



# HOW TO ENSURE A SAFE RETURN TO THE WORKPLACE IN AFRICA

**A holistic approach to safeguarding  
the health and safety of your people**

# AGENDA



**COVID-19 situation update for Africa**

**Organizational Challenges**

**Medical considerations**

**Security considerations**

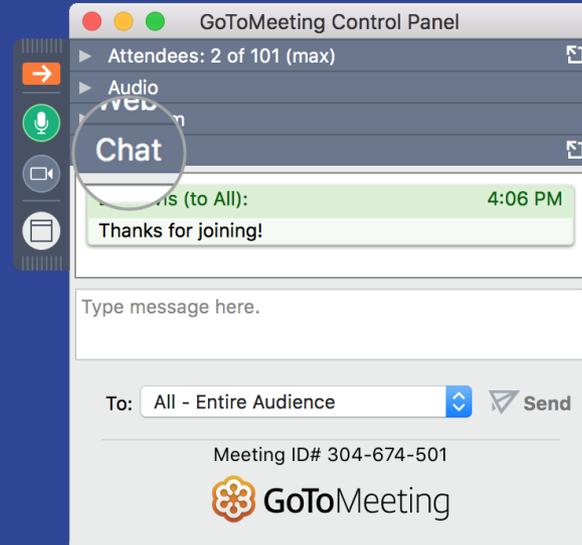
**How we can help**

**Q & A**

**WORLDWIDE REACH.  
HUMAN TOUCH.**

# QUESTIONS

- All participants are in “listen only” mode
- Please submit your questions via the ‘chat box’ on the right hand side of the control panel



# SPEAKERS



**Dr Yuchia Tsai**  
Medical Director – Africa



**Anneline  
Booyse-Mofokeng**  
Security Director - Africa



**Christelle Larkins**  
Account Manager  
Southern Africa



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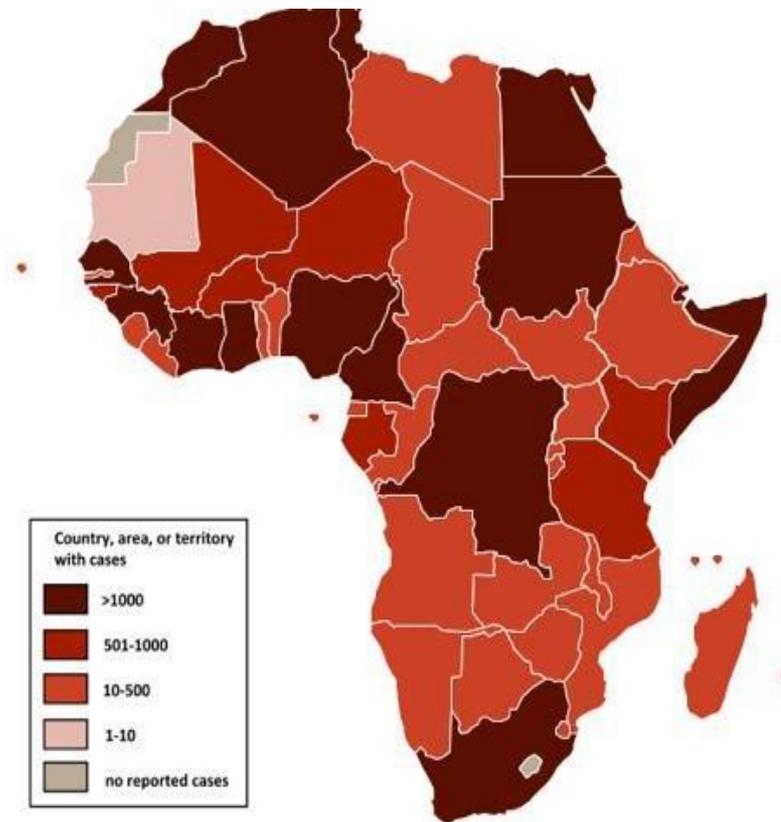
# REFLECTION

