



MANAGEMENT OF PUI BANKING SECTOR – ABSA APPROACH

17 July 2020

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ABSA - OVERVIEW

- SA & 10 other African Countries
- Today's presentation - SA focused
- Number of employees – 32 000
- Extensive Retail Branch Network – national footprint
- Call Centres – Customer service centres
- Corporate Functions – IT, Finance, Legal & Compliance, Audit, HR, MCR etc
- Pre – Lockdown - BAU
- During – Lockdown
 - Essential Services – Operational Level 5
 - Ways of Work – Accelerate digital Journey
 - 40% - On-site – service customers
 - 60% - Remote working

MANAGEMENT OF PUI

- Risk Stratification Process
- **Primary Prevention:** Prevent symptomatic persons/PUI arriving at work
 - Education & Awareness COVID-19 symptoms
 - RTW Questionnaire – once off, risk stratification
 - Daily Self Screening Questionnaire
- **Secondary prevention:** Prevent symptomatic persons/PUI from interacting with other colleagues
 - Fit RTW/Unfit RTW status
 - Secondary Medical Triage – Hotline
 - De-activate access control
 - Medical Clearance certificate
- **Tertiary prevention:** Isolation, rapid response and evacuation of PUI, to prevent transmission of infection
 - Develop symptoms whilst at work

RTW QUESTIONNAIRE



I have been identified as a colleague who needs to Return to Work in one of Absa's offices for the first time since the commencement of the lockdown



I complete the Return to Work Questionnaire that my Line Leader sends me

If "NO" to ALL questions, await a response from your Line Leader, however you will be cleared to Return to Work and ensure you wear a face mask at all times

YOU ONLY DO THIS PROCESS ONCE

If "YES" to ANY questions, DO NOT go to the office.

- Have you been diagnosed with Covid-19 in the past 14 days
- Have you been in contact with a suspected/confirmed case of COVID-19
- Are you or any of your family members currently in Self-quarantine
- Are you or any of your family members currently in Self-Isolation
- Are you or any of your family members awaiting COVID-19 results
- Do you have flu-like symptoms/symptoms associated with COVID-19 infection

If YES to any of the questions,

- You are SHOULD NOT return to work
- Inform your Line Manager immediately
- Call the COVID-19 Hotline to log your case
- The Hotline will direct you on the next steps

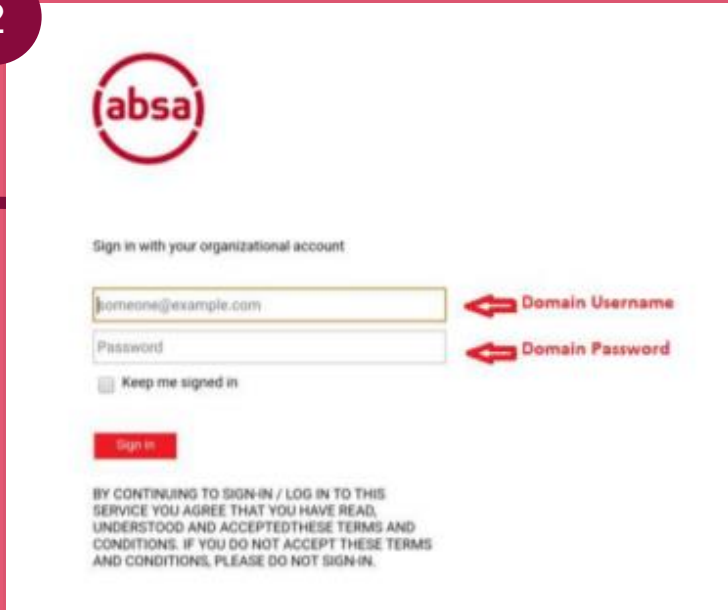
How do I complete the Return to Work Questionnaire?

