

## **During the course of the lockdown, the following services will need to be maintained:**

Essential and critical business continuity services will need to remain open to support the health sector and to keep our people healthy, safe, and secure under these extraordinary conditions. We provide the following guidelines as to what businesses need to remain open. We ask all businesses and people to take this seriously and to help us respond as effectively as possible to contain and minimise the impact of Covid19.

### **ESSENTIAL INFRASTRUCTURE SERVICES**

#### **1. Electricity - stable power supply with no loadshedding**

Public and private organisations, their staff and service providers essential to the generation, transmission and distribution of electricity will need to continue to operate. This includes municipalities, and the suppliers of logistics, feedstock and maintenance will be required to continue to operate and provide security of electricity supply.

#### **2. Water supply, sewerage and sanitation**

Public and private organisations, their staff and service providers essential to the security of supply of bulk and potable water and sanitation must continue to operate and provide vital water and sanitation services. This includes municipalities and those involved in the supply of materials, chemicals and related equipment.

#### **3. ICT – datacentres, fibre optic infrastructure, towers and antennae**

We have extensively engaged with the ICT sector and are satisfied that connectivity will remain stable during this period. In this time industry collaboration will be critical to ensure that society remains connected and functional. The ICT sector including data centres, fibre optic providers, towers and antennae will need to operate at high capacity.

The industry will collaborate and use multiple data sets to provide predictive insights into spread and impact dynamics of the crisis which will enable government and society's ability to be proactive in measures that reduce the curve and social and economic impact of the spread.

Social platforms will allow our people to remain socially included and these platforms remain critical to the dissemination of accurate information. However, our citizens are reminded that cyber security is off the utmost importance and to be vigilant to cyber criminals who will, during this time, try to exploit the public.

### **CRITICAL BUSINESS CONTINUITY SERVICES TO SUPPORT THE HEALTH AND SAFETY OF SOUTH AFRICANS**

#### **1. Food & essential products – related manufacturing and processing, and distribution**

In order to ensure that people remain well-nourished and apply high personal hygiene to combat the spread of Covid19, the following operations will continue:

- Manufacturing of health-related products, supplies, devices, equipment, and medicines, including complementary health products; food and essential products, as well as essential inputs thereto.
- Agricultural and food supply related operations, including farming, veterinary and phyto-sanitary provider services, pest control services, and chemical and fertilizer providers.
- Fishing operations
- Forestry and sawmills will remain in production for disposable health and hygiene products, including toilet paper, as well as for the production of packaging for essential health and food supply chains.
- Food, beverages and essential products manufacturing and processing facilities
- Warehousing, transport and logistics for food & essential products, and health related goods

- The Ports, road and rail networks will remain open in order to facilitate the import and export of essential products.
- Food outlets – retail, wholesale, spaza shops and malls for food and essential products.

Essential products including toilet paper, cleaners, sanitizers and disinfectants, personal hygiene products, bedding and clothing, and essential supplies for those taking care of the sick and in order for people to remain healthy.

## **2. Enabling Services**

To assist in the Covid19 response, the following services are required to continue operations:

- All healthcare related services be they public or private.
- Call centres providing life and health; energy, food and water supply, social, transactional, communications, law and order and international critical business continuity services.
- Professional and artisan services, to the extent that they are providing support in the Covid19 response, essential and critical business continuity services.
- Cleaning, laundry and hospitality services supporting the Covid19 response and essential and critical business continuity services.
- Hotels, airlines, stadiums, car rental services, to the extent that they are supporting essential or critical business continuity services and repurposing for
- Financial and insurance services and health funders required to finance and support essential and critical business continuity services in the Covid19 response, and provide short term bridging finance to people and businesses during this period.
- Anti-poaching and wildlife conservation services.
- Communication and media services on screen, TV, radio, print, broadcast and online.
- Safety and security services protecting people and property.

## **3. Work from Home**

We encourage people to continue to remain productive and work from home. However, this must be on the basis that it does not require contact with people not residing in the home, and it does not interfere in any manner with the Covid19 response.

A detailed list will be made available in due course. Other than the above, businesses will need to shut down during the lockdown.

These are extreme measures, but essential in order to secure the safety and health of South Africans in the face of this unprecedented pandemic.