



# The COVID-19 Health & Safety Guide for Field Sales Teams

Guidelines and best practices for the mitigation of COVID-19 - from medical industry experts - for protecting both field teams and customers during face-to-face engagements.



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# Covid-19: Business as “Newsual”

Until we have a proven cure or vaccine for COVID-19, there will probably be no ‘business as usual’. Until then, we need to accept and adapt to a new way of doing business: at Skynamo we call it ‘business as newsual’.



Returning to work means that new processes and procedures need to be followed to minimise the risk of contracting and spreading the novel SARS-CoV-2 coronavirus (referred to as 'the virus' in the rest of this document) that causes COVID-19.

There are many safety guidelines being drafted, but as yet not one has focused on field/outside sales teams specifically. So we've put together this safety guide to address the situations you and your teams will be facing daily in your jobs during the COVID-19 pandemic for the unforeseeable future until a suitable vaccine has been developed.

Regulations stipulate that contact closer than 2m between people in the workplace must be minimised where at all possible and limited to a short time (<15 minutes) if at all possible. Although many of our daily tasks can and must be conducted from home and via video conferencing where possible, there is still a need for in-person visits for research, deliveries, prospecting and sales.

Please appreciate that your clients may see you as potentially introducing the virus into their workplaces. In order to protect yourself, your teams and your customers from contracting the virus, you are now required by law to take extra precautionary measures when visiting customers and prospects in the field. So we've worked with occupational health experts to create and source the most relevant best practices and safety tips for sales teams returning to work in the field during the COVID-19 pandemic.

This guide has been created specifically for you – the teams out in the field every day visiting customers and prospects to sell and replenish stock and collect important insights. Although we are not all in the same boat in terms of working environment and requirements, we are indeed weathering the same storm.

Your employer is required by law to keep you informed of the hazards this virus presents in the workplace and of any changes in protocols and regulations. They are also required to monitor and ensure protocols and regulations are complied with. How that is accomplished will differ from company to company.

Employees are obliged to follow protocols and comply with all Occupational Health and Safety regulations, including those for the mitigation of the spread of the virus. It is strongly recommended that individuals also apply the basic precautions when off duty as well.

Please take note that COVID-19 is a very new disease (only 8 months old at the time of writing) and there are many gaps in understanding it. It is the subject of intensive global research, so new information and the correction of 'old' views happens constantly. These can result in changes to government regulations as well as best practice for mitigating the spread of the virus.

This guide has been compiled with current insight and best practice in mind. Please keep yourself informed as new insights emerge.

# Key Information



- COVID-19 is the name of the disease caused by the SARS-CoV-2 virus. It is a respiratory disease that spreads through direct contact with contaminated surfaces and through respiratory droplets produced when an infected person (who may or may not display symptoms) coughs, sneezes, talks or laughs. The virus is 'heavy', so quickly settles (1.5 to 2m). Note this distance may be affected if the person shouts, spits or if there is strong air movement (e.g., from air conditioning or wind).
- The virus enters the body through mucus membranes (e.g., eyes, nose and mouth).
- A person may have contracted the virus and yet be infectious without realising it because they have no symptoms and feel fine.
- The correct protocols for applying and removing face masks, taking temperatures, washing/sanitising hands, applying a 2m social distance in-between people, must be followed or the process becomes counter-productive.
- Persons with co-morbidity illnesses (obesity, hypertension, arthritis, diabetes, asthma, etc.) are particularly at risk of severe complications from COVID-19 infection.
- A vaccine for COVID-19 is only expected to be available globally mid to late 2021.
- COVID-19 is a notifiable disease in South Africa.

# Daily life will be different from now on



The SARS-CoV-2 is a new virus that has only been known since December 2019 and will be with us for the foreseeable future. It is highly infectious and causes the disease known as COVID-19. It is mild in most cases, but can become serious and lead to hospitalisation. We need to remain focused on being aware of the virus at all times and try to mitigate (reduce/eliminate) its effects.