1

<https://wd3.myworkday.com/absa/d/wday/vps/SurveySSO/Site/survey/66750b868e6f011d49d93cff8a016f0b/null.html>

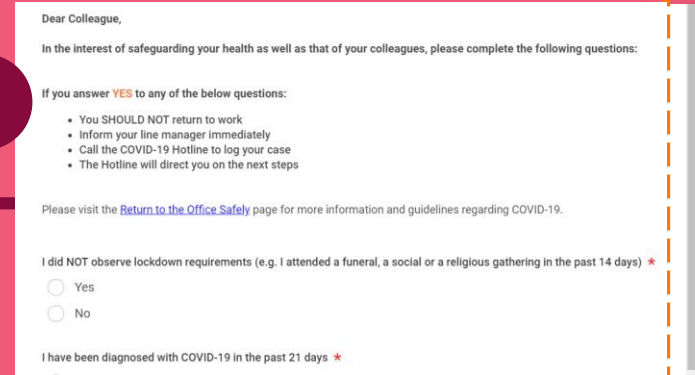
If you can't access the questionnaire, call your Line Manager and he/she will administer it themselves on your behalf

2



The screenshot shows the absa login page. At the top left is the absa logo. Below it, the text reads "Sign in with your organizational account". There are two input fields: "Username" with the placeholder "someone@example.com" and "Password". Red arrows point to these fields with the labels "Domain Username" and "Domain Password" respectively. Below the password field is a checkbox labeled "Keep me signed in" and a red "Sign in" button. At the bottom, there is a disclaimer: "BY CONTINUING TO SIGN-IN / LOG IN TO THIS SERVICE YOU AGREE THAT YOU HAVE READ, UNDERSTOOD AND ACCEPTED THESE TERMS AND CONDITIONS. IF YOU DO NOT ACCEPT THESE TERMS AND CONDITIONS, PLEASE DO NOT SIGN-IN."

3



The screenshot shows the start of the questionnaire. It begins with "Dear Colleague," followed by "In the interest of safeguarding your health as well as that of your colleagues, please complete the following questions:". Below this, it says "If you answer YES to any of the below questions:" and lists three bullet points: "You SHOULD NOT return to work", "Inform your line manager immediately", and "Call the COVID-19 Hotline to log your case". A fourth bullet point states "The Hotline will direct you on the next steps". It then says "Please visit the [Return to the Office Safely](#) page for more information and guidelines regarding COVID-19." The next question is "I did NOT observe lockdown requirements (e.g. I attended a funeral, a social or a religious gathering in the past 14 days) *", with radio buttons for "Yes" and "No". The final question is "I have been diagnosed with COVID-19 in the past 21 days *".

Respond to each question and then scroll down

4



The screenshot shows a dialog box with two buttons: "OK" and "Cancel". The "OK" button is highlighted with a dashed orange border.

Click on OK

DAILY SELF SCREENING QUESTIONNAIRE



If "NO" to ALL questions, you can go to the office and ensure you wear a face mask at all times

I complete the DAILY Self Screening Questionnaire that my Line Leader sends me

YOU DO THIS EVERY DAY

I need to go into the office.

A mandatory 'Self-Screening' questionnaire must be completed on a daily basis before you leave home for the office.

If "YES" to ANY questions, DO NOT go to the office.

Refer to [Self Screening Questionnaire process](#) for more info

Your Manager will share questionnaire link with you directly on WhatsApp, SMS, E-mail

Do you have any of the following symptoms?

- Cough
- Shortness of breath
- Fever/Chills
- Sore/Scratchy throat
- Muscle aches & pain
- Flu-like symptoms
- Loss of smell and/or taste
- Red eyes
- Diarrhoea/Vomiting/Nausea

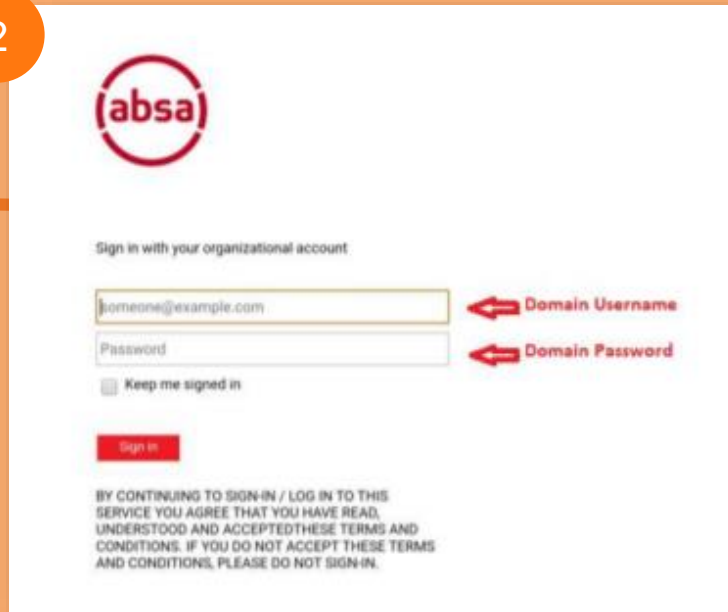
How do I complete the Self Screening Questionnaire?

