

COVID-19 UPDATE FOR PLUMBER - 27 MARCH 2019

1. ONLY ESSENTIAL/EMERGENCY PLUMBING WORK MAY BE UNDERTAKEN

- Burst geysers
- Serious leaks
- Blocked drains
- No hot water
- Interrupted water supply
- Evaluate each incident on a case by case basis. E.g. a toilet not working in a household with 3 toilets is not an emergency but it is in a household with only 1 toilet.
- No new installations, renovations, upgrades etc.

2. DO NOT ABUSE THE SYSTEM

- Abuse of the system could lead to arrest and imprisonment
- Only use the system to conduct emergency/essential work
- Abuse of the system may lead to serious impacts for all plumbers
- As professional plumbers we have a responsibility to act in the best interests of the country.

3. PERMITS

- Each staff member must carry an original letter (as per our previous notices) at all times when travelling to do emergency work.
- Each staff member must carry an original “permit to perform essential services annexure C” which must be signed by the company owner and contain the company stamp
- Have a copy of the job card (as per our previous notices)
- Have positive proof of identification at all times
- Preferably have their PIRB card or other proof of Qualification
- Preferably carry a copy of a letter of appointment e.g. from insurance company, hospitals, essential retailer, body corporate, managing agent etc which shows that you are their preferred plumber.
- Preferably travel in a branded vehicle and ensure that staff wear uniforms/company clothing.
- We recommend that plumbers register with CIPC as essential service providers www.bizportal.gov.za

4. Minimise staff

- Evaluate each job and send the MINIMUM number of staff. NB! The regulations require 50% of the carrying capacity of the vehicle.
- All non-essential staff should remain at home under lockdown
- After completing emergency work staff should go home as soon as possible

- Do not allow anyone who is ill to work
- Do not allow vulnerable, aged or frail people or people with underlying health conditions to work

5. Implement extreme health and safety precautions

- NB!! Take note of IOPSA's previously published guidelines and the safe working method statement. These are seen as minimum guidelines and you should evaluate each situation on merit. Implement additional precautions if you deem them necessary.
- It is YOUR responsibility to ensure the safety of your staff and clients
- It is YOUR responsibility to provide suitable PPE to your staff
- It is YOUR responsibility to provide water, soap and/or sanitisers.
- Keep adequate records of everyone your staff come into contact with
- **Health and safety is critically important, do not take this lightly**

6. Materials and supplies

- Most plumbing suppliers are closed to the public but some have emergency plans in place to assist plumbers. Contact your local supplier for details.
- There will be no deliveries
- Only buy what you need
- There is a possibility that stock of certain brands may run out, be flexible and choose another brand if needed.
- Practice extreme health and safety precautions when purchasing materials
- Follow the suppliers rules and be patient, they will most likely limit the number of people allowed in their stores and have strict health and safety rules.

7. Rates and pricing

- The President has been very clear that profiteering will be treated in the harshest way.
- Charge only fair and reasonable rates, we recommend that you keep to your normal charges and rates.
- As professional plumbers we have a moral and ethical responsibility to the country and nobody should be taking advantage of others misery.

8. Staff transport and travel

- Staff must carry the letter mentioned in 3. above at all times.
- Be flexible and reasonable with staff, they may very well be delayed due to lack of transport or road blocks
- Basic public transport will be available but where there is not you will have to provide such transport.

- Staff may encounter road blocks and check points travelling to and from emergency jobs. This will cause delays, make sure you inform your clients and plan accordingly.
- When stopped in a road block remain calm, patient and cooperative, the police and army are simply doing their job. Explain clearly what you are doing and produce the documents listed in 3. above.
- People travelling may undergo some form of screening, cooperate fully, remain calm and be patient.
- Vehicles may be subject to searches, cooperate fully, remain calm and be patient.

9. Keep yourself and staff informed.

- The situation is fluid and changes regularly keep up to date with developments by visiting the IOPSA website regularly and take note of government's announcements and regulations.
- Like and follow IOPSA's and PIRB's social media platforms
- Be very careful of fake news, make sure you verify any information you may receive especially on social media platforms.
- Creating and spreading fake news is an offence, if you cannot verify the source do not share it. Government is taking this very seriously and we call on all plumbers to act responsibly.
- Stay in constant contact with your staff and keep them updated.

The IOPSA & PIRB Staff are still working remotely so feel free to contact us should you have any queries!