Accomplishing this calls for a new way of living, a change of lifestyle that includes:

- Hand washing/sanitizing using the correct procedure for at least 20 seconds
- Physical distancing: keep two metres away from each other (two adults' arms' lengths), limit numbers of people in a venue at any given time (not more than 10, rather less), if at all possible do not use public transport, but if you must use it, apply the guidelines found later in this handbook.
- Daily screening for signs and symptoms
- Wearing clean face masks covering both nose and face ,whenever one is in public
- Disinfecting surfaces, dwellings and other items
- Opening windows to ensure natural ventilation at home, at work and in especially public transport. Consider not using air conditioners and car heaters
- Limit gatherings to no more than 10 people at a time (less is better)

How long the virus stays viable on different kinds of surfaces is influenced by humidity, temperature, air movement etc. According to the CDC, the virus can stay viable in the air for up to three hours, on copper for four hours, on cardboard for 24 hours and plastic and stainless steel for 72 hours. However, it has been found that on the ship, 'The Diamond Princess', the virus remained viable after 17 days.

One must step up personal, living, work and travel environment hygiene practices: this includes increased and correct hand washing and hand sanitisation, disinfection of frequently touched surfaces and items, of your home and of various modes of transport

You will need to prepare for each and every time you leave home for work and/or shopping and your return home. Only leave home if you really have to: rather stay home. If you have to go shopping, have a list, go alone and limit the time you are in the shop. Have a set of clothes to leave the home and a change of clothing and shoes when returning home, in an attempt to keep your home virus free.

Try not to touch surfaces unnecessarily, and if you do, sanitise your hands regularly. On your return home, sanitise the items you bought or had with you on your trip (e.g., keys, cell phone, wallet etc.)

# Ways to mitigate the SARS- CoV-2 virus



The method to limiting the spread of this virus is simple, but tedious and time-consuming. It calls for vigilance and **100% compliance all the time**. The method is:  
The method is:

- 2m physical distancing (the lockdown is an extreme form of this)
- Wearing clean, dry face masks in public covering both your nose and mouth
- Washing and sanitising your hands often
- Disinfecting surfaces, especially those frequently touched
- Daily screening (before and after work) for signs and symptoms
- Isolating anyone who is infected
- Quarantine those who have been exposed to an infected person.

Let's look at each of these in more detail.



## Physical distancing, Lockdown, Quarantine and Isolation

Limiting face-to-face contact with others is the best way to reduce the spread of coronavirus disease 2019 (COVID-19).

- *Physical distancing* (also called social distancing) reduces the possibility of infection via respiratory droplets. The recommended distance is at least 1.5 to 2m apart.
- *Lockdown* is a severe form of social distancing for the specific purpose of slowing down the spread of the virus, so that health facilities are not overwhelmed.

Quarantine and isolation are a form of social distancing in special circumstances. The words are often used interchangeably, but technically they are slightly different.

- **Quarantine** is used to keep someone who might have been exposed to COVID-19 away from others. People in quarantine should stay home (if possible), separate themselves from others, monitor their own health to see if they develop signs and symptoms, and follow directions from the national or local health department. This includes not sharing eating utensils.
- **Isolation** is used to separate people infected with the virus (those who are sick with COVID-19, including those who are infected but show no symptoms) from people who are not infected. People who are in isolation should stay home (but isolated from one's family too) until it's safe for them to be around others. This includes not sharing eating utensils.

## Wear a face mask

- A face mask does not replace social distancing.
- A visor (face shield) does not replace a face mask. Wear a mask with the visor.
- It is mandatory to wear a material face mask in public spaces covering both your mouth and nose, i.e., when you leave your home, at work, go shopping, use public transport, etc.