1

https://absahr.service-now.com/myhrportal?id=kb_article_view&sysparm_article=KB0011444

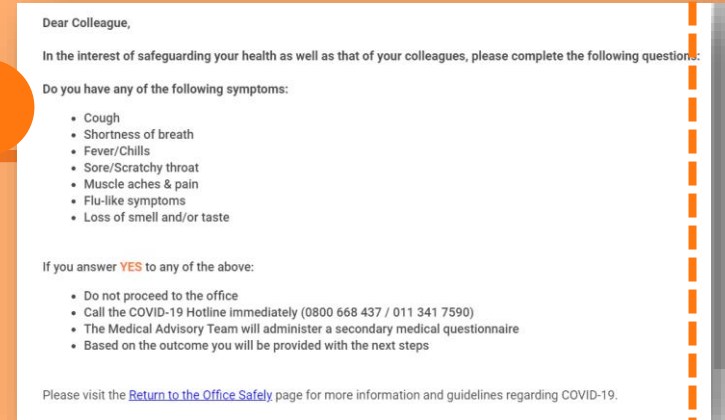
If you can't access the questionnaire, call your Line Manager and he/she will administer it themselves on your behalf

2



The screenshot shows the absa login page. At the top left is the absa logo. Below it, the text reads "Sign in with your organizational account". There are two input fields: "Domain Username" and "Domain Password", both with red arrows pointing to them. Below the password field is a checkbox labeled "Keep me signed in". A red "Sign in" button is at the bottom left. At the bottom of the page, there is a disclaimer: "BY CONTINUING TO SIGN-IN / LOG IN TO THIS SERVICE YOU AGREE THAT YOU HAVE READ, UNDERSTOOD AND ACCEPTED THESE TERMS AND CONDITIONS. IF YOU DO NOT ACCEPT THESE TERMS AND CONDITIONS, PLEASE DO NOT SIGN-IN."

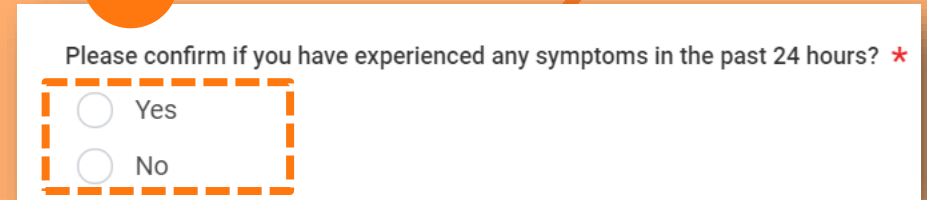
3



The screenshot shows the start of the questionnaire. It begins with "Dear Colleague," followed by "In the interest of safeguarding your health as well as that of your colleagues, please complete the following questions:". The question is "Do you have any of the following symptoms:" followed by a bulleted list: Cough, Shortness of breath, Fever/Chills, Sore/Scratchy throat, Muscle aches & pain, Flu-like symptoms, and Loss of smell and/or taste. Below this, it says "If you answer YES to any of the above:" followed by a bulleted list: Do not proceed to the office, Call the COVID-19 Hotline immediately (0800 668 437 / 011 341 7590), The Medical Advisory Team will administer a secondary medical questionnaire, and Based on the outcome you will be provided with the next steps. At the bottom, it says "Please visit the [Return to the Office Safely](#) page for more information and guidelines regarding COVID-19."

Scroll down

4



The screenshot shows a question: "Please confirm if you have experienced any symptoms in the past 24 hours? *". Below the question are two radio button options: "Yes" and "No". The "Yes" option is highlighted with a dashed orange border.

