

13 March 2020

**Attention:** UCT GSB Community

**COVID-19 outbreak – UCT GSB’s Response and Protocol stages**

As a responsible business and a leading business school on the African continent, we take the wellbeing of our staff, students, clients, delegates, suppliers and visitors very seriously. The fast-changing situation is being closely monitored and we are working closely with the main University Campus structures in following current medical and scientific advice.

We would like to inform you of the precautionary steps we have put in place to reduce the risks associated with the COVID-19 outbreak. UCT GSB has have mapped out 4 distinct progressively rigorous protocol stages: GREEN – AMBER – RED – BLACK

The below protocol was developed to limit exposure and help contain the outbreak.

As of today we are transitioning from GREEN to AMBER

**Protocol Stages Guideline:**

**General health and safety Protocols at UCT GSB campuses:**

**Firstline:**

Note that our primary focus should be on prevention of an outbreak at our various campuses. This will be achieved through a combination of the following:

**GREEN STAGE:**

1. More frequent surface cleaning procedures will be undertaken at the GSB as part of our drive to prevent the spread of the disease
2. Individuals are requested to wash and sanitize hands frequently (every 2 hours) and to bring their own hand sanitizing products onto campus
3. Hand sanitizer will be placed in entranced foyers, public-facing areas and at classrooms / lecture theatres / flat venues entrances

**AMBER STAGE:**

4. We will request that all individuals sanitize their hands upon entering any UCT GSB campus – please bear with us as this may cause delays entering
5. Delegates, students, visitors, faculty and staff will be required to clean their hands (wash and/or sanitize) when they enter and exit the relevant areas
6. Handshakes, hugging etc. is to be avoided
7. Non-essential travel restrictions are in place for UCT GSB staff, the various line managers will assess each trip, noting the need for business continuity. Detailed travel registers maintained
8. Where feasible, staff are requested to work from home (consult with your line manager)



**RED STAGE:**

9. All individuals must sanitize their hands upon entering any UCT GSB campus
10. Delegates, students, visitors, faculty and staff must clean their hands (wash and/or sanitize) when they enter and exit the relevant areas
11. Handshakes, hugging etc. is prohibited
12. Catering and cleaning staff are required to wear surgical gloves and masks whilst serving food, water and setting up venues
13. Students, Delegates, Staff and Visitors are required to wear surgical gloves and masks whilst on campus
14. Travel to high-risk geographies is prohibited and will require the Line Manager and GSB Directors approval; if approved traveler(s) will need to self-quarantine for 14/21 days or until cleared by medical assessment. This applies to business or leisure travel
15. Gatherings of more than 30 people is forbidden on any campus
16. We actively encouraging the use of technology to reduce the need for travel or face to face meetings
17. Certain staff will be required to work from home
18. Satellite campus operations will closed where feasible

**BLACK STAGE:**

19. All staff required to work from home
20. Individuals approved to be on campus to work in isolation

These measures will be implemented with immediate effect at all GSB Campuses. Furthermore, we encourage everyone to bring their own hand sanitizers and to regularly clean their hands and immediate surface vicinity.

**Response:**

The below applies to anyone on a GSB Campus.

- Any person with a combination of the identified symptoms must remain at home until test results are available
- All colleagues that share an office or have been in regular contact with the individual to also remain at home
- Should an individual test positive for COVID-19 the necessary steps will be put in place to ensure the self-isolation / quarantine of all who have been in contact with the individual in question
- We will evaluate each situation on its merits during Green and AMBER Stages referring matters to the relevant UCT structures for assistance. During RED and BLACK Stages, we will also involve the NICD and the Provincial Department of Health and take guidance from these agencies
- Individuals who are isolated will, where reasonably feasible be able to continue with their studies / work



- We are currently working to ensure that business continuity can continue uninterrupted. Details will be communicated when they are available
- Some immediate measures include:
  - We anticipate that staff would be able to take / receive work home via email / electronic means
  - All GSB operations will continue, as scheduled, unless otherwise communicated, line managers will arrange Skype / Zoom / Telecon access to anyone required to work remotely
  - In terms of teaching activities (for students and Executive Education clients) all reasonable steps will be taken to continue with delivery. Current solutions already in play include Zoom for Business, Zoom Integration with UCT GSB Online (our Learning Management System), Live Streaming of sessions, Video and voice recording of sessions and Teleconferencing
  - Staff / Students / Delegates who travel abroad to high risk countries should inform the GSB and remain at home for a period of 14/21 days upon their return (Business and Service supply continuity to be provided for electronically during this time). We will also work with the NCID and other agencies as required

*(Please refer to RESOURCES section below to Criteria for Persons Under Investigation (PUI) definition)*

#### **Communication:**

The following protocols are in place around UCT GSB Campuses:

We will immediately advise the relevant Health Authority of any individual that presents with the identified symptoms, or anyone that self-quarantines, or is requested to self-quarantine (RED Stage onward)

- We will maintain a register detailing the particulars of all individuals travelling internationally, highlighting any that travel to high-risk geographies, this will be made available to the relevant Health Officials should the need arise
- From RED Stage onward, a register of ALL visitors entering any UCT GSB campus will be maintained for tracing purposes as well
- Awareness posters have been put up around the campuses for the information of students, staff, delegates and visitors
- Each day's teaching sessions and any staff meetings will include a reminder about health and safety related best practice to reduce the risks of contracting / spreading the COVID-19 virus

We will provide you with updates as new information become available – please check our website at [www.gsb.uct.ac.za](http://www.gsb.uct.ac.za) (will be updated shortly)

## Resources:

- Anyone developing symptoms must self-isolate immediately and call the [National Institute for Communicable Diseases \(NICD\) hotline \(0800 029 999\)](#) for advice.