- Employers must supply you with at least two cloth face masks and ensure that these masks are washed. Wash your mask every day after use.
- Do not share your masks with anybody.
- Disposable masks may not be cost effective, given the long time ahead that masks will have to be worn.
- Wear a three-layered cotton woven material face mask, covering both your nose and mouth.
- Hands must be washed or sanitised before putting the mask on and before and after taking the mask off. If you take it off to eat or drink something, you must put your mask with the inside part onto a clean sheet of paper (paper to be discarded after eating/drinking).
- Place the inside of a clean mask against your face, covering both nose and mouth.
- Make sure the mask fits well by adjusting the ties and/or elastic bands.
- Do not touch your face or fiddle within the mask while wearing it.
- Remove the mask immediately when it is wet; put it in a receptor sealable bag until you can wash it in hot soapy water.
- Only touch the straps or elastic when you remove the mask.
- Wash/sanitise your hands before and after removing your mask.

Please [watch this video](#) on mask etiquette (Accessed 27 05 2020)

- Masks should be washed with ordinary washing powder or soap in warm water ( virus can survive in heat up to 56°C) and the soap will destroy the virus as it breaks the lipid layer that envelops the virus.
- Masks must be washed every day after use. Get at least four face masks: one to wear during time using public or shared transport, one to be used at work, one being washed and one spare.
- Steam iron the masks to disinfect them.

If you use public or shared transport, change your mask on arrival at work. Store the mask used during transport in its own marked paper packet to keep your mask for reuse. The same procedure is to be followed while you eat or drink something. If the mask is dry, use it again during your return trip home. Use a clean mask during the day at work. Always have a spare mask in its own dedicated sealed container. Remember to wash the mask container with soapy warm water.

Please [watch this video](#) on the safe storage of masks: (Accessed 27 05 2020)

- Do not store your mask around your neck when not in use.
- Visors are used to protect one's eyes from droplets; they do not replace face masks.

Please [watch this video](#) on face mask etiquette (Accessed 27 05 2020)

## Cough and sneeze etiquette

- Apply cough and sneeze etiquette to help stop the spread of the coronavirus via respiratory secretions.
- Cover both your mouth and nose with a tissue/industrial absorbent paper (paper you see at a garage, or kitchen towel) when you cough or sneeze.
- Use the nearest waste receptacle or a designated plastic packet to dispose of the used tissues/paper: do not drop it on the floor.
- If you used a plastic packet to dispose of the used tissue/paper, tie the packet and dispose in municipal garbage.
- If you don't have a tissue, cough or sneeze into your elbow, not your hands/fist.
- Wash or sanitise your hands.

Please [watch this video](#) on cough and sneeze etiquette. (Accessed 27 05 2020)

## Hand hygiene

After social distancing, hand hygiene is the most important action needed to stop / control the spread of the virus. Hands are referred to as 'germ farms'.

- Hands are referred to as 'germ farms'.
- There is a correct method for washing hands with soap and water.
- Washing your hands, following the correct procedure, several times every day for at least 20 seconds at a time, is one of the best things we can do.
- Note especially how to clean the finger and thumb tips. It is advised you keep your finger nails short. If you have long nails, extra care will need to be taken to ensure the areas under the nails are properly cleaned.

Please [watch the following video](#) showing the correct way to wash your hands with soap and water. (Accessed 27 05 2020)

- Remember to dispose of the used paper towel in the bin (preferably a bin with a foot pedal and a lid) provided.

### **SANITISING YOUR HANDS**

- Use 60%-70% alcohol-based sanitiser NOT less as it will not destroy the virus and not more than 90% as the solution will evaporate too quickly.
- If your hands are soiled, wash them first with soap and water as described above.
- Note especially how to clean the finger and thumb tips. It is advised you keep your finger nails short.

Please [watch the following video](#) showing the correct way to sanitise your hands with sanitiser. (Accessed 27 05 2020)

