

Stakeholder Protocols

Public Access to EWSETA Offices

Dear Stakeholder

This document has been compiled by the EWSETA to provide much-needed information on the COVID-19 protocols surrounding stakeholder visits to the EWSETA. These protocols have been implemented to protect both EWSETA staff and stakeholders who need to visit the offices of the EWSETA if they are not able to successfully achieve what they need to do using digital communication.

Until such time that the COVID-19 risk adjustment Alert Levels allow for all staff to return to the office, the EWSETA will operate on a reduced staff attendance based on what is allowed and safe at any given time. Staff will be rotated up until level 1 of the risk adjusted strategy and high-risk staff will continue to work from home. This may mean that the staff member you wish to see may not be in the office on certain days, therefore, it is even more important for stakeholders to make appointments and not 'walk-in'.

In light of this, please communicate with the relevant department or staff member via e-mail, telephone or using a digital communication platform such as Microsoft Teams. Only in exceptional circumstances will stakeholders be given an appointment to come into the office.

The relevant contact information you require, is provided below.

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STAKEHOLDER OFFICE ACCESS PROTOCOLS



ENERGY AND WATER SECTOR EDUCATION AND TRAINING AUTHORITY

Stakeholder Protocols Onsite

The EWSETA Workplace Plan is available on our website www.ewseta.org.za and all stakeholders are encouraged to read through the Workplace Plan before accessing the EWSETA offices. All protocols that pertain to public access to EWSETA offices apply to EWSETA's head office and provincial offices.

- Through all Alert Levels, EWSETA will make efforts to reduce face-to-face interaction with visitors through the use of online meeting platforms and transfer of electronic files.
- Security at the entrance to the office park may refuse you entry should you fail to present proof of appointment.
- EWSETA will **allow by-appointment visitors only**.
- Anyone who is pregnant will not be permitted access to the offices of the EWSETA.
- Strict documentation handling procedures will be implemented. To reduce volumes of documentation received, prior arrangements will be made and scheduled for controlled drop off.
- Only 1 visitor is allowed at any one time due to EWSETA's limited floor space and social distancing rules. This applies to all Alert Levels.
- An EWSETA monitor will be assigned at the entrance to continuously manage the number of people within the facility (Head Office only).
- EWSETA will designate special areas to visitors. No visitors are allowed outside the designated areas. A demarcation/safe distance will be kept to avoid visitors access to the general office workspace where employees are seated.
- EWSETA will clearly communicate and enforce social distancing rules to visitors.
- EWSETA will also make a disposable face mask, disposable gloves, and hand sanitisers (minimum 70% alcohol content) available to all visitors.
- EWSETA will work closely with the respective landlords (including public TVET Colleges) to ensure the public's risk of contamination is contained as much as possible from the moment they enter the premises.
- Cleaning of the waiting area for members of the public takes place continuously
- EWSETA will screen all employees and stakeholders accessing the premises for higher than usual temperature and common COVID-19 symptoms.
- To protect each other, as well as visitors to the EWSETA, employees are required to sanitise their hands or gloves on entry and exit, practice social distancing and wear a face mask at all times.

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