- Where essential visits continue (from non-high-risk areas), please ensure that the [NICD guidelines](#) are followed as a precautionary measure.

- **Criteria for Person Under Investigation (PUI)**

Persons with acute respiratory illness with sudden onset of at least one of the following: cough, sore throat, shortness of breath or fever [ $\geq 38^{\circ}\text{C}$  (measured) or history of fever (subjective)] irrespective of admission status

AND

In the 14 days prior to onset of symptoms, met at least one of the following epidemiological criteria:

Were in close contact<sup>1</sup> with a confirmed<sup>2</sup> or probable<sup>3</sup> case of SARS-CoV-2 infection;

OR

Had a history of travel to areas with local transmission of SARS-CoV-2; (NB Affected countries will change with time, consult the NICD website for current updates);

OR

Worked in, or attended a health care facility where patients with SARS-CoV-2 infections were being treated

OR

Admitted with severe pneumonia of unknown aetiology

1 Close contact: A person having had face-to-face contact or was in a closed environment with a COVID-19 case; this includes, amongst others, all persons living in the same household as a COVID-19 case and, people working closely in the same environment as a case. A healthcare worker or other person providing direct care for a COVID-19 case, while not wearing recommended personal protective equipment or PPE (e.g., gowns, gloves, NIOSH-certified disposable N95 respirator, eye protection). A contact in an aircraft sitting within two seats (in any direction) of the COVID-19 case, travel companions or persons providing care, and crew members serving in the section of the aircraft where the index case was seated.

2 Confirmed case: A person with laboratory confirmation of SARS-CoV-2 infection, irrespective of clinical signs and symptoms.

3 Probable case: A PUI for whom testing for SARS-CoV-2 is inconclusive (the result of the test reported by the laboratory) or for whom testing was positive on a pan-coronavirus assay.

Travel to and from [high-risk destinations](#) with ongoing community transmission of COVID-19 is strongly discouraged. All visits from high-risk areas should be postponed.

- Discovery Health – COVID-19 [Information Hub](#)
- [World Health Organization](#)

## News:

On 11 March 2020 [the Minister of Health announced that 6 more cases of COVID-19](#) had been identified and one of those cases has been [confirmed as being in the Western Cape](#). The national government is regularly issuing updates on COVID-19 and recently released an update on the status of the government's response, [Read the statement](#).

The University of Cape Town (UCT) continues to closely monitor any developments around COVID-19 and is working in partnership with the Department of Health, the NICD, the Western Cape Department of Health, and other spheres and agencies of government. Please visit the UCT [feature page](#) on COVID-19, which will be updated with the latest information related to the disease and our response as an institution.

We would like to request that you assist us to keep our communities calm to ensure business continuity. We aim to ensure that our stakeholders continue to receive the maximum benefit from the broader UCT GSB community during this particular time. We also wish to avoid creating a sense of panic or hysteria during these uncertain times and believe that the measures we have in place will be effective in minimizing the risk to people on our various campuses.

We can assure you that these measures are being reviewed and refined on a daily basis, taking cognisance of the advice from Health Officials, the University Health and Safety Committee and the University's Risk Committee.

Yours in Health,  
UCT GSB Management Committee

13 March 2020

### **COVID-19 outbreak – UCT GSB’s Response and Protocol stages**

We have mapped out 4 distinct progressively rigorous protocol stages: GREEN – AMBER – RED – BLACK  
(Transitioning decisions are taken in consultation with the relevant University of Cape Town Structures)

***As of today we are transitioning from GREEN to AMBER***

#### **Protocol Stages Guideline:**

##### **GREEN:**

This stage resembles business as usual, with a greater emphasis on awareness of risk and situational monitoring. It relies on individual self-regulation and a common-sense approach to any potential risk.

##### **AMBER:**

With the progression to AMBER, deliberate and visible actions accompany an increase in specific communications. Business continuity is encouraged to remain top of mind, accompanied by internal reflections on what is / is not essential. Reasonable care should be taken to ensure that safety is not compromised. Language tone employs descriptors such “advice, guideline, preferred, request, urge”.

##### **RED:**

Should a progression to RED be required, additional active measures will be implemented to ensure the safety and well-being of all stakeholders is maintained. Language tone will become prescriptive. Only essential business services will continue. In addition, business continuity related services will be maintained and staffed (handled remotely where possible). This would entail shutting down certain aspects of the UCT GSB campus, and likely the complete shut-down of the two satellite campuses. Events, Reunions, Seminars, non-critical meetings and all travel will be cancelled – unless digital solutions can be provided at no risk. On a case-by-case basis Academic Classes and Executive Education programmes may continue, with significantly scaled-back support services. Again, there will be an emphasis on finding digital solutions that reduce contact time.

Here the focus will be on maintaining channels of communication, digital access, future business lines, client and student relationship management and finally business readiness for return to normal operations.

**Stage RED would likely be invoked should the SA Government implement national travel bans, request that Universities shut down, indicate restrictions of large gatherings etc.**

##### **BLACK:**

In the unlikely progression to stage BLACK, a complete shut-down of all operations and functions is envisaged, unless these can be maintained with little or no human intervention. No Academic classes or Executive Education programmes will run. Staff would be prohibited from coming to Campus, unless absolutely necessary and where approved by the GSB Director. In such cases, staff would have to work in physical isolation on campus.

Lines of communication within departments, MANCO, Academic Committee and individuals would need to be maintained, and staff will need to be directed as to which tasks be completed during this stage, remotely.