJN7j3ia>, in which they need to declare whether they have obtained

the vaccine and submit proof of their vaccine. This record will also assist the Company when having to conduct contact tracing assessments as required by law. Employees will also need to upload their Vaccination certificate on their Sage Profile. The employee will select the Free Text Workflow in the ribbon, click on the drop down and select vaccination.



- 22.8 The Company acknowledges its obligations under the Protection of Personal Information Act (POPIA) and only authorised COVID-19 representatives will have access to the results.
- 22.9 If following the implementation of this policy, the Employee objects to a mandatory vaccination policy being implemented, he/she is required to submit a formal letter with full motivation and supporting documentation where required, by no later than 30 September 2021 to the following email addresses:

Digicall: [OHS@digicallgroup.co.za](mailto:OHS@digicallgroup.co.za)