

# MultiChoice COVID-19 Quick Reference Guide



Consult the Standard Operating Procedures (SOP) for more details.

The Standard Operating Procedures are put in place to protect you, and to protect MultiChoice as an organisation. Disciplinary action will be taken if these procedures are not adhered to.



## How are you feeling today?



## Staying at home



## Keeping it clean



## Standard operating procedures



## Going to work



## How to stay safe at work



## Taking action

# How are you feeling today?

Do you have any of these symptoms?



These symptoms may appear 2-14 days after exposure.

Seek medical advice if you develop symptoms, especially if you have done any of these activities in the last 14 days:

- Been in close contact with a confirmed or probable case of COVID-19
- Lived in or travelled to areas with local transmission of COVID-19
- Worked in, or attended a healthcare facility where patients with COVID-19 were being treated without PPE.

Protect your health with these simple actions:

- Boost your immune system by getting eight hours of sleep per night, exercising regularly and maintaining healthy eating habits.
- Drink water to maintain good hydration.
- Maintain a social distance of at least 2 metres while in public or at work.
- **Wash your hands!**

Should you require psychological support, please contact your local company appointed representative or HR on email or telephonically. Alternatively contact your local health care/medical services via telephone.



# Staying at home



**These tips will help if you are recovering from COVID-19, awaiting your test results, living with someone who has COVID-19 or living with someone who might have the disease.**

**Wash your clothes yourself with very hot water** and iron them if possible. Wear disposable gloves and aprons while washing your clothes.

## CLEANING YOUR CLOTHES

**Stay in your own room** as much as possible.

**Stay away from other members of your household.** If you have to talk to someone, wear a mask and stand 2 metres away.

## STAYING ALONE

## KEEPING CLEAN

**Cover your face** with a tissue or your elbow when you cough or sneeze. Throw away the tissue and wash your hands every time.

**Wash your hands** with soap many times per day. Clean the bathroom every time after you use it.

## WHERE YOU PREPARE YOUR FOOD

**Do not use the same cutlery, plates, cups or towels as other members of the household.** Whenever you use these items, wash them yourself.

**Clean all the surfaces** in your home very often.

## STAYING HOME

**Do not leave your house** while you wait for test results. Don't go to work, shops or church. Don't have visitors to your home or see family or friends.

Stay calm and follow these tips. Encourage the other people in your household to follow them as well. You all need to help one another and work together.

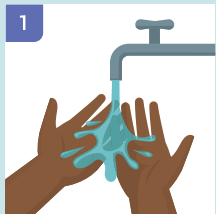
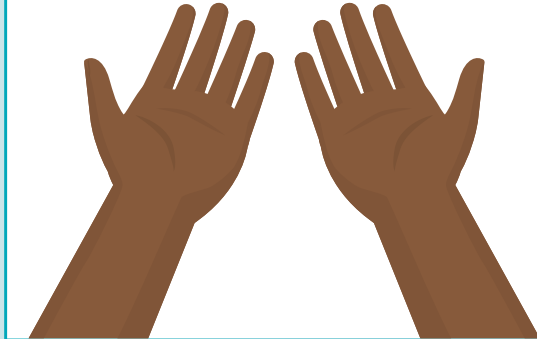


# Keeping it clean

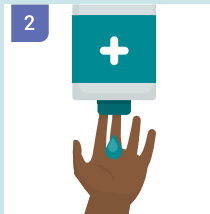


## Wash your hands for at least 20 seconds:

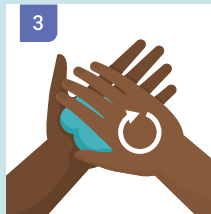
- after coughing or sneezing
- when caring for the sick
- before, during and after you prepare food
- before and after eating
- after toilet use
- when your hands are visibly dirty
- after handling animals or animal waste.