- First alert on COVID-19 went out on 31 December 2019.
- Global confirmed cases
- Africa confirmed cases
- We have logged over 23K COVID-19 cases for our clients.
- Ranging from mining industries, oil and gas industries, food and clothing retailers, financial services providers, high tech and pharmaceuticals amongst others
- Spanning across the whole African continent



# AFRICA'S RESPONSE

Economic and  
societal impact



Complete and  
partial lockdowns

Wider systems  
impact

# PSYCHOLOGICAL STRESSORS

SOCIAL-POLITICAL INSTABILITY



UNCERTAINTY

HEALTH THREATS  
LOSS OF FAMILY  
AND FRIENDS



WORK FROM HOME  
FAMILY RESPONSIBILITIES

How Does  
**BUSINESS**  
HELP THE  
**SOCIETY**



MAJOR CHANGES  
IN LIFE AND WORK

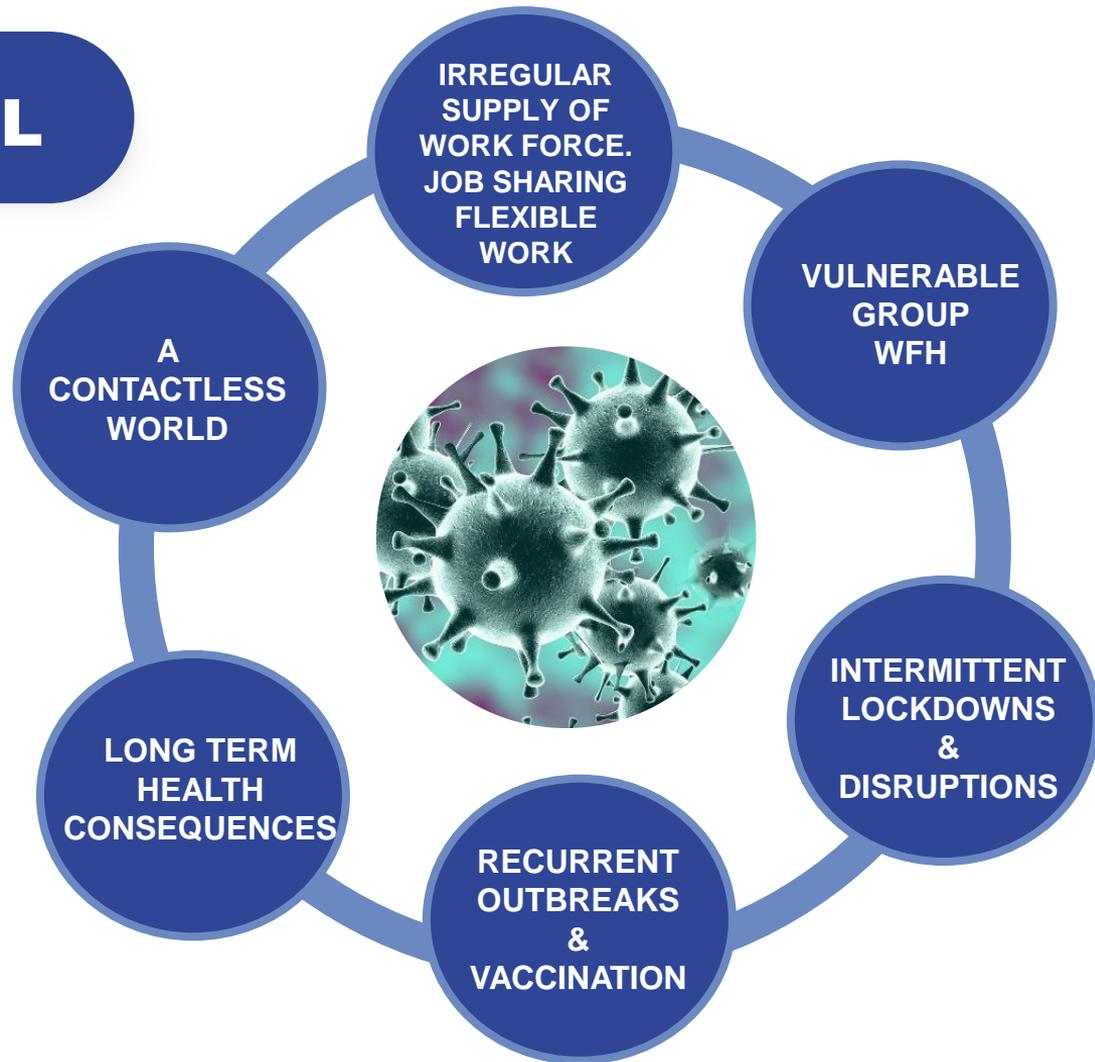


INFORMATION OVERLOAD



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# THE NEW NORMAL



# WHAT BUSINESSES SHOULD BE ASKING

- ? How can we safely resume operations?
- ? Which employees are more at risk than others?
- ? How should we be testing for COVID-19?
- ? How should we adapt the workplace?
- ? How can we manage COVID-19 cases in the workplace?
- ? How can we inform and engage with our employees?