## Disinfecting surfaces

- Frequently touched surfaces and objects should be cleaned and disinfected frequently, but at least daily and in areas where there is a high traffic of people, up to three times per day. These surfaces include tables, staircase banisters, door handles, keys, remote controls, computer keyboards, tablets, pens, styluses, cell phones, etc.
- Routinely clean 'frequently touched surfaces' and fittings with a detergent solution (diluted as per the manufacturer's instructions).
- Dirty surfaces must first be cleaned with soap and water. Then disinfect with a dilute bleach solution. Dilute 10ml 3.5% m/v sodium hypochlorite (bleach products found in South Africa) with 250ml cold water to disinfect surfaces. Please ensure the bleach concentrate has not expired. Apply this solution (can be sprayed on) to the surface and leave it on for one minute before wiping it off. The diluted bleach solution remains effective for 24 hours only. Use the advised concentration: too concentrated or too weak solutions are ineffective.
- **DO NOT ADD ANY OTHER CHEMICALS TO BLEACH.**
- **BE CAREFUL** not to spray onto electrical equipment, switches or outlets.
- If the area cannot be cleaned with soap and water or a bleach solution, then wipe down the area carefully with a 70% alcohol solution: follow manufacturers guidelines. Alcohol-based wipes can be used if the surface will not be damaged by the alcohol.

Please [watch this video](#) on preparing disinfectant solution and cleaning surfaces.  
(Accessed 27 05 2020)

- Be careful when cleaning potentially dangerous surfaces such as electric light switches or when cleaning sensitive surfaces such as tablet screens. Always check the manufacturer's instructions first.
- Clean spectacles with a special spray (window cleaner), a microfibre cloth or soap and water.
- Any shared equipment should be cleaned before each use. Follow the manufacturer's guidelines for cleaning.
- Clean surfaces as needed when they are visibly soiled and immediately after any spillage.
- Employees should also be provided with disinfectant wipes so that they can disinfect all common (high) touch points at their own workstations as necessary.
- Be aware of 'virus transfer' from the surface to the wipe. The wipe may now be contaminated. Thus the importance of careful disposal of tissues, wipes, etc.
- Wash your hands after cleaning surfaces.

## Daily screening

### UNDERSTANDING HOW THE SARS-COV-2 VIRUS (CORONAVIRUS) SPREADS

- The virus enters your body through mucus membranes in the mouth, nose and eyes.
- When an infected person – who may or may not display any signs and symptoms (referred to as asymptomatic)– coughs, speaks, laughs or sneezes without wearing a face mask, respiratory droplets that contain the virus are expelled into the air and travel through the air up to two metres away.
- The virus can be inhaled by anyone close by (within 1-1.5 metres), or settle on their faces and onto surfaces, e.g., reading glasses, furniture, remote controls, window ledges, door knobs, computer keyboards, computer mouse, cell phones, documents, etc.

The virus can remain alive in the air for three hours and on some surfaces for days. When one touches an infected surface the virus clings to your hands and one can become infected when you then touch your mouth, nose or eyes. This is why regular hand washing / sanitation is necessary.

# The Process of Screening



Take your temperature, then answer the following questions.

- a. Have you had any of these symptoms in the past three days?  
If you answer “YES” to any one of these questions, you have to inform your manager, and probably be tested for COVID-19 and seek medical attention. Do not go to work (stay at home) and follow instructions.
- b. Have you had close contact with someone known to have contracted COVID-19 within the last 14 days? ‘Close contact’ is being within one metre of a confirmed COVID-19 case for 15 minutes or longer without a face mask and eye cover.
- c. Have you been diagnosed (tested positive) with COVID-19 infection within the past 14 days?

If you have a body temperature of 37.5oC or more, or if you have any one of these symptoms, you are regarded as a person under investigation (PUI). You’ll probably have to go for testing. Phone the COVID-19 hotline number at 0800 02 9999 for further instructions. Stay home and follow instructions.

If your temperature is less than 37,5oC and if you’ve answered “NO” to all these questions, you can get ready to leave your home.

**Record the information either on the app or on the form provided by your company.**

- |                          |  |
|--------------------------|--|
| <input type="checkbox"/> | Do you have a cough?                                     |
| <input type="checkbox"/> | Do you have shortness of breath or difficulty breathing? |
| <input type="checkbox"/> | Do you have a high fever or shake from chills?           |
| <input type="checkbox"/> | Do you have a sore throat?                               |
| <input type="checkbox"/> | Do you have red eyes?                                    |
| <input type="checkbox"/> | Do you have body aches or pains?                         |
| <input type="checkbox"/> | Do you have a loss of smell or loss of taste?            |
| <input type="checkbox"/> | Are you nauseous, vomiting or do you have diarrhoea?     |
| <input type="checkbox"/> | Do you experience fatigue, weakness or tiredness?        |



## COVID-19 SIGNS AND SYMPTOMS

Additional symptoms include:

- Body aches and pains
- Fatigue
- Redness of eyes
- Loss of smell
- Loss of taste
- Diarrhoea
- Vomiting/Nausea

What if you have a temperature  $< 37.5^{\circ}\text{C}$  or any other of the symptoms?