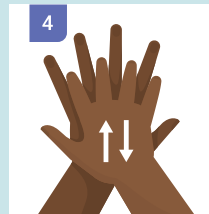
WET HANDS



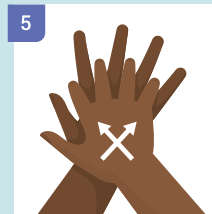
APPLY SOAP



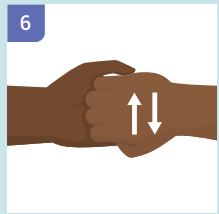
RUB HANDS  
PALM TO PALM



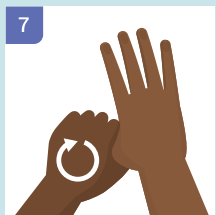
LATHER THE BACKS  
OF YOUR HANDS



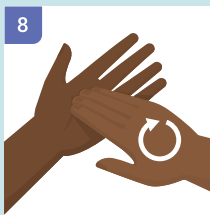
SCRUB  
BETWEEN YOUR FINGERS



RUB THE BACKS  
OF FINGERS ON  
THE OPPOSING PALMS



CLEAN THUMBS



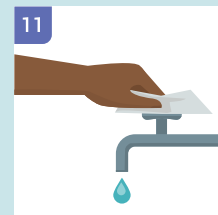
WASH FINGERNAILS  
AND FINGERTIPS



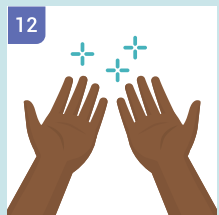
RINSE HANDS



DRY WITH  
A SINGLE USE TOWEL



USE THE TOWEL  
TO TURN OFF THE TAP



YOUR HANDS ARE CLEAN



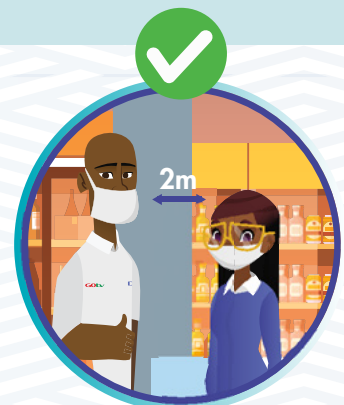
Do not sneeze into the palm of your hand.



Sneeze or cough into your elbow, or use a disposable tissue and throw it away in a closed bin.



Wear a mask to prevent the spread of the virus from you to others. Remember – don't share your PPE with anyone.



Stand at least 2 metres away from others.

For Personal Protective Equipment guidelines, refer to your local medical or health care provider, or alternatively to the World Health Organization.

Stay calm and follow these tips. Encourage the other people in your household to follow them as well. You all need to help one another and work together.



# Standard Operating Procedures



MultiChoice has developed Standard Operating Procedures that will keep us all safe and healthy. They cover the following topics:



1. HAND HYGIENE
2. FACE MASKS
3. GLOVES
4. OTHER PREVENTATIVE MEASURES
5. LIFESTYLE FACTORS
6. ADDITIONAL PRECAUTIONS AND AWARENESS IN OUR BUSINESS
7. HIGH RISK POPULATIONS - ELDERLY
8. HIGH RISK POPULATIONS - PRE-EXISTING MEDICAL CONDITIONS
9. PREGNANCY AND COVID-19
10. MOTHER-TO-CHILD TRANSMISSION (MTCT)
11. USE OF THERMAL SCANNERS FOR THE DETECTION OF COVID-19



1. WALK-IN CENTRE CUSTOMER MESSAGING
2. MAIN ENTRANCES
3. DEPARTMENTAL ENTRANCES
4. WIC DESKS
5. CALL CENTRE DESKS
6. ISOLATION AREAS
7. EMERGENCY TRANSPORT

The Standard Operating Procedures are put in place to protect you, and to protect MultiChoice as an organisation. Disciplinary action will be taken if these procedures are not adhered to.



1. SCENARIO 1 (ILL STAFF MEMBER OR BUSINESS PARTNER – NOT CONFIRMED COVID-19)
2. SCENARIO 2 (CONFIRMED POSITIVE STAFF MEMBER)
3. SCENARIO 3 (CONFIRMED POSITIVE CUSTOMER/ BUSINESS PARTNER)



# Going to work



When you go to work during the COVID-19 pandemic, you will need to follow these steps every day.

Arrive at the entrance wearing your face mask.

Use sanitiser.

Complete the register.

The nurse will screen you and check your temperature.

Complete the register with the following information:

- ☐ Site visited: Randburg; Cape Town; Umhlanga; Durban CBD
- ☐ Name and surname
- ☐ ID Number or Passport
- ☐ Contact number
- ☐ Next of kin/someone living in same home and their contact number
- ☐ Screening result
- ☐ Reason for visit (customer service, employee; security; cleaning)

All staff are required to swipe their access cards at every card access point regardless of whether the entrance is open or not. This will enable traceability of movements within the building for tracking of movements if we need to act on any eventuality.

## Walk-in centres

Each physical desk must have information captured for it.

