

People & Culture

Guidelines for Ensuring Compliance and consequence management regarding non-compliance with COVID-19 Protocols and Regulations for staff

1. Purpose of the document

The purpose of this document is to provide employees with guidelines on how to comply with the provisions of the National Regulations as well as NWU protocols, regulations and directives and relating to COVID-19. It is also to provide the entire NWU Community with the necessary steps to ensure compliance, how to report non-compliance and the consequences of non-compliance.

2. Scope of application

These guidelines will apply to the entire NWU Community who comprise of all employees (temporary, fixed term and permanent). These guidelines are also applicable to service providers entering the NWU premises.

3. Communication

The entire NWU Community are advised to attend COVID-19 training online and familiarise themselves with the COVID-19 protocols, regulations and directives of the NWU. The NWU Response Team will consult a behavioural expert in order to promote sustainable behaviour change. Regular communication in times of uncertainty and crisis like the COVID-19 virus is necessary. Effective guidance on the do's and the don'ts to protect their own health and wellbeing and those of their loved ones will be provided. The risk that noncompliance poses to the NWU community and their loved ones will also be communicated on a regular basis. Constant, clear, concise and positive electronic communication will be shared with the NWU Community as often as possible which will, amongst others, include:

- Importance of correct wearing of a mask (what is the reason for that – including the micro particle transmission risk)
- Importance of ventilation
- What to do when someone is suspected or confirmed of having the virus (for example for employees: stay calm, let the person sit in his/her office and close door, complete the form to be submitted to campus health, call campus health for advice, activate cleaning team once case is confirmed etc., do not evacuate building for example)
- The importance of physical distancing
- The implications of not practicing physical distancing
- What does physical distancing in our environment mean (Common areas such as offices, lecture halls, staff rooms, printer and copier rooms, labs, etc.)
- Keeping the register and try to keep it electronic and the importance thereof
- Behaviour at work (cleaning etc.)

4. Empowering the NWU Community

Online training of 30 minutes for those employees who are currently physically at different campuses by, amongst others, Employee wellness, Occupational health, Employee Relations, Response Team Chair, Occupational Health and Safety, Campus Response Team chairs and Protection Services. This training will include:

- COVID-19 rules: physical distancing, cleaning protocol, proper wearing of masks, daily screening, when to apply for permits, how to apply for access to campus, mental health and other implications if rules, regulations and protocols are not followed.

5. Rules for compliance

The protocols published on the NWU's intranet contains all the [relevant guidelines, protocols, directives and procedures](#). It is the responsibility of the NWU Community to familiarise themselves with such.

6. Consequences of non-compliance

Employees are to be constantly reminded of the consequences of failure or negligence of non-compliance with the protocols as mentioned in paragraph 3 above. They must also realise that there will or may be consequences for their failures.

The following actions will apply for non-compliance:

- Depending on whether directives, protocols and procedures as mentioned above, were ignored or violated and the seriousness thereof:
 - For employees: a curtailed investigation and possible disciplinary process will be followed with possible sanctions ranging from a written warning to a final written warning, maybe even a summary dismissal. The relevant HR Practitioner will assist in this regard. Where possible, disciplinary cases for non-compliance will be finalised within 10 working days. ○
- Non-compliance must be reported to the Compliance Officers (Campus DVCs) or Protection Services immediately.

7. Rules for compliance

- Employees who are sick or have symptoms associated with COVID-19 should not come to work and work from home and should take the necessary leave as per the protocols published on the NWU's intranet.
- If an employee has been diagnosed with COVID-19 while physically on NWU premises, the NWU must -
 - Inform the Department of Health and the Department of Employment and Labour. ○
Also inform the employee's contacts
- Symptom screening of all employees should be done daily before entering the premises of the NWU.
- Employees must report to their line manager and also Occupational health and their Campus health care centre if they suffer with any of the following signs or symptoms:
 - Fever
 - Cough
 - Sore throat
 - Redness of eyes
 - Shortness of breath or difficulty in breathing
 - Body aches
 - Loss of smell or loss of taste
 - Nausea
 - Vomiting
 - Diarrhoea
 - Fatigue
 - Weakness or tiredness
 - Headaches

- If an employee presents with any of the above-mentioned symptoms, or advises the NWU of these symptoms the line manager must -
 - Not permit the employee to enter the premises of the NWU; or
 - If the employee is already on the NWU premises-
 - Isolate the employee in an office
 - Provide the employee with a surgical mask (obtain from healthcare centre)
 - Employee must complete the COVID-19 reporting form on the intranet.
 - Contact the healthcare centre.
 - Arrange for the employee to be transported in a manner that does not place other employees or members of the public at risk and this employee should then self-isolate or go for medical examination or testing;
 - An assessment of the risk of transmission and contact list should be compiled to determine employees who are at risk who might have come into contact with the employee. Such contacts should be referred for screening to Occupational health or Campus health
 - Inform occupational safety to activate the cleaning protocol.
- Although the access of visitors to the NWU should be limited, symptom screening should also be conducted with visitors that enter the premises of the NWU. Visitors will only be allowed if timeous arrangements were made beforehand with Campus security.
- Nobody will be allowed onto the premises of the NWU without a mask.
- Every employee must adhere to this protocol, necessary corrective and corrective and punitive actions will be instituted if employees do not comply with any COVID-19 NWU protocol directives or regulations.
- Nobody is allowed to refuse testing or screening for COVID-19. If a person is suspected to have contracted COVID-19, or be diagnosed with COVID-19 or been in contact with someone who has COVID-19 they may not refuse the following:
 - Submission of that person for a medical examination, including by not limited to the taking of any bodily sample by a person authorised in law to do so;
 - Admission of that person to a health establishment or quarantine or isolation site; or

In the case where an employee does not want to follow the above campus protection services must be contacted. This employee must be placed in isolation for a period of 48 hours and the legal office can apply for a warrant to enforce testing must be applied for by the legal office.

8. Related documents for reference and consultation

- [NWU COVID-19 Reintegration Plan](#)
- [Workplace Plan for the North-West University](#)
- [Standard Operating Procedure: COVID-19 Occupational Health and Safety](#)
- [Behavioural Manual](#)
- [NWU Facilities Cleaning Protocol during the COVID-19 Pandemic](#)
- [Health Care Centre: Standard Operating Procedure COVID-19](#)
- [Directive to staff and students on quarantine and isolation for suspected or confirmed COVID-19 disease](#)
- [NWU COVID-19 Updates](#)
- [Protocol on physical distancing for the reduction of the risk of COVID-19 transmission](#)

- [COVID-19 Staff Protocols](#)
- [Government press releases and notices](#)

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