1. Self-isolate
2. Put on your mask
3. Inform your supervisor
4. Get tested (Phone national toll free number 080 002 9999 or dial (free) \*134\*832# or send the word 'check' on Whatsapp to 0600 012 3456 or if you live in the Western Cape Province, call 021 928 4102.)

## WHEN TO SEEK MEDICAL ATTENTION

If you develop **emergency warning signs** for COVID-19 get **medical attention immediately**. Emergency warning signs include\*:

- Trouble breathing
- Persistent pain or pressure in the chest
- New confusion or inability to awaken
- Bluish lips or face

\*This list is not all-inclusive. Please consult your medical provider for any other symptoms that are severe or concerning.

**Call ER24 on 084 124 if you have a medical emergency:** : If you have a medical emergency and need to call 084 124, notify the operator that you may have COVID-19. If possible, put on a cloth face mask that covers your nose and mouth to protect other people.

## TO BE TESTED FOR THE NOVEL CORONAVIRUS

**Go to your nearest testing site:** The occupational health sister (or the person dedicated to Occupational Health and Safety in your company) will tell you where to get tested. She will also email or WhatsApp you the forms you need to take to the testing centre. Before you leave your home put on a mask (a cloth mask will do) and wash your hands. Take hand sanitiser with you. Don't touch any surfaces before you haven't sanitised your hands. Stay two metres away from everybody. Remember to take your ID with you to the testing site.

**Obtain a reference number from the testing site:** Don't leave the testing site without their phone number and the reference number of your specimen.

**Who pays for the test?** Check your employer's protocol as to who will pay for the test if there are any costs involved.

**Medical costs.** Consult your company policy and your medical aid policy regarding the costs. The current cost is about R850 per test. If the test is positive and you have been in contact with a confirmed COVID-19 person at work, your case will be reported to the Compensation Commissioner as an occupational disease. You will be refunded by the Compensation Commissioner for all medical expenses if the case is accepted.

**Results.** You will be phoned with the results. The moment you learn about the outcome of the test, inform the occupational health sister the person dedicated to Occupational Health and Safety in your company, of the result. The laboratory usually informs you of the results within 24 hours, but current volumes cause delays.

## **RETURNING TO WORK AFTER TESTING POSITIVE FOR COVID-19**

All employees, on returning to work after isolation or quarantine period, should follow general work restrictions that include:

- Follow the instructions of the clinic or doctor
- Undergo medical evaluation to confirm the employee is fit to work
- Wear a surgical face mask at all times while at work for a period of 21 days from the initial test (wearing a cloth face mask is mandatory for all people in public and work spaces).
- Implement 2m social distancing measures as appropriate (in the case of health workers avoiding contact with severely immune compromised patients)



# A day in the life of a Sales Rep

# Plan your day

## Waking up and going through the drills

Everyone's day is different and varies by industry, but by using the principles you have learned and assessing the risks, you will be able to design your own safety routine. Today's module goes through the measures required to keep you, your customers, prospects and your family safe during a typical day in the life of a field sales rep.

### **PERSONAL SYMPTOM SCREENING**

If you or a household member present with a symptom:

- Stay at home - follow company protocol
- If all clear, head to work
- Record the information

## **MAKE AN APPOINTMENT**

Ensure your customers are comfortable with you visiting them in person. Do not just pop in or swing by because you happen to be in the area. To ease any concerns, write to your customers telling them that their health and safety are important to you and assuring them that you have a protocol in place that you're following to ensure minimal risk to them and to your own team, such as maintaining physical/social distancing, daily self-screening and provision of masks, disinfectants and hand sanitisers.