# THE MOST AGILE COMPANIES



**R**epurpose → **R**eskill → **R**eengage → **R**eallocate

FLEXIBLE AND  
ADAPTIVE

USE SCENARIOS  
TO GUIDE  
DECISIONS

ACCELERATED  
DIGITIZATION

USE ACCURATE  
HEALTH  
INTELLIGENCE

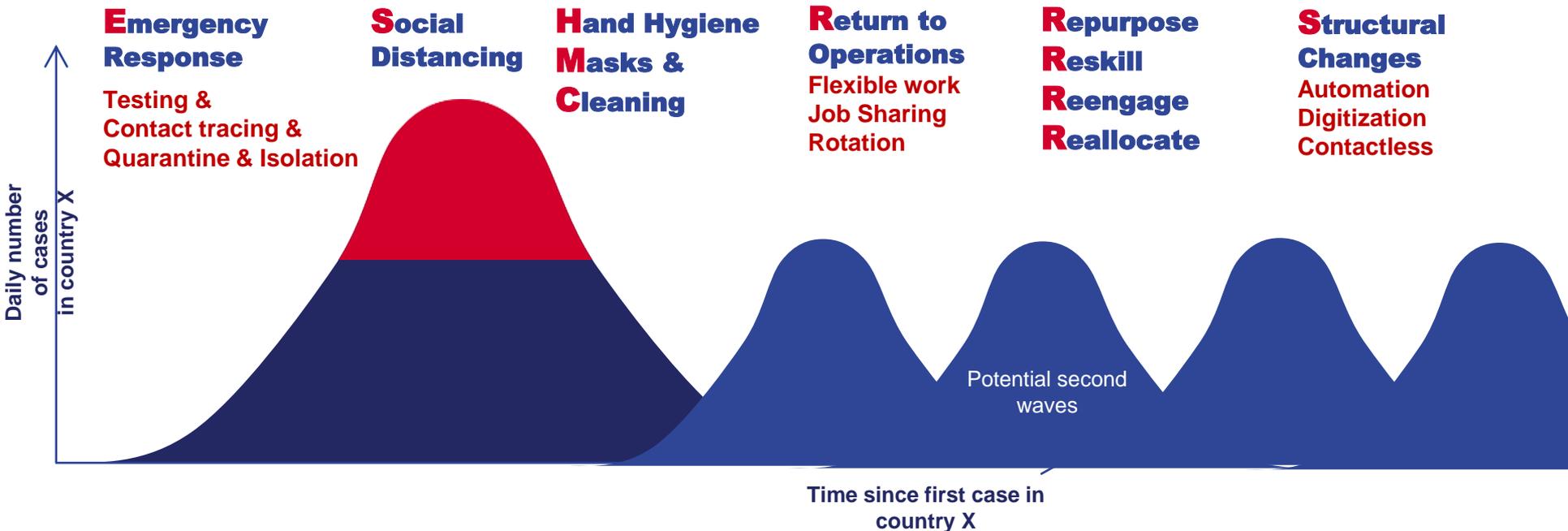
SEEK EXPERT  
MEDICAL  
INSIGHTS

PLAN FOR  
RECOVERY  
& RETURN TO  
OPERATIONS

# THE PANDEMIC EVOLUTION



**Vaccine**



# SECURITY RISKS

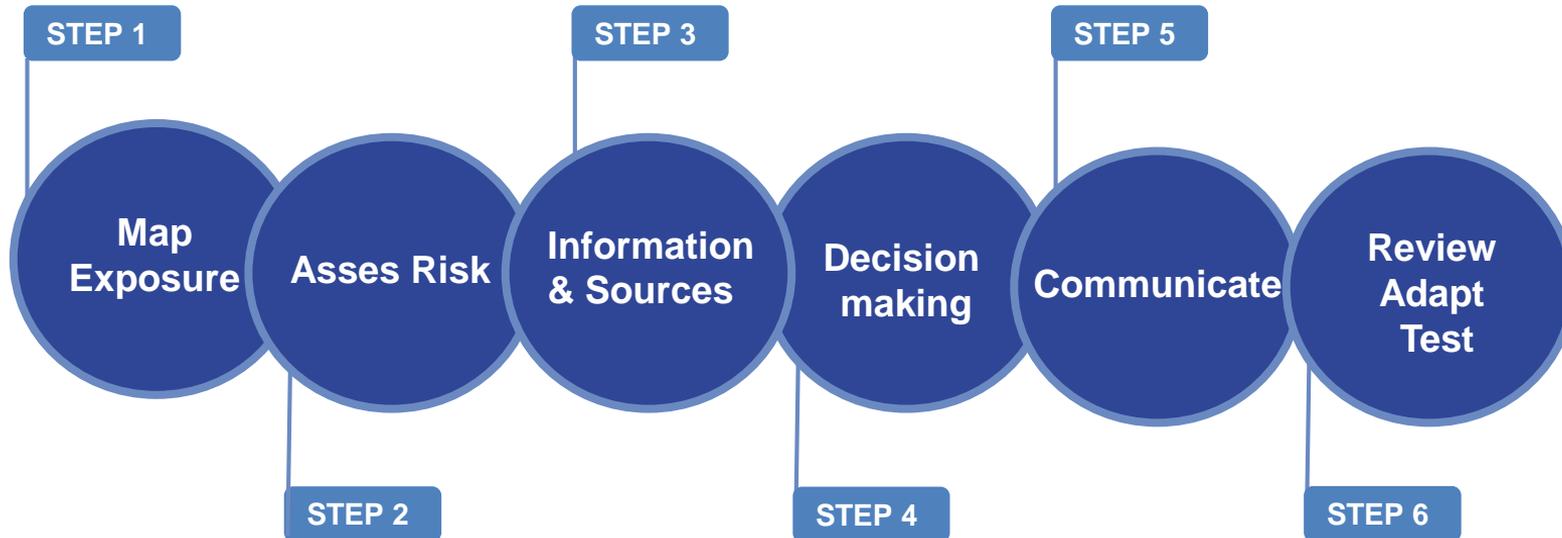
## Layers of impact from a crisis



- Political instability per country
  - Security Infrastructure
  - Resources
  - Food insecurity
  - Social unrest & violence
  - Police & military intervention
  - Curfews and measures
  - Elections
- Regional social and political instability
  - Related to travel restrictions and containment measures
  - Protest activity
  - Xenophobia/ targeted violence
  - Crime
  - Opportunistic attacks by militant groups
- Global economy
  - Geopolitical implications / shifts
  - Oil price shock
  - Rising social discontent
  - Covid-19 and future security implications

# IMPROVE WORKFORCE RESILIENCE

## SECURITY CONSIDERATIONS



# RETURN TO MOBILITY

## WHAT IS THE OUTLOOK?



### DOMESTIC TRAVEL

Easing of restrictions likely in the coming months

### INTERNATIONAL TRAVEL

Will be much slower to resume

### CONSIDERATIONS

- Government restrictions of both country of origin & destination
- Travel requirements and policy

# PREPARATION



To prepare your operations to return, there are many questions to answer, but three critical areas can lead to a successful return to operations plan.

