

Incident Learning: What happened?

Basic information regarding the incident

- Retailer at a site in Cape Town tested positive for COVID 19 virus on 9 May 2020, after experiencing symptoms a day earlier and immediately went in for testing.

Actual and potential consequences

- As a result of the positive test, the NICD (National Institute for Communicable Diseases) was contacted. The retailer shared names of all staff that he had interacted with and contact tracing has begun.
- All employees were sent home to self quarantine. The retailer has planned to have all staff tested if required
- The retail site was immediately shutdown and cordoned off.
- Arrangements are being made for the site to be disinfected.
- Retailer has confirmed deep cleansing and decontamination will be completed, 12th May 2020. The site will be reopened once a certificate of completion has been issued.

What are the learnings for implementation?

- Retailer immediately tested for COVID-19 once onset of symptoms appeared.
- Site was immediately shutdown and cordoned off with security on site to secure the premises.
- Staff was sent home to self-quarantine.
- This quick response to a confirmed case has limited further transmission of the virus.
- Retailer has advised all account customers of temporary closure and relocated them to fill up at another local site in the area.