Request that they provide you with the same assurance before meeting with them (See the sample email in the 'Additional Material' section of this document).

## **GO IN ALONE**

Do not take anyone else with you to see customers unless absolutely necessary. Every additional person you take with you is potentially an additional carrier.

## **PACK YOUR OWN LUNCH**

- Take your own lunch, tea / coffee and water with you.
  - △ If you are offered tea or coffee or water by your customer, remember that all surfaces – including glasses and cups – can carry the coronavirus and can be spread to your hands and then anything your hand touches. Use caution and common sense if you decide to accept.
- Avoid eating or drinking at your customer's workplace. Avoid canteens.
- If you buy anything (e.g., cup of coffee, a packet of chips, etc) pay by card. The item's packaging needs to be sanitised. Use the alcohol wipes.
- When you do eat or drink, remove your mask completely. Use the protocol (See Module 2), Sanitise your hands before eating. Social distancing is especially important while eating. After your meal/drink, sanitise your hands and apply your mask again.

## **GO DIGITAL**

Avoid where possible, carrying any paper catalogues or forms with you. Try to keep your product catalogue and forms digital and available for viewing and completion on your laptop or mobile device.

## **WASH YOUR HANDS BEFORE YOU LEAVE HOME**

Wash your hands with soap and water as the last thing you do before leaving the house. Use the correct protocol.

# Checklist



- ☐ Ensure you have a clean, re-usable mask and a couple of spare clean reusable or disposable masks.
- ☐ Remember your permit (where applicable) and means of identity.
- ☐ Ensure you have sufficient disinfectant spray for cleaning surfaces.
- ☐ Spray (soap-based, not alcohol) and cloth for cleaning spectacles.
- ☐ Ensure you have sufficient hand sanitiser.
- ☐ An airtight container (e.g., Tupperware or paper packet) to store your mask.
- ☐ 'Alcohol based wipes' and tissues/industrial pape.
- ☐ A packet to dispose of used items and wipes. Keep a few wipes in a zip-lock bag in your pocket.
- ☐ Contact detail form.
- ☐ Sanitise car or prepare for public transport.
- ☐ Put on 'work shoes'.

## PUBLIC TRANSPORT

- Wear your mask.
- Wash taxi/transport money or other change in warm soapy water, place it in the sun to dry and thereafter keep it in a closed clean container.
- Have the exact amount of money for the fare handy so that you do not expect any change.
- Sit as far from other passengers as possible: the vehicle should not be filled to more than 70% of its loading capacity, and all windows of the vehicle must be open to maximise ventilation.
- Sanitise your seat before you sit down. Dispose of this wipe in the waste bag either provided or the one you carry with you.
- DO NOT touch anything when getting into and out of vehicles.
- Do not greet anyone by touching them.
- Sanitise hands before getting in the vehicle and after leaving the vehicle.

## Visiting a customer

### GETTING OUT OF THE CAR

- Put on your mask (correct protocol) while still in the vehicle and keep it on throughout the visit.
- Take extra facemasks with you to offer your customer(s) if they are not wearing one.
- Take your hand sanitiser or alcohol wipes with you. Offer your client hand sanitiser when you use it for your hands. Touching objects such as doorknobs, chairs, table surfaces, light switches, toilet handles, documents, key pads (security systems, in lifts) etc. is likely unavoidable, so make sure you have hand sanitiser with you to disinfect your hands.
- Take as few items as possible with you into your customer's workplace.
- Remember to keep a distance of at least two metres from others at all times.

### DON'T TOUCH

Avoid touching surfaces, papers or items in your customer's workplace, especially in the waiting areas and toilets.

## **SIGNING IN**

- Do not touch pens or paper to sign in at the security or reception. Ask them to sign in for you. If you need to show your ID, either hold it up for them to see or if they insist on holding it, ensure you disinfect afterwards.
- If the customer requires you to take a breathalyser, make sure the apparatus is sanitised. Don't touch it, and the other person must hold it at least 10cm from your mouth. Ensure the other person is wearing a mask.