- ☐ The desk number they are using
- ☐ Name and surname

Agent to capture, on a form.

Desk where customer stood

Pay-point used if payment was made

Sanitisation must be done after every customer.

Customer to insert card and handle pay-point machine only, no touching by staff

Pen, if customer was asked to sign anything



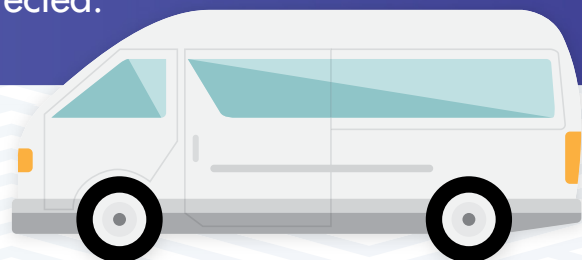


# Going to work



## Isolation and transport provisions

Transport must be arranged for the employee for self-isolation or testing. The transport that is arranged must minimise the possibility of transmission should the employee be infected.

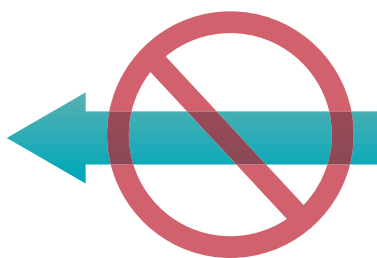
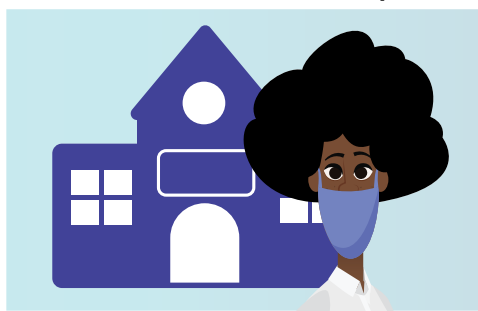


The isolation areas will be used for any individual displaying symptoms during the day. The affected worker must be provided with a FFP1 surgical mask or a mask with a higher specification.

The site incident managers must ensure that the isolation areas are sanitised after each use by cleaning staff with appropriate personal protection equipment.



No other person should be allowed to enter the isolation areas.



# How to stay safe at work

These are some general tips to keep you safe and healthy in your workplace.



Avoid touching your eyes, mouth or nose.

Wear a face mask at all times. It helps to keep you and your colleagues safe. Any customers or visitors to the premises must wear a mask as well.

Gloves are not allowed. No one wearing gloves will be allowed on the premises.

Handwashing offers better protection than gloves.



Do not share equipment, stationery or any other items that people might touch during the day.

Do not share any personal items with your colleagues, such as food, drink, cosmetics or accessories.



When dining at work or during breaks, you need to maintain social distance from colleagues, and must not sit face-to-face opposite any other person.

No physical contact between employees, customers and business partners is allowed.

When on breaks, and while working, crowds or gatherings of groups larger than 10 must be avoided. This is especially important where there is poor ventilation.



Depending on your country, you may need to follow extra rules and regulations. Make sure that you know what they are.





# Taking action



These are some general tips to keep you safe and healthy in your workplace.



## Ill staff member – suspected COVID-19:

The employee must notify the employer and stay at home on paid sick leave.

If an employee presents any symptoms while at work, he/she must immediately advise the employer and be isolated. Transport must be arranged for the employee to either return home to self-isolate or go for testing at a healthcare facility.

Assess the risk and sanitise the employee's work area.

Line managers will monitor all absent employees with symptoms.

Share ICAS details with the absent employees and their families.



## Confirmed positive staff member:

The employee must notify management and HR immediately.

Trace the employee's contacts for the past 14 days if they were at work during that period.

Reporting processes to the Department of Health and the Department of Employment and Labour to be completed within 24 hours of confirmation of test results.

Close the site of exposure and professionally sanitise the area overnight, but continue to operate unless management decides otherwise.

Exposed staff need to self-isolate for up to 14 days and be tested or monitored for symptoms.



## Confirmed positive customer or business partner:

Notify management and HR immediately.

Trace the contacts for day on which the person visited the premises.

Close the site of exposure and professionally sanitise the area overnight, but continue to operate unless management decides otherwise.

Exposed staff need to self-isolate for up to 14 days and be tested or monitored for symptoms.

If someone in your home has symptoms of COVID-19, you need to advise both your employer and the relevant government health agency.

Let's all protect one another and ourselves, by following all of the procedures set out for us.