

Dear EOHCB & SAAHSP Member,

Note: Restaurants are allowed to open during level 4 to provide meals, which must be pre-ordered and delivered to the general public. The same approach to retailing should be considered by the Hairdressing, Cosmetology, Beauty and Skincare Industry. The general public may purchase personal toiletries, defined as haircare, body, face, hand and foot care products, which should be sold and ordered online or electronically (E-commerce) and be couriered or delivered to customers. Alternatively, retailing from your establishment directly to the public is permitted subject to following strict hygiene and safety protocols. Those who can provide Essential Goods from home, please do so.

In the wake of Minister Nkosazana Dlamini-Zuma's briefing, 29 April 2020, we confirm that the industry was acknowledged in her address but that Hairdressing, Cosmetology, Beauty and Skincare services remain prohibited during level 4. The retailing of products during level 4 will be allowed, subject to the retailer having an essential service certificate and permit if need to travel (delivery purposes), to sell professional cosmetology products and that strict COVID-19 hygiene and safety protocols are adhered to. The EOHCB and its organisational and industry partners, including SAAHSP, remain committed to our quest to appeal to the National Coronavirus Command Council on behalf of our members and the industry, to reconsider the risk adjustment level of the industry, which currently remains at level 1.

Risk Adjustment Strategy Level 4

In context with retailing professional essential products to the general public:

The Disaster Management Act requires that a person must wear a cloth face mask or a homemade item, that covers the nose and the mouth when out in public. An employer must provide every employee who may come in direct contact with members of the public as part of their duties, with a cloth face

mask to cover his or her nose and mouth. Should the retailer be delivering or couriering the products to a client, he or she must wear a cloth face mask when engaging with the public. Should an employee be tasked to deliver the goods, he or she must be provided with a cloth face mask by the employer or the employee may make use of a homemade item to cover his or her nose and mouth. It is required that should an employee be task to attend to the delivering of products or retailing of products in-store , that such employee be deemed medically fit by a professional medical practitioner to perform a service to the employer, and the employee needs to sign a voluntary self-disclosure document before undertaking his or her delivery or retailing duties. Should this duty not form part of the ordinary agreed working conditions of the employee, an amendment needs to be made and reduced to writing in the employment contract, outlining the duties and responsibilities of the employee rendering services to the employer during the COVID-19 lockdown.

In order to deliver the purchased goods, the person doing the delivery must have a copy of the Essential Services Certificate, and if the person delivering the goods is not the owner of the business, a permit to perform an essential or permitted service (Form 2 – Regulations 16(2)(b) and 28(4)) completed, signed and stamped by the owner of the business, allowing the delivery person (employee) to travel and make deliveries, and any valid form of identification (ID document / card, Passport or Driver's License card).

How to apply for an Essential Service Certificate

1. Go to www.bizportal.gov.za
2. Click on New Application (at the bottom of the page)

You will be automatically prompted to input the following information

- Enter your “Enterprise number” – This is your PTY or CC registration number.
- Select your business category which is “**Production and Sale of Category A regulation goods**”
- Does this business have a trading name? If so, type in the name
- How many employees are required to work during the lockdown?
- Is this business trading at the address provided?
- What is the ID or Passport number of the contact person?
- What is the first name of the contact person?
- What is the last name of the contact person?
- What is the email of the contact person?
- What is the cell number of the contact person?

3. You should receive a successful message. You can then either download your Essential Services Certificate or receive it via email

Please take note of the following:

- Please note that you will need to update/edit the Essential Service Certificate every time we reach a new Risk Adjustment Level i.e., Level 3, Level 2 etc.

In-store retailing

Should you retail directly from your store and call upon employees to assist with the retailing, each employee should be declared medically fit to return to work by a medical professional. The following needs to be adhered to; before, during and after business operations. Regulations require that one person must be assigned to specifically attend to these requirements and to ensure compliance.

- **Sanitation:** The store must be sanitized before the opening of its doors daily and hand sanitation for employees and the public should be available before entering the store, whilst in the store and before leaving the store. All working tools must remain sanitized (example: card machine to be wiped before each client and after each client).
- **Personal Protective Equipment:** Each person stepping into the store must wear a cloth face mask or homemade item, covering his or her nose and mouth. It is recommended that the retailer wears gloves and a face shield when engaging with the public and that the products are handled only by the retailer and not the public. This will include using sanitation wipes to wipe the products before packaging them and handing the purchased goods to the customer.
- **Social distancing:** The retailer should have visible signs indicating social distancing of one and a half metres between each person. Level 4 regulations require that each business owner needs to determine the floor size of his or her establishment in square metres, before getting the store ready for retailing. Only 1 person is allowed in the store for every one and a half square metres.
- **Screening:** An employer must screen his or her employees for COVID-19 symptoms daily. Temperatures need to be measured and recorded before, during and after each shift, using a thermometer. The following questions should be asked and recorded:

Are you currently experiencing the following symptoms or have in the past 14 days?