## **WAITING ROOM**

- Avoid touching any papers, magazines, table surfaces, pens or chairs with your hands.
- Remain standing while you wait. If you have to sit down, first sanitise the chair and arm rest.

## **GREETING THE CUSTOMER**

- Maintain social distancing (minimum of 2m distance) at all times during your visit.
- Avoid physical contact while greeting (no shaking hands or hugging). A slight bow or nod and smile should be enough. Explain you are just being careful.
- Provide your assurance that you care about their health and safety and can assure them that you comply with all the requirements to stop the spread of the coronavirus.
- Offer them a facemask from your spare packet if they are not wearing one. Keep the mask on.

## **GETTING DOWN TO BUSINESS**

- Before you sit down, sanitise your chair and the arm rests. Also spray the surface you'll be working on. Keep your phone and keys in your pockets/bag. If possible, don't answer your phone. Sanitise your hands before you touch your phone or keys.
- Remember not to pass papers between yourself and customers. Avoid letting others touch your mobile device or tablet. If they need to sign an online form, ask if it's okay for you to sign for them. Otherwise, if you need to let them handle your mobile device or tablet, make sure to disinfect it afterwards

### **CONDUCT A QUICK RISK ASSESSMENT VISUALLY:**

- Are you meeting in a well-ventilated place? If you can open windows, do so.
- Does your customer or the people you are meeting appear healthy? If not, caringly check with them if everything is okay. Keep your distance.
- Do others appear to be practising physical distancing? Make sure you keep yours.
- Make sure you have all the persons present's contact details for your 'Contact tracing' records.

### **GOING TO THE REST ROOM**

- Sanitise all surfaces before you touch them and after you use them.
- Wash hands before and after visiting the restroom.

### **IF OFFERED A CUPPA**

- Decline politely if at all possible

## GREETING

- Remember no touching: a nod, bow or slight wave is usually sufficient.

## GETTING INTO YOUR CAR

- Sanitise your hands
- Sanitise all items you took with you
- Disinfect your vehicle, focusing on the frequently touched surfaces.
- Record and report any possible contact with any employee of our customer who might have been ill. This is for COIDA purposes as well as to enable your employer to fulfil their obligation to investigate the source and cause, if you should become infected.
- It is necessary that you keep record of their names, contact numbers and/or the physical addresses where they can be traced in order to screen them for COVID-19.

Give thought to the risk of you contaminating the premises of your next client and their employees. If you have become infected, your customer **must** be advised.

## RETURNING HOME

- After arriving home, sanitise hands
- Enter data daily contacts if necessary
- Disinfect car for tomorrow
- Disinfect 'work shoes' and change into 'house shoes'
- Take mask for washing
- Wash hands in the house
- Don't put work bag on frequently used surface
- Place work clothes in the laundry bag
- Shower, wash hair and put on 'house clothes'
- Only now greet family
- Remember to do evening screening

# Special Events

For conferences, workshops, promotions, etc.

- Each event is unique. Conduct a specific risk assessment and plan safety using the
- COVID-19 mitigating principles
- Go digital wherever possible
- Maintain social distancing
- Sanitise and disinfect often
- Use masks and transparent barriers
- Avoid touching (by self and others)



# New Lifestyle

## To reduce co-morbidity factors:

- Adopt a healthy lifestyle
- Practise strict personal and domestic hygiene
- Review your eating habits: drink more water, reduce sugar and salt intake
- Start to exercise at least five days per week: walking at for least 30 minutes, five times a week is a good place to start
- Ensure enough rest/ sleep (six to eight hours per 24-hour cycle)
- Stimulate brain activities



DISCLAIMER: This document is intended as general abbreviated guide and is not exhaustive. It does not constitute legal advice or recommendations. Professional opinion must be sought where necessary to ensure compliance with the legal requirements related to the various acts. Neither does this document constitute medical advice. Employers and employees must satisfy themselves that they themselves, their customers and workplaces are safe.