**1**

**Tracking COVID-19  
wherever you operate.**

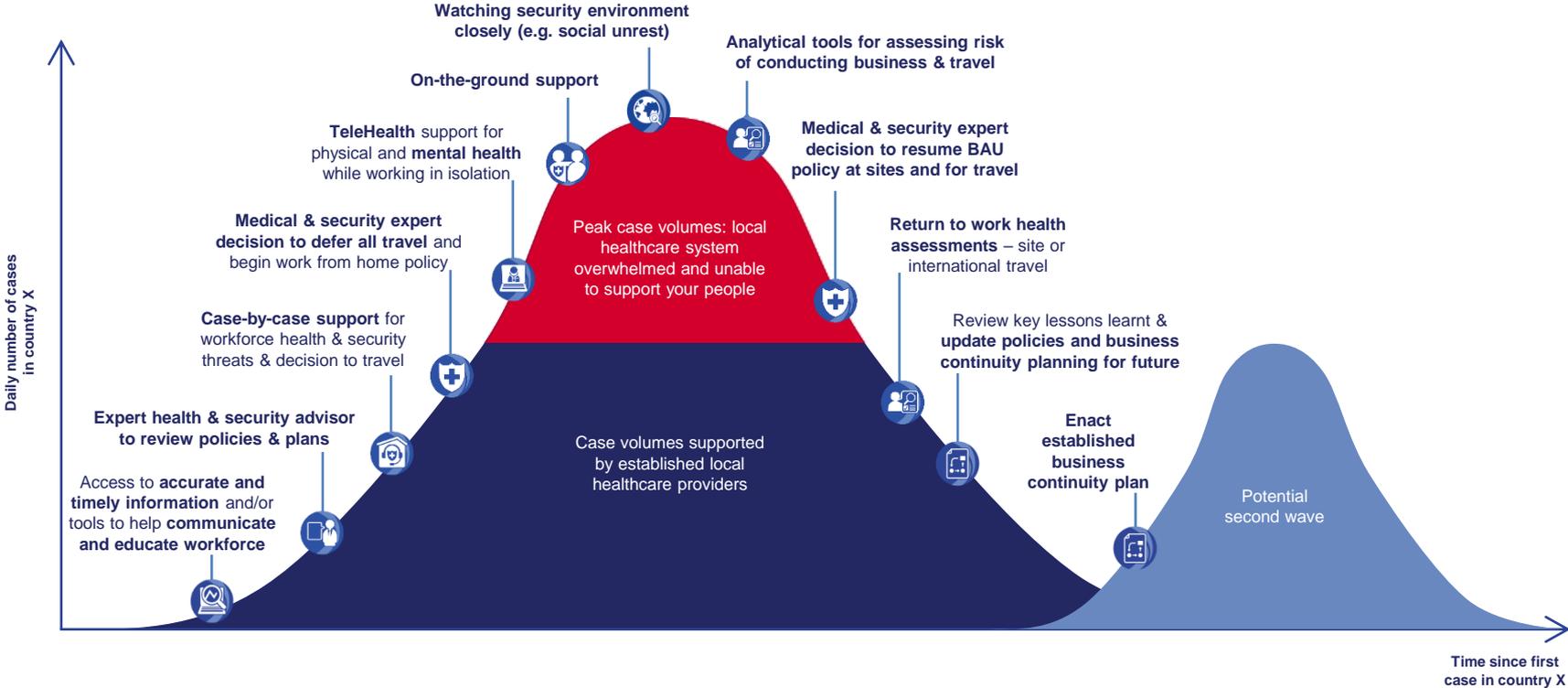
**2**

**Return to Operations plan  
that is up to date as  
information continually  
changes.**

**3**

**Expertise and support  
to implement and  
respond.**

# COMBATTING THE PANDEMIC CURVE



# RECOVERY AND SUSTAINABILITY IN THE 'NEW NORMAL'



Whether you are preparing for or are amidst the restart of regular activity, we understand that your key priorities are to:



Protect your **people**



Protect your **business**



Comply with **applicable  
laws and regulations**

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# HOW WE CAN HELP



Our Worksafe solution is designed to assist organisations in the development of sustainable protocols – to aid in safe return to operations and resuming of business activities, and to support long-term organisational continuity.

