

South Africa

Disaster Management Act, 2002

Directions on the Risk-Adjusted Strategy for the Communications and Digital Technologies Sector

Government Notice 484 of 2020

Legislation as at 7 July 2021

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Directions on the Risk-Adjusted Strategy for the Communications and Digital Technologies Sector

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South Africa

Disaster Management Act, 2002

Directions on the Risk-Adjusted Strategy for the Communications and Digital Technologies Sector

Government Notice 484 of 2020

Published in Government Gazette 43263 on 3 May 2020

Assented to on 2 May 2020

Commenced on 3 May 2020

[This is the version of this document from 7 July 2021.]

[Amended by [Directions on the Risk-Adjusted Strategy for the Communications and Digital Technologies Sector: Amendment \(Government Notice 590 of 2020\)](#) on 26 May 2020]

[Amended by [Directions on the Risk-Adjusted Strategy for the Communications and Digital Technologies Sector: Amendment \(Government Notice 671 of 2020\)](#) on 12 June 2020]

[Amended by [Directions on the Risk-Adjusted Strategy for the Communications and Digital Technologies Sector: Amendment \(Government Notice 594 of 2021\)](#) on 7 July 2021]

I, Jackson Mthembu, Acting Minister of Communications and Digital Technologies, hereby, under regulation 4(10) of the Regulations published in Government Notice No. R480, *Government Gazette* No. 43258 of 29 April 2020, and made under section 27(2) of the Disaster Management Act, 2002 ([Act No. 57 of 2002](#)), make Directions on the Risk-Adjusted Strategy for the Communications and Digital Technologies Sector for the duration of national state of disaster, as indicated in the Schedule.

Mr Jackson Mthembu (MP)

Acting Minister of Communications and Digital Technologies

1. Interpretation

In these Directions, a word or expression bears the meaning assigned to it in the Electronic Communications Act, 2005 ([Act No. 36 of 2005](#)), the Postal Services Act, 1998 ([Act No. 124 of 1998](#)), the Broadcasting Act, 1999 ([Act No. 4 of 1999](#)) and the Regulations published in Government Notice No. R480, *Government Gazette* No. 43258 of 29 April 2020, and made under section 27(2) of the Disaster Management Act, 2002 ([Act No. 57 of 2002](#)), unless the context otherwise indicates.

In this Schedule “the Directions” means the Directions on the Risk-Adjusted Strategy for the Communications and Digital Technologies Sector published in *Government Gazette* No. 43263, Government Notice No. 484 of 3 May 2020

[definition added by section 1 of [Government Notice 590 of 2020](#)]

2. Risk-Adjusted Strategy

- 2.1 The President announced the COVID-19 Risk-Adjusted Strategy on 23 April 2020 that provides for a responsive guide to the social, educational and economic activities which can be undertaken during the state of national disaster.
- 2.2 These Directions apply in addition to the existing restrictions and rules that are in place across all sectors and alert levels including COVID-19 health protocols and sanitisation requirements.

3. Mitigation measures – Alert Levels 3, 4 and 5 as adjusted

[heading of paragraph 3 substituted by section 2 of [Government Notice 671 of 2020](#) and by section 2 of [Government Notice 594 of 2021](#)]

3.1 Application

The mitigation measures set out in paragraph 3.2 apply to Alert levels 3, 4 and 5 as adjusted and when applicable, in addition to any health protocols and social distancing measures provided for in the Regulations made under section 27(2) of the Disaster Management Act, 2002 ([Act No. 57 of 2002](#)).

3.2 Mitigation measures

These Directions include additional mitigation measures that are necessary to prevent the spread of the COVID-19. The mitigation measures according to sector and subsector are as follows, provided such sector and subsector are permitted to operate under the Regulations:

Sectors and sub-sectors	Mitigation measures
<p>Electronic communications services and electronic communications network services as defined in the Electronic Communications Act, 2005 (telecommunications service and infrastructure)</p>	<p>Electronic communications services and electronic communications network services value chain including ICT/Enduser/Subscriber equipment:</p> <p>Compliance with all Directions in respect of health protocols and social distancing to prevent the exposure of persons to COVID-19 including the following:</p> <ul style="list-style-type: none"> • All containers / shipments must, on arrival be sanitised before handover; • all electronic communications facilities, equipment and materials used must be sanitised more than once daily including at a warehouse; • all products must be sanitised before being packaged for consumers; • all staff must be thermal scanned daily and must sanitise throughout the day; • all staff must be equipped with face masks; and • all staff must maintain adequate floor space, queuing distance and physical distancing as prescribed in the Regulations. <p>Retail stores/ franchised stores of electronic communications service licensees:</p> <p>In addition to the requirements of the Regulations, the following mitigation measures apply:</p> <ul style="list-style-type: none"> • Staff must ensure adequate floor space, queuing distance and physical distancing; • staff must, where possible, work in shifts with some staff members working from home to assist or call customers remotely; • there must be a one customer per consultant ratio, in addition to general social distancing requirements; • all must sanitise before entering the store; • all must wear face masks; • staff must be screened; • perspex dividers must be installed in stores; and • there must be clear signage in stores highlighting health protocols and ensuring compliance with social distancing requirements.

