



COVID-19 UPDATE

INTERIM FLEXIBLE WORK PRACTICES GUIDELINE

COVID-19 INTERIM HUMAN RESOURCES UTILISATION & PRACTICES

Purpose

The purpose of Mediclinic is to “Enhance the Quality of Life”. In order to continue with our purpose the organisation needs to put in place interim measures that will protect our employees, ensure we can deliver patient care and support ongoing sustainability of the organisation.

The purpose of this guideline is to describe the interim measures for flexible utilisation of employees and flexible work practices including working from home. The guideline also aims to ensure the principles of social distancing and thus prevent the spread of COVID-19 (Coronavirus). The needs of the business must be taken into account and some teams / employees will need to be on site. This guideline will be fluid as the situation unfolds and different levels of lock-down are applied by the government. In addition constant changing in regulation by the government will need to be applied.

Applicability

This guideline is applicable to all employees at any Mediclinic Southern Africa locality, MHR and ER24. The focus is on measures that will prevent the potential spread of the virus, but allow for operational service delivery and maintenance of daily business as far as possible. The guideline is applicable to Corporate Office employees as well as employees in positions at localities and subsidiaries where the nature of the job will allow or require interim flexible work practices.

Guideline Statement

The primary rule is to work from home unless there is a counter reason for this. There needs to be regular review by line managers of the status of each employee as circumstances may change.

Employees need to be categorised into different groups:

1. Employees that are able to work from home
2. Employees that need to work at Corporate Office or another Mediclinic locality because of dependencies or the nature of the job
3. Employees that are unable to work from home due to home circumstances
4. Employees whose services are not required currently or who are not currently working at full capacity

A tool will be provided to assist line managers with the classification of employees into the categories. Tools will also be provided to line managers to assist them with managing the flexible team.

Employees able to Work from Home

Employees that are able to work from home and continue with their normal business should be allowed to do this. Fair practice should be applied in this regard. The line manager needs to evaluate each situation to ensure the operational needs of the business are met. Flexible work practice is not applicable to positions that deal directly with our patients and clients. People supporting certain business critical processes also need to be on site. The line manager is responsible for managing work from home according to the conditions for consideration and the core principles to be applied.

The Work from Home leave application needs to be made by the employee for the days that they will work from home. This is to manage time and attendance, and the whereabouts of employees. Employees that are working from home must work from home and not another remote location unless specifically agreed.

The amount of time that an employee is expected to work per day will not change and work outputs will be managed by line managers. Work from home should not be seen as a substitute for caring for children.

Leave needs to be taken for this purpose.

Guiding Principles

- Employees working from home must have a suitable surface to use as a work station
- Employees must have the necessary equipment to work from home
 - Employees that already have a company laptop should have 3G and access to the required systems
 - In the absence of a laptop, special arrangements can be made for the employee to take home the company desktops or Thin-Client. These devices will be setup by ICT with a dedicated 3G modem to access systems remotely. Please log this request on the Asset Removal Form found on the intranet. This service will be scheduled based on demand and priority. If unable to access the intranet please get hold of the service desk at the link below:
<http://intranet/Lists/SysAid%20Submissions/ServiceDesk.aspx?Source=http%3A%2F%2Fintranet%2FPages%2FDefault.aspx&ReDirLoc=http%3A%2F%2Fintranet%2FPages%2FDefault.aspx>
- Employees must be available by telephone and email during the work hours from home
- Line managers must coordinate their teams remotely and may be required to be on site more often
- Employees must be available for meetings via Vido, Skype or Zoom if required. This is not available to thin client users
- Line managers should keep regular contact with employees either individually or through team meetings
- Employees should attend meetings that require their presence face-to face if this is a business need and line managers should ensure that there is face-to-face contact with team members at regular intervals
- Employees need to return to the office or other locality for IT updates on their devices

- The expectation is that the employee is working in their home and not at any other remote location unless agreed
- Task-based monitoring of outputs will be applied
- Equipment to do the job must be available and the line manager can allow Mediclinic PC equipment to be taken home as long as an asset register is completed. There is a form to be completed attached in annexure. No office consumables are to be taken home without permission of the line manager.
- All loan equipment needs to be recorded on the form that will be communicated together with a process document on the interim COVID-19 ICT loan equipment process
- Laptops that need to be shared between employees should be cleaned before handing the laptop to a colleague. Clean the laptop – screen (back and front), key board and bottom of laptop - with 70% alcohol wipes or a paper towel sprayed with 70% alcohol. Allow all areas to dry.