Select Yes or No

5

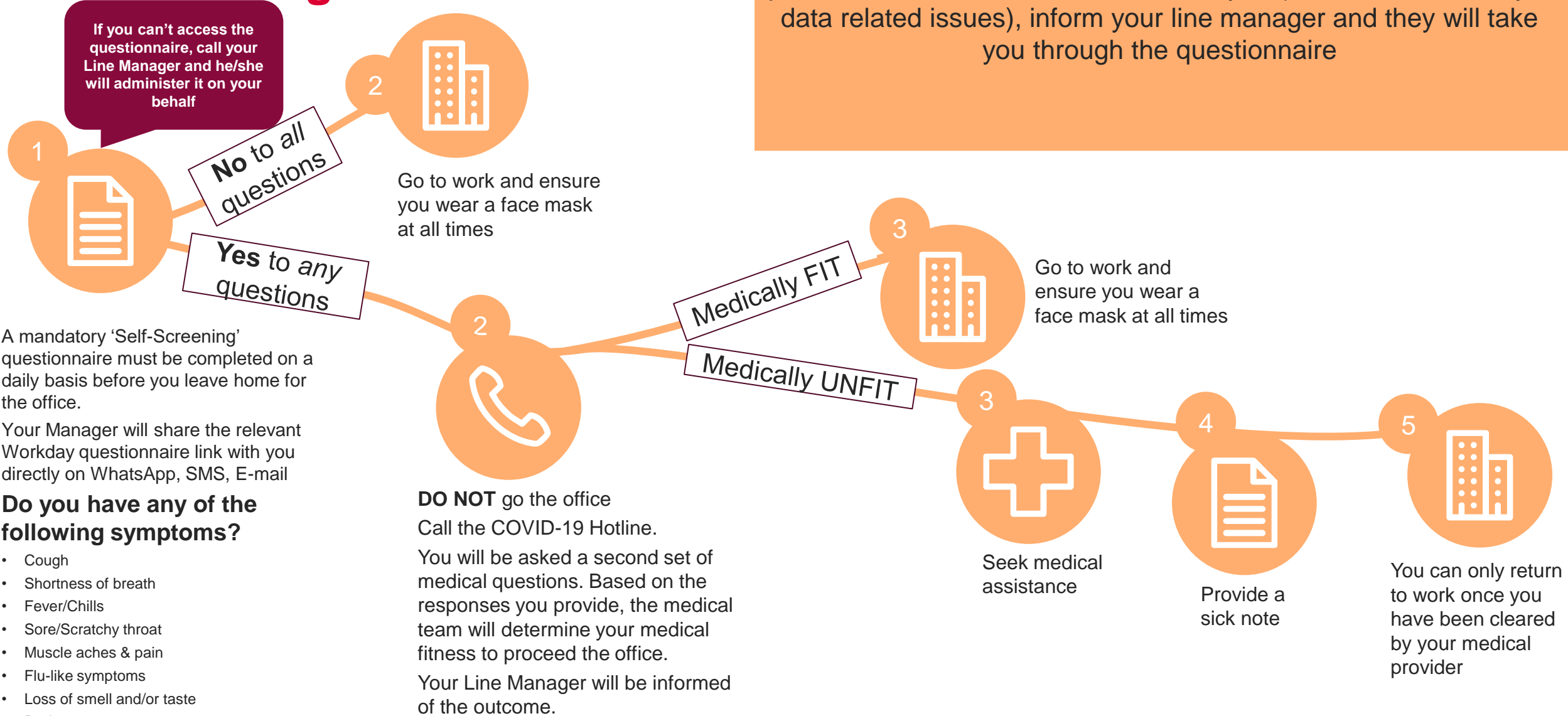


The screenshot shows two buttons: "OK" and "Cancel". The "OK" button is highlighted with a dashed orange border.

Click on OK

Self Screening Questionnaire

If, for whatever reason you are unable to access the self-screening questionnaire via the link that is sent to you (network connectivity or data related issues), inform your line manager and they will take you through the questionnaire



A mandatory 'Self-Screening' questionnaire must be completed on a daily basis before you leave home for the office.

Your Manager will share the relevant Workday questionnaire link with you directly on WhatsApp, SMS, E-mail

Do you have any of the following symptoms?

- Cough
- Shortness of breath
- Fever/Chills
- Sore/Scratchy throat
- Muscle aches & pain
- Flu-like symptoms
- Loss of smell and/or taste
- Red eyes
- Diarrhoea/Vomiting/Nausea

I am showing symptoms and I am at work, what should I do?



I have started showing symptoms and I'm away from the workplace



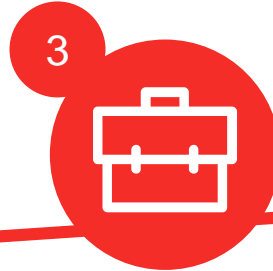
I have tested **POSITIVE** for COVID-19 (Coronavirus), what should I do?



I have been tested positive for COVID-19 as confirmed by laboratory tests.



