

COVID-19 RESPONSE INFORMATION SHEET I

SAFE WORKING PRACTICES FOR OFF-GRID SOLAR COMPANIES

Lockdown and social distancing measures implemented in many countries to prevent the spread of Coronavirus Disease 2019 (COVID-19) have an immense impact on business operations of off-grid solar companies in sub-Saharan Africa. This information sheet summarizes general guidance for safe working practices for off-grid solar companies. The information presented here is drawn from the U.S. Centers for Disease Control and Prevention (CDC - www.cdc.gov) and the U.S. Department of Labor Occupational Safety and Health Administration (OSHA - www.osha.gov) and does not aim to replace country-specific regulations. Off-grid solar companies are advised to refer to official guidelines issued by their respective national authorities.

CLEAR & CORRECT INFORMATION

Off-grid energy employers operating in sub-Saharan Africa should ensure that their staff members receive clear and correct information on the following topics in a language and vocabulary that they understand:

ACCURATE COVID-19 INFORMATION, INCLUDING:



- COVID-19 prevention
- COVID-19 symptoms
- What to do and where to go when sick
- Where to find help

For more information, refer to:

- Respective Ministry/Department of Health for country-specific resources and regulations
- www.cdc.gov/coronavirus/2019-ncov/

COMPANY POLICIES RELATED TO:



- Illness and sick leave
- Cleaning and disinfecting
- Work meetings and travel
- Remote working
- Closing and reopening of offices
- Where to direct questions

Inform staff whether to notify employer if sick with COVID-19 symptoms or have a sick family member at home (in accordance with privacy laws).

STEPS TO PROTECT THEMSELVES AT WORK, HOME, AND IN PUBLIC, INCLUDING:



- Take temperature and assess symptoms before going to work.
- Stay home if sick, except to seek medical care.
- Wash hands frequently with soap and water for at least 20 seconds. *Use hand sanitizer with at least 60% alcohol if soap and water are not available, and ensure coverage on all parts of the hands and rub hands together for 20-30 seconds until hands feel dry. If hands are visibly dirty, always wash hands with soap and water.*
- Avoid touching eyes, nose, and mouth with unwashed hands.
- Cover mouth and nose with a tissue or inside of elbow when coughing or sneezing.
- Dispose of used tissues in a refuse bin and immediately wash hands.
- Clean and disinfect frequently touched objects and surfaces such as telephones, workstations, keyboards, handrails, doorknobs, and solar equipment.
- Avoid using other people's telephones, desks, headsets, or other work tools and equipment.
- Avoid physical contact like shaking hands and hugging.
- Minimize group interaction, such as group sales, as much as possible – consider increasing telephone sales and marketing.
- Practice social distancing by avoiding large gatherings, maintaining distance (minimum 6 feet or 2 meters) from others, and meeting potential customers in open spaces.

CLEANING & PERSONAL PROTECTIVE EQUIPMENT

Employers should ensure that the workplace has the following:

- Adequate supply and ready access to soap and running water, alcohol-based hand sanitizers, cleaning agents, and tissues. Surfaces like doorknobs, tables, desks, and handrails should be disinfected regularly.
- Visual reminders to reinforce good hygiene practices.
- De-densified workstations and spread out seating to maintain social distancing. Gathering spaces such as kitchens, break rooms, etc. should be structured to allow for appropriate distancing.



For staff – such as sales agents and field service technicians – required to have direct contact with other people, employers should provide the following in addition to the above:

- Personal protective equipment (in particular gloves and face coverings).
- Alcohol-based sanitizers, disinfectant wipes, and other relevant cleaning products.
- Instructions on how to wear, use, clean, disinfect, and safely store/dispose of the equipment.



Note: CDC recommendations and instructions for homemade cloth face coverings can be found online at: bit.ly/2R9av5m