

In light of the increasing cases of Covid-19 reported in South Africa, President Cyril Ramaphosa has declared a **national state of disaster** to contain the coronavirus.

As a company, Moonstone recognises the seriousness of this announcement and has established a **Dedicated Response Team** who are currently reviewing/ finalising our processes and protocols.

We are dedicated to ensuring our venues to be a safe place to write the regulatory examinations.

The health and safety of our attendees, clients, visitors and employees is our main priority at Moonstone.

We will be monitoring the status in our Country and the delivery of our regulatory examinations for the immediate period 18 March 2020 up to 30 April 2020 until further notice going forward.

We assure you that we are confident in our ability to deal with current health concerns appropriately and professionally.

In light of the recent COVID-19 Coronavirus outbreak, we want to outline to you the measures we are taking internally to ensure the total safety of all our attendees and employees.

We have the following precautions in place:

- Robust cleaning schedules have been implemented, with particular diligence paid to regularly cleaning high-volume touch points, such as door handles, push plates, stair rails, lift-call buttons and chair arms.
- Notices have been displayed around all of our venues highlighting best hygiene practise.
- All staff are advised to clean hands and sanitise regularly throughout the day, and to keep hands away from faces.
- All employees should implement good hygiene and infection control practices, including:
 - Frequent and thorough hand washing are encouraged for more than 20 seconds = ***singing the happy birthday song twice***
 - We encourage employees to apply respiratory etiquette, including covering coughs and sneezes.
 - Employees are discouraged from using other workers' phones, desks, offices, or other work tools and equipment, as far as possible.

- Regular housekeeping practices, including routine cleaning and disinfecting of surfaces, equipment, and other elements of the work environment have been implemented.
- Employees are