| | | |
|------------------------|------------------------------|-----------------------------|
| Fever | YES <input type="checkbox"/> | NO <input type="checkbox"/> |
| Coughing | YES <input type="checkbox"/> | NO <input type="checkbox"/> |
| Runny nose | YES <input type="checkbox"/> | NO <input type="checkbox"/> |
| Nasal congestion | YES <input type="checkbox"/> | NO <input type="checkbox"/> |
| Sore throat | YES <input type="checkbox"/> | NO <input type="checkbox"/> |
| Shortness of breath | YES <input type="checkbox"/> | NO <input type="checkbox"/> |
| Loss of smell or taste | YES <input type="checkbox"/> | NO <input type="checkbox"/> |
| Tiredness | YES <input type="checkbox"/> | NO <input type="checkbox"/> |

| | | |
|----------------------|------------------------------|-----------------------------|
| Body aches and pains | YES <input type="checkbox"/> | NO <input type="checkbox"/> |
| Diarrhoea | YES <input type="checkbox"/> | NO <input type="checkbox"/> |
| Headaches | YES <input type="checkbox"/> | NO <input type="checkbox"/> |
| Body chills | YES <input type="checkbox"/> | NO <input type="checkbox"/> |
| Nausea or Vomiting | YES <input type="checkbox"/> | NO <input type="checkbox"/> |

Delivering and/or Courierring Essential Goods

We strongly advise that you make use of a courier service if possible, to avoid physical contact with the public and avoid retailing from your establishment. Should you have a lease agreement with a landlord, retailing from your establishment might also result in you being held liable for an occupancy rental as you are deemed to be operational and making use of the rented space. The retailer has the obligation to conduct business in a COVID-19 precautioned, hygienic and safe environment and manner. All products purchased, must be sanitized with an alcohol base solution of at least 70%. When handling and packaging the products, make sure that the environment in which handling and packaging is being conducted has been sanitized and that there is enough ventilation. We advise that retailers and employees wear personal protective equipment whilst handling the purchased goods. These include but are not limited to; face masks, gloves, face shields, protective clothing, etc.

Courier Services are considered Essential Services during level 4. It has been confirmed that the following couriers are operational countrywide:

- Courier Guy - <https://www.thecourierguy.co.za/>
- Courier IT - <https://www.courierit.co.za/>
- DHL - <https://www.dhl.com/za-en/home.html>

From a courier service delivery perspective, all administration should be done via email from the courier service and no signing should be necessary. Generally, cost of the courier will depend on

the weight of the products however, you can negotiate and enquire what's best for your business and what each courier company offers. Should you deliver the goods to your clients directly, complete all administrative and payment functions before delivering the goods, and communicate a receipt via an electronic platform if possible.

Kind Regards,

The EOHCB & SAAHSP

CORONAVIRUS PREVENTION TIPS



WEAR A MASK



**WASH YOUR HANDS
FREQUENTLY**



COUGH ETIQUETTE
Cover Your Mouth
With Sleeve Or Elbow



**DON'T TOUCH EYES,
NOSE OR MOUTH
WITH UNWASHED HANDS**



**AVOID CONTACT WITH
SICK PEOPLE**



**CLEAN AND
DISINFECT**

**ANNEXURE E
WORKPLACE PLANS**
Regulation 16(6)(b)

A COVID-ready Workplace Plan must be developed prior to the reopening of an enterprise employing persons or serving the public.

For small businesses, the plan can be basic reflecting the size of the business, while for medium and larger businesses, a more detailed written plan should be developed given the larger numbers of persons at the workplace.

The Plan for medium and large businesses must include the following:

1. The date the business will open and the hours of opening;
2. The timetable setting out the phased return-to-work of employees, to enable appropriate measures to be taken to avoid and reduce the spread of the virus in the workplace;
3. The steps taken to get the workplace COVID-19 ready;
4. A list of staff who can work from home; staff who are 60 years or older; and staff with comorbidities who will be required to stay at home or work from home;
5. Arrangements for staff in the establishment:
 - (a) sanitary and social distancing measures and facilities at the entrance and exit to the workplace;
 - (b) screening facilities and systems;
 - (c) the attendance-record system and infrastructure;
 - (d) the work-area of employees;
 - (e) any designated area where the public is served;
 - (f) canteen and bathroom facilities;
 - (g) testing facilities (for establishments with more than 500 employees);
 - (h) staff rotational arrangements (for establishments where fewer than 100% of employees will be permitted to work).
6. Arrangements for customers or members of the public, including sanitation and social distancing measures.

FORM 2
PERMIT TO PERFORM AN ESSENTIAL OR PERMITTED SERVICE
Regulations 16(2)(b) and 28(4)

- Please note that the person to whom the permit is issued must at all times present a form of identification together with this permit. If no identification is presented, the person to whom the permit is issued will have to return to his or her place of residence during Alert Level 4.

I, being the head of institution, with the below mentioned details,

| | | | | |
|--|-----------------|------------------|------------------|-----------------------|
| Surname | | | | |
| Full names | | | | |
| Identity number | | | | |
| Contact details | Cell nr. | Tel Nr(W) | Tel Nr(H) | e-mail address |
| | | | | |
| Physical Address of Institution | | | | |

Hereby certify that the below mentioned official/employee is performing services in my institution

| | |
|---------------------------------------|--|
| Surname | |
| Full names | |
| Identity number | |
| Place of residence of employee | |

Signed at _____, on this the _____ day of _____ 2020.

Signature of Head of Institution

Official stamp of
Institution