	<p>Installation, maintenance and repairs:</p> <p>The following apply to technicians that do on-site installations and repairs:</p> <ul style="list-style-type: none"> • Technicians must be thermal scanned daily and must sanitise throughout the day; • all equipment and materials used must be sanitised more than once daily; • technicians must be equipped with masks; and • technicians must keep a distance of at least 1.5 meters from the customer when installing or repairing end-user and subscriber equipment.
Broadcasting services	
Online services	All Directions in respect of health protocols and social distancing to prevent the exposure of persons to COVID-19 must be adhered to.
Productions for local broadcast and live streaming in support of COVID-19 subject to Directions	All Directions in respect of health protocols and social distancing to prevent the exposure of persons to COVID-19 must be adhered to.
Broadcasting services	All Directions in respect of health protocols and social distancing to prevent the exposure of persons to COVID-19 must be adhered to.
Advertising agencies	All Directions in respect of health protocols and social distancing to prevent the exposure of persons to COVID-19 must be adhered to.
Film and television productions using local cast and crew. This will include jobs throughout the value chain of production including those required for post-production such as editors, sound, special effects and animators who may work in specialised studios	<p>All Directions in respect of health protocols and social distancing to prevent the exposure of persons to COVID-19 must be adhered to including any additional requirements imposed by the Department of Sports, Arts and Culture.</p> <p>The following apply to content production:</p> <ul style="list-style-type: none"> • Broadcasters may elect to continue/resume productions including location shoots, outdoor scenes, or group scenes with close proximity shots, based on risk assessment; • broadcasters must limit productions to content that can be produced in controlled environments; • where location shoots are undertaken, the necessary precautions must be followed to limit interaction with members of the public;

	<ul style="list-style-type: none"> • travel for the purposes of filming must be limited to the required cast and crew; and • broadcasters must identify and implement solutions to ensure the protection of performers and production crews. <p>Organisations at high risk of transmission should retain, to the extent possible, a work from home approach.</p> <p>Each broadcaster must work closely with the respective production companies and the relevant industry representative bodies to determine the most appropriate “return to production” strategy and feasible implementation dates, if applicable.</p>
Postal services	
<p>Courier services</p> <p>(The direction on couriers must be read with the Directions regarding e-Commerce sales published in <i>Government Gazette</i> 43321, Government Notice No. R. 535 of 14 May 2020, that permit e-commerce sales including the delivery of such goods by a courier and any other Directions regarding e-Commerce sales)</p>	<p>Courier Services:</p> <p>The following additional requirements apply to couriers:</p> <ul style="list-style-type: none"> • Couriers must be thermal scanned daily and must sanitise throughout the day; • all equipment and materials used must be sanitised more than once daily; • courier drivers must be equipped with face masks; • couriers must keep a distance of at least 1.5 meters from the customer when delivering parcels and other items; • sanitisation processes must be in place upon actual delivery of parcels and other items to consumers; • vehicles must be sanitised daily before the commencement of a shift; and • all Directions in respect of health protocols and social distancing to prevent the exposure of persons to COVID-19 must be adhered to from packaging and distribution to delivery.
Reserved and unreserved postal services.	<p>Postal services value chain:</p> <p>There must be compliance with all Directions in respect of health protocols and social distancing to prevent the exposure of persons to COVID-19 including the following:</p> <ul style="list-style-type: none"> • All containers / shipments arriving must be sanitised before handover;

	<ul style="list-style-type: none"> • all equipment and materials used must be sanitised more than once daily; • all mail and parcels must be sanitised when sorted and before being packaged for consumers; • all staff must be thermal scanned daily and must sanitise throughout the day; • all staff must be equipped with face masks; and • all staff must maintain adequate floor space, queuing distance and physical distancing as prescribed in the Regulations. <p>Post Office/ Postbank branches and postal services retail service points:</p> <p>In addition to the requirements of the Regulations, the following mitigation measures apply:</p> <ul style="list-style-type: none"> • Staff must ensure adequate floor space, queuing distance and physical distancing; • staff must, where possible, work in shifts with some staff members working from home to assist or call customers remotely; • there must be one customer per employee ratio (excluding post offices), in addition to compliance with general social distancing requirements; • all must sanitise before entering the service points; • all must wear face masks; • staff must be screened; • perspex dividers must be installed in service points (excluding sites that are already equipped with adequate screens); and • there must be clear signage in service points highlighting health protocols and ensuring compliance with social distancing requirements.
Financial services: Provision of banking services by the South African Postbank	Same mitigation measures applicable to post offices apply.
Payment of social grants by the South African Post Office through the South African Postbank, post office branches and other methods	Same mitigation measures applicable to post offices apply.

[paragraph 3 amended by section 2 of [Government Notice 590 of 2020](#) and substituted by section 2 of [Government Notice 594 of 2021](#)]

3A. ***

[paragraph 3A inserted by section 3 of [Government Notice 671 of 2020](#) and deleted by section 3 of [Government Notice 594 of 2021](#)]

4. Monitoring and compliance

Compliance with these Directions will be monitored as follows:

- (a) Sector specific regulators;
- (b) Industry Representative Bodies using their Codes of Conduct and disciplinary mechanisms, must monitor compliance with the Directions by their members; and
- (c) Sector licensees and other entities that are participants in the Department of Communications and Digital Technologies (DCDT) COVID-19 Project Management Office will be requested to report on a weekly basis on their compliance with the Directions.

5. Commencement

These Directions will come into operation on the date of publication in the *Government Gazette*.