## **We provide:**

- Medical expertise to review, validate or help you to implement plans to safely return to work and for sustainable business operation
- Senior Health Consultant as an advisor to your organisation

## **We help you:**

- Define most suitable process and protocols for your workplace
- Define resources needed, as well as screening and testing services required.

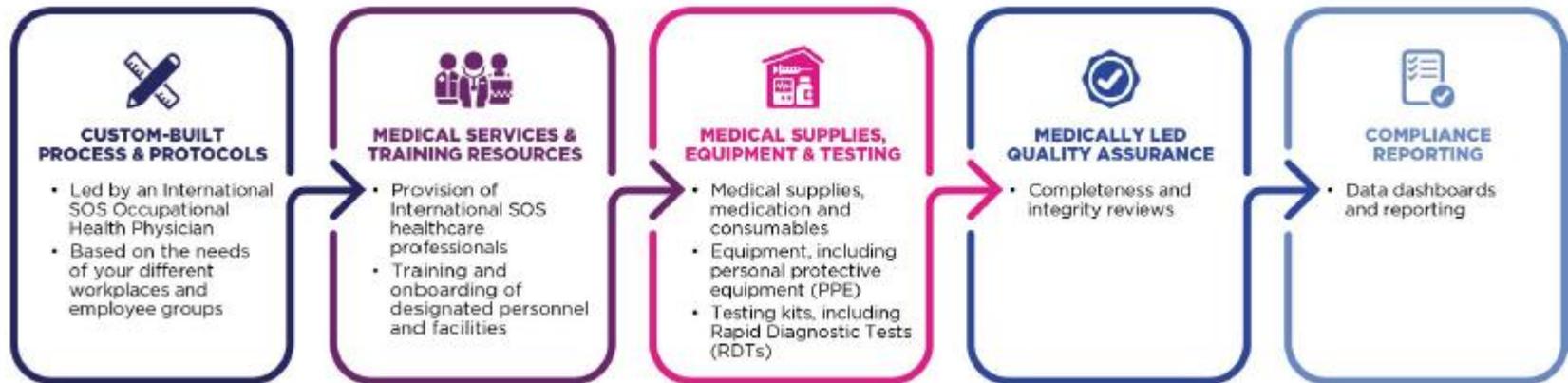


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# OUR WORKSAFE SOLUTION



Either as an integrated solution, or through a selection of elements most fit for your organisation, obtain **end-to-end medical & security support** ensuring that you receive an International SOS-standard quality of **care for your employees**.



## DIGITAL SOLUTION & PROGRAMME MANAGEMENT

- Support of electronic medical record and evaluation platforms
- Data-led, evidence-based insights into the health status of your employees
- Identification of effective risk-mitigation measures and preventative health programmes





## INTRODUCTION

Understand your priorities and requirements

- Present and share the International SOS return-to-operations methodology
- Share high-level observations of your plans



## REVISION

Based on your existing plans, or based on the revised plans following the initial meeting -

- Provide written recommendations on the most suitable process and protocols for the workplace and employee group
- Share additional supporting materials where appropriate (operations checklists, etc.)



## VALIDATION

Review the final version of your plans and to discuss the next steps

- Define the resources needed to deliver medical services at your sites
- Identify and recommend add-on programmes to support employees and management during and after their lockdown periods
- Issue country guidelines / COVID-19 impact ranking tool on return to operations

# BENEFITS OF OUR SOLUTIONS



# Q&A



PLEASE COMPLETE OUR BRIEF  
FEEDBACK SURVEY AT THE  
CLOSURE OF THIS SESSION

**THANK YOU**

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