

**MEMORANDUM**

**To:** All Staff  
**Cc:** Executive Management  
**From:** Head of Human Resources  
**Date:** 8<sup>th</sup> May 2020  
**Subject:** CLARIFICATION ON SUPPLEMENTARY MEASURES FOR PREVENTION OF COVID-19

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We refer to our earlier communication dated 5<sup>th</sup> May 2020, read together with our communication dated 24<sup>th</sup> April 2020.

We hereby advise that where a customer's body temperature is higher than the normal body temperature range, such a customer(s) should not be returned but should be served from an isolated or private room. Staff members serving such a customer (s) should ensure that they have adequate protection through use of masks and gloves. The room used to serve such customers should be adequately disinfected after use. Service Centres should ensure they keep records of customers served in the manner described herein.

All staff members are being reminded that Covid -19 is real and we all need to stay safe.

Please feel free to contact me in case of need for further clarification.

Please be guided accordingly.

  
**AUSTIN THUNDE**