



**CATERING**  
BUSINESS  
CONTINUITY  
PLAN

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**SAFETY IS OUR CULTURE.**

WE DEVELOP PEOPLE, TO SERVE PEOPLE, TO UPLIFT SOCIETY

# SAFETY IS OUR CULTURE

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## Forward

This document is a guide on Business Continuity Plan (BCP) for Tsebo Catering Solutions (Catering), to deal with the coronavirus (COVID-19) outbreak. It is guided by the Business Continuity Management System – Requirements (ISO 22301), and relevant government legislation. Please note that this BCP is non-exhaustive and does not cover all situations and businesses. Due to the evolving situation of the coronavirus, Catering reserves the right to make changes to this BCP without notice.

1st Edition, March 2020

## Introduction

Tsebo is monitoring the coronavirus situation and its impact across all the geographies where we operate as part of our Business Continuity Plan (BCP). In addition to our ongoing business continuity planning activities, we have experience managing the wide-scale impact of health-related issues from Listeriosis and Tuberculosis. This experience includes both our approach to ensuring that service remains available to you, our clients and your people, and the additional support that you may require from us.

The objective of this BCP is to help Catering in their business continuity planning in response to the coronavirus.

It covers the following key business operational risks.

- Human resource management
- Processes and business functions
- Supplier and customer management
- Communications, both internal and external

This guide helps with the following:

- Minimise health risk to employees
- Minimise the risk of premises becoming a node of transmission
- Ensure plans are in place should employees be quarantined or infected
- Ensure alternative arrangements with suppliers and customers so that business operations continue

## What is the coronavirus?

The coronavirus belongs to a family of viruses known as the coronaviruses, which can cause illnesses ranging from the common cold to more severe diseases, such as the Severe Acute Respiratory Syndrome (SARS) and Middle East Respiratory Syndrome (MERS).

The symptoms of the coronavirus are similar to those of regular pneumonia. Typical symptoms include fever, runny nose, sore throat, coughing and shortness of breath.

## Business Continuity Plans (BCP)

Tsebo has a Focus Group responsible for the Coronavirus Management Plan implementation with executive membership and representation from each area of our organization including compliance, information technology (IT), human resources (HR), marketing and procurement.

Throughout our planning and preparedness activities, our actions are aligned to the level of threat, the level of impact and potential for escalation.

Catering will take the following steps to ensure adequate preparation to minimise disruption to the operations and ensure that business remains viable during the virus outbreak.

## Human Resource Management

- An Emergency Coordinator (“coordinator”) must be nominated at each site, by the district or operations manager, to ensure that employees are familiar with the BCP and comply with them during this period.
- The roles and responsibilities of the coordinator are provided in Annex 1.
- The Chief Human Resource Officer must develop a plan for the continuity of leadership in the event of absence of key decision makers and executives.
- Catering must consider flexible work arrangements for employees that can work from home, as well as employees who need to stay at home due to other reasons relating to the coronavirus, e.g. to take care of family members who have travelled to known affected regions.
- The human resource division must review employee management policies such as absenteeism, sick leave, overseas travel, workplace closure and recall of non-critical employees and their families from affected countries.
- Employees who have travelled to infected areas, in the last 30 days or who have any upcoming plans to travel to infected areas must complete the Notification Form for Employees Annex 3B.
- The coordinator must check and monitor closely the health condition of employees who have been to affected areas in the past 30 days.
- The human resource division must review health insurance policies for workers and ensure that employees are covered for the coronavirus under workers compensation and health insurance policies.

- The coordinator must engage with the Focus Group to clearly communicate to employees on infection risk concerns (e.g., disseminate facts about the virus from credible sources) and work from home options.
- We ensure absence recording is consistent as high absence levels may trigger some BCP actions.
- Additional actions are taken in line with occupational health and public health practices as they emerge.

## Governance

- The Focus Group ensures that leaders in each technical and operational areas executes their accountability as indicated, and plans are updated as new information warrants.
- The Focus Group is assigned to ensure that leaders and others have real-time access to public health information and recommended practices for each of the areas we operate in.
- A centralized repository for information is used to ensure that critical information, decisions and plans are documented and easily accessible.
- Catering's health and safety department, requests safe working environments of our client sites to ensure safety of our employees.

## Process and Business Functions

Identify critical business functions (prioritised activities) and essential employees. Catering will consider the following:

- Set up alternate teams of employees (e.g. Team A & Team B) who can be deployed at different work schedules (e.g. Team A working in the office at alternate weeks, while Team B telecommutes). Team A and Team B should be physically segregated to avoid the risk of cross-infection between teams.
- Train employees in the different categories of client requirements and establish covering arrangements to minimise disruptions.
- Reassign staff from non-critical functions if employee absence is a threat.
- Accelerate education to employees on infection control and good personal hygiene (see Annex 2A).
- Follow the Tsebo Coronavirus Management Plan related to visitor and employee screening and follow-up actions if a threat has been identified.
- Monitor closely the coronavirus-related developments and follow travel and health advisories and other government agencies' websites from authorised sources.
- Employers and employees are encouraged to take precautionary steps based on advisories issued by government agencies.
- Employees should check the list of affected areas on the government agencies' websites before making any travel plans.
- When travelling overseas, employees should continue with the following precautions at all times:
  - Avoid contact with live animals including poultry and birds, and consumption of raw and undercooked meats.
  - Avoid crowded places and close contact with people who are unwell or showing symptoms of illness.