Important Information

- **Accessing emails remotely:** For those who do not have access to company workstations while away from the office, access to webmail can be arranged by logging a call with the service desk.
- **Password:** Prior to leaving the office, reset your password, this will ensure that your password does not expire whilst you are away.
- **Out Of Office Notifications:** Turn on the out of office function to indicate where you are.
- **Security:**
 - Please remain vigilant when working from home, there is likely to be increased emails from unknown sources asking you to provide your work username and password.
 - The best defense against any phishing attacks is you. Be aware of any communications you receive via email, phone calls, SMS, social media such as (WhatsApp, Facebook, Instagram)
 - Always lock your workstation when unattended
 - Do not click on any suspicious looking links or attachments related to COVID-19 received via work email or messaging apps or SMS
 - **Family & Guests:** Make sure family and friends understand they are not permitted to use your work devices. As they can accidentally erase or modify information, or, perhaps even worse, accidentally infect the device.
- **3G:** Turn-off the internet connection whilst not working on-line as cost is based on the time the 3G is turned on. Please try to use Wi-Fi rather than 3G if it is available.

Employees needing to Work on Site

Flexible work practice is not applicable to positions that deal directly with our patients and clients.

People supporting certain business critical processes also need to be on site. Employees that need to work on site because of dependencies or the nature of the job should be managed in according to the social distancing guideline. The line manager is responsible for managing that the principles of social distancing are applied where persons are working on-site.

Guiding Principles

- The line manager needs to limit team members on site as strictly as possible
- In support of social distancing the amount of team members in open-space offices needs to be controlled by the line manager
- There should be a distance of not less than 1.5 meters between team members at all times
- Employees should wear cloth masks when they are not seated at their own desk (In clinical areas other personal protective equipment guidelines apply)
- Employees should wash their hands and use alcohol rub frequently

Note: Social distancing is meant to slow the spread of diseases like Covid-19. It works by preventing the virus from moving between people via sneeze or cough. For those of us who don't need to be in self-isolation, one way we can stop the virus spreading is by keeping at a safe distance from others. Social distancing is defined as keeping a distance of one to two metres between you and another person.

It is each line manager's responsibility to evaluate the normal working distance between team members. Team members that are deemed to be too close to each other need to be reallocated to other seating. The HRBP can be approached to assist with looking for alternative seating by seating the affected team members in the spaces of employees that are working from home.

Employees Not Able To Work at Full Capacity

Due to delay in projects and the halting of certain business processes during the pandemic some employees' roles are either currently redundant or cannot be done at full capacity. The majority of these positions are located at the Corporate Office but there are also roles that are impacted at other Mediclinic localities.

There are two options for this category of employee either taking compulsory leave or redeployment. The compulsory leave option is the default and redeployment is an alternative.

Guiding Principles

- Redeployment of this category should follow the principle of first evaluating options within the current department of the employee, then looking for options at the site of normal employment in the business and thirdly looking at options where the employee can be deployed to assist at an alternative site in the business
- Analysis should be done as to whether the person should be deployed full time or where the person has some of the normal work-load to be done then part time deployment should be considered. E.g. Deployment 3 days a week
- A skills assessment needs to be conducted for each of these employees to determine possible best fit in other roles available. Available roles would be where there is currently a vacancy in a current required budgeted position, where the COVID-19 disaster has increased the work-load in certain areas or where additional interim roles are identified for the duration of the pandemic

- Employees identified for redeployment should be provided with the necessary upskilling to assist in the interim role

Responsibilities

Person	Responsibilities
Human Resources Business Partner	Provide information on the guideline and process and to ensure that the process remains fair, valid and reliable
Line Manager	Manage the process Coordinate teams Approve work from home
Employee	Apply the principles as per the guideline

Associated documents and records

Title	Location
Flexible Work Practices guideline with regard to working from a remote location	HR guideline

References

United States' Center for Disease Control and Prevention

History and version control

Author	Version	Details of update	Effective date	Approver
A Stroh	1	Initial guideline	2020-03-17	Chief HR Officer
	2	Added redeployment	2020-05-04	Chief HR Officer

Approval and sign-off

Prepared by

Department	Representative name	Signature	Designation	Date
Training & Development	Avril Stroh		Training & Development General Manager	2020-05-04

Approved by

Department	Representative name	Signature	Designation	Date
Human Resources	Greg van Wyk		Chief HR Officer	2020-05-04

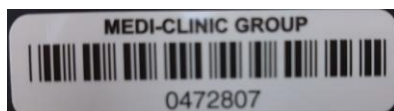
REQUEST TO USE MEDICLINIC IT EQUIPMENT AT HOME

1. Reason for request:

2. Description of asset/s:

Description of Asset	Mediclinic Bar Code *	Assigned from (Date)	Assigned to (Date)	Physical address where assets will be used

* (In the case that the asset's bar code cannot be found, contact Robyn Munnik or Cheraldene Vanacore for assistance). Example of bar code:



DECLARATION:

I hereby declare that the assets will be used purely for company purposes and accept responsibility for the safekeeping of company resources/assets. I will ensure that all reasonable precautions are taken in the transport and maintenance of these assets whilst in my possession.

Requested by: _____ (Print name)

Employee number: _____

Signature (Employee): _____

Approved by:

Line Manager _____ (Print name)

Signature (Line Manager) _____

Date: _____