Contact Absa COVID-19 Hotline immediately and inform your Line Leader.
Treatment to commence.
Record Absence on Workday using standard Sick Leave.
Provide the list of all employees/ people you have been in contact with.



COVID-19 response plan to be activated. The Hotline will provide the response plan and next steps



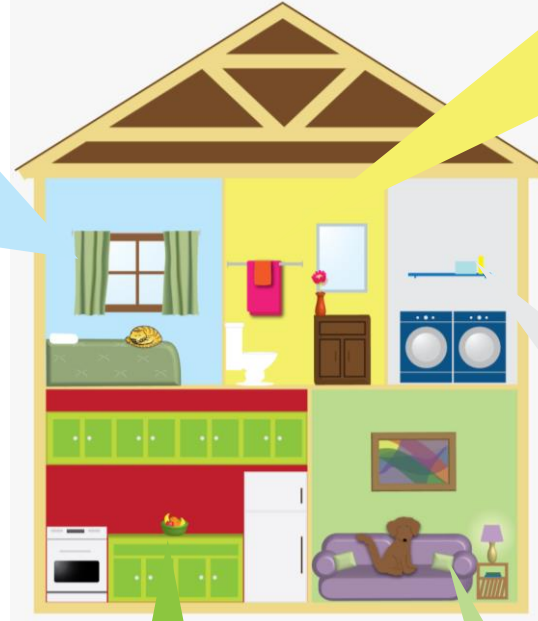
Verify the list of all employees/ people you have been in contact with.
Wellness will stay in contact with you. You can expect to receive a check in call on day 5 and another one on day 12.
Provide consent that your contact list will be given the outcome of your result so that they can take the necessary steps.



Once recovered, obtain a medical clearance certificate and return to work

I have tested positive for Covid-19 and I need to self-isolate, what precautions should I take at home? (as per guidelines from SA Dept. of Health)

- Use dedicated linen sheets, pillowcases, towels, clothes, etc. and eating utensils for the patient
- Cover your mouth with tissue paper when coughing or sneezing and dispose tissues into the waste bin in your sick room or area and then immediately wash your hands
- Clean your sick room or area every day first using regular household soap and then after rinsing using regular household disinfectant
- Try to keep to one area of your home at least 2m or three steps away from other people
- Wear a disposable facemask to prevent spread of the virus to other people. Cloth masks should not be used.
- Assign one person to be the caregiver. The caregiver should ideally maintain a distance of more than 1m
- Social support including food support is critical
- Keep in touch with your relatives, friends and colleagues over the phone or Internet or by social media
- Stay at home do not go to work, school, or any public areas
- Do not travel or use any public transport



- If possible use a separate bathroom. If someone else cleans the bathroom that you have used they should use personal protective equipment including single use or utility gloves and a plastic apron while cleaning
- Clean and disinfect bathrooms at least once a day first using regular household soap and then after rinsing use regular household disinfectant such as bleach
- If you have to share a bathroom clean the bathroom after every use
- Wash your hands regularly using soap and water for a least 20 seconds will use alcohol-based hand sanitiser

- Clean linen (sheets, pillowcases, towels, clothes, etc.) with detergent and surfaces with warm soap water
- Cleaning solution can be made by diluting 1-part pure bleach to 9-parts water to make a solution
- Your laundry (clothes, bedlinen, towels) to be placed in a laundry bag
- Do you not shake soiled laundry to avoid spreading the virus through the air
- Machine wash laundry at 60°C to 90°C with regular detergent
- If machine washing is not possible wash laundry using regular laundry soap and hot water in a large container using a stick to stir
- Hang outside to dry in the sunlight

- If you share a kitchen avoid using the kitchen at the same time as other people
- If possible have your meals in a separate room and use separate utensils
- If you have a dishwasher, use this to clean and dry your cutlery and crockery
- If you do not have a dishwasher, wash crockery and cutlery using your usual washing up soap and warm water and dry thoroughly
- Wash hands after any type of contact with the patient as well as before and after preparing food
- Clean utensils with soap and water after every use
- If you have access to the Internet you can order your shopping and medications online but tell delivery drivers to leave any items for collection outside your house. Delivery driver should not come into your house at all

- Shared spaces should be well ventilated. If a fan is available, point it out of one window and keep another window open to facilitate increased exchange in the room
- Limit contact with any pets and animals
- You should not have any visitors in your home

Source: <https://sacoronavirus.co.za/2020/03/27/self-quarantine-guidelines-tips/>

Thank you