- Observe good personal hygiene.
- Practise frequent hand washing with soap (e.g. before handling food or eating, after going to the toilet, or when hands are dirtied by respiratory secretions after coughing or sneezing).
- Wear a mask if you have respiratory symptoms such as a cough or runny nose.
- Cover your mouth with a tissue paper when coughing or sneezing, and dispose the soiled tissue paper in the rubbish bin immediately; and
- Seek medical attention promptly if you are feeling unwell.
- Develop a robust employee sickness surveillance process to identify and manage unwell employees.
- Ensure adequate supply of appropriate Personal Protection Equipment (PPE) and medical equipment (e.g. thermometers, disposable gloves, surgical masks, N-95 masks and disinfectants) and undertake training to familiarise employees on their usage.
- Review and ensure that our IT infrastructure is able to support an increase remote work and manage any added load to client facing or service delivery technology that may occur. This includes an increase in the use of video, telephonic and digital communication methods.
- Reiterate the Good Management Practices regarding the preparation, storage and serving of food.
- Review of the relevant hygiene Good Management Practices and Tsebo's health and safety policies to address the coronavirus outbreak.

## Supply Chain Management

- Understand exposure:
  - Determine truly critical components and understand risks of tier 1 to tier 2 suppliers onwards
  - Define current inventory buffer and locations
  - Identify origin of supply to identify if there is a risk
  - Conduct scenario planning to understand financial and operational implications in prolonged non-supply
  - Work with operations to get 3 - 6 month forecast of products likely to be impacted to determine required supply
- Take action to address anticipated shortages
  - Look at alternative sources for supplies
  - Change mode of transportation to reduce replenishment lead-time
  - Watch for extending lead times to gauge performance and capacity against supplier promises
- Ensure essential protective resources required:
  - Work with supplier to source personal protective equipment and hygiene products required for operating in affected areas/sites/units (e.g., glasses, gloves and masks)

## Communications

- Tsebo has appointed a Focus Group that is tasked with handling the dissemination of communications relating to the coronavirus
- We utilise multiple channels like TseboNet, posters and toolbox talk to communicate information that is in line with public health recommendations for health and hygiene.
- Catering must ensure that employees be kept updated on the policies and progress on the measures being implemented by Tsebo relating to the coronavirus outbreak.
- Additional communication and management oversight are implemented in work environments where the transmission is typically more prevalent (e.g. factories).
- The use of the compliance email and the tip-offs anonymous hotline is the communication channel for employees to report their concerns and to make enquiries
- The circulation of the Tsebo Coronavirus Management Plan must be managed by the Focus Group and the adherence thereto checked by the coordinator.

## Tsebo Catering Commitment

Catering is committed to the continuity of our services and partnering with our clients to support the health and well-being of their and our people throughout this period of escalated concern.

Representatives of the Focus Group are available to answer questions or provide additional support as required.



If you know or suspect any Health, Safety and/or Environmental concerns you can contact our Tip-Offs Anonymous Hotline if you wish to remain anonymous:

**SA FREE CALL:** 0800 00 33 17

**INTERNATIONAL TOLL-FREE SMS:** +27 72 01 4445

**EMAIL:** [tsebo@tip-offs.com](mailto:tsebo@tip-offs.com)

**FAX:** 0800 00 77 88

**[www.tip-offs.com](http://www.tip-offs.com)**

## Annex 1

# Roles and Responsibilities of the Emergency Coordinator

- Actively monitor development of the virus outbreak and work with management and Focus Group to disseminate messages to employees with clear instructions when measures need to be activated.
- Dovetail Catering BCP and procedures around health and safety with that of the client to ensure seamless implementation of the BCP at the unit.
- Educate employees on the latest available information on the virus received from the Focus Group. Brief them on the need for infection control measures and the preventive procedures that have been set in place.
- Collate updated contact information of all employees, i.e. home address/home telephone number/ mobile phone number.
- Ensure that the Focus Group is notified immediately of the activation of contact tracing processes at the site/unit.
- Nominate employee to keep quarantined employees informed of events in office or at Site/unit.
- Ensure that the unit/site has adequate supplies of tissue paper/hand towels, disinfectants, masks and other necessary personal protective equipment.
- Brief employees on personal hygiene measures:
  - Do not spit on the floor
  - Wash hands and sanitize
  - Regularly and thoroughly with soap and water and use (minimum alcohol content 70%) ethanol/alcohol concentration sanitizer
  - Before and after preparing food
  - After going to the toilet
  - Before and after eating
  - After coughing and sneezing
  - After removing personal protective equipment like mask and disposable gloves
  - Sneezing and coughing should be done onto tissue paper which should be carefully disposed or into a bent elbow
  - Avoid physical contact such as shaking hands
- Put up notices in washrooms on proper hand washing techniques.
- Ensure common areas e.g. pantries, washrooms, meeting rooms are disinfected daily. Liaise with cleaning employees/contractors on this
- Designate a room/area in the office with nearby toilet facilities as the isolation room/area for the employee(s) with fever to use. Identify the isolation route (a route that is not commonly used by employees/visitors) that leads to an area where the employees with fever can be brought to the flu clinic/hospital.
- Identify hospital/clinics that employees with fever can be brought to alternatively contact the CORONA VIRUS OUTBREAK 24-HOUR HOTLINE NUMBER: 08000 29999



## Annex 2A

# Personal Hygiene Awareness

- Cover your mouth when coughing or sneezing with a tissue or using a bent elbow.
- Maintain good indoor ventilation.
- Avoid sharing food, crockery, utensils and other personal hygiene items.
- Avoid physical contact such as shaking hands and avoid touching your face or rubbing your eyes.
- Maintain good personal hygiene, including frequent hand washing with soap and water, or the use of alcohol-based hand rubs.
- Proper hand washing requires soap and water. The constant rubbing action helps soap break down the grease and dirt that carry most germs. Washing your hands for at least 15 to 30 seconds with soap and water does not just make your hands smell fresh but also reduces germ count by up to 99%.
- Follow these 8 simple steps to keep your hands clean:
  - Palm to palm
  - Between fingers
  - Back of hands
  - Base of thumbs
  - Back of fingers
  - Fingernails
  - Wrists
  - Rinse and wipe dry



### HOW TO WEAR A MASK?



It should **COVER YOUR MOUTH, NOSE AND CHIN**, with the coloured side facing outwards.



**PINCH THE METAL EDGE OF THE MASK** so that it presses gently on your nose bridge.



Remove a used mask by **HOLDING ONLY THE EAR LOOPS.**



**DO NOT WEAR A MASK IF YOU ARE WELL**

### WEAR A MASK ONLY IF



- You have a **FEVER, COUGH OR RUNNY NOSE**
- You are **RECOVERING FROM ILLNESS**

#### Note:

To be effective, change your mask regularly or if soiled or wet and ensure responsible disposal of used masks.

Wash your hands with soap and water after disposing the soiled mask properly into a bin.



**Annex 3A**

# HEALTH SCREENING FORM FOR VISITORS

Dear Sir / Madam,

To prevent the spread of coronavirus in our community and reduce the risk of exposure to our staff and visitors, we are conducting a simple screening questionnaire.

Your participation is important to help us take precautionary measure to protect you and everyone in this building. Thank you for your time.

Visitor's name:	Personal contact number (Mobile number):
Passport no:	Nationality:
Meeting venue/Department to visit:	
Temperature reading of Visitor:	Recorded by Staff (Name):

**Self-Declaration by Visitor**

1	If you have the following symptom(s), please tick the relevant box(es) <input type="checkbox"/> Fever <input type="checkbox"/> Dry cough <input type="checkbox"/> Body aches <input type="checkbox"/> Headaches <input type="checkbox"/> Sore throat <input type="checkbox"/> Runny nose <input type="checkbox"/> Tiredness <input type="checkbox"/> Shortness of breath <input type="checkbox"/> Other _____
2	Have you been in contact with a confirmed/suspected coronavirus patient in the past 14 days? <input type="checkbox"/> Yes <input type="checkbox"/> No
3	Have you been to an affected area in the past 14 days? <input type="checkbox"/> Yes <input type="checkbox"/> No  If yes, please indicate the affected area(s).
Signature (Visitor): _____ Date: _____	

**Annex 3B****NOTIFICATION FORM FOR EMPLOYEES****Suspected infection case at work****Details of Affected Employee**

Name:	Department/Worksite:	Location of Isolation:
Job Title:	Nationality:	Passport No:
Address:		
Contact Number (w):	Contact Number (c):	Contact Number (h):
<b>Symptoms:</b> <input type="checkbox"/> Fever <input type="checkbox"/> Sore throat <input type="checkbox"/> Dry cough <input type="checkbox"/> Runny nose <input type="checkbox"/> Body aches <input type="checkbox"/> Tiredness <input type="checkbox"/> Headache <input type="checkbox"/> Shortness of breath <input type="checkbox"/> Other _____ (Specify)		
Date & Time of fever onset:		
Date & Time of isolation:		
Travel history over the last 14 days:		
Countries visited:		
Flights taken:		

**Details of Recording Employee**

Name:	
Job Title:	
Address:	
Contact Number:	
Date & Time of Recording:	

# TEMPERATURE MONITORING LOG

Name:	
Department:	

Date	Temperature (°C)			
	Morning Reading	Initial by Employee	Afternoon Reading	Initial by Employee

Please keep a record of your temperature reading twice daily:

- 37.5°C and above, but below 38°C, please seek immediate medical attention.
- 38°C and above, please alert Emergency Coordinator immediately.
- Please keep temperature log for the Emergency Coordinator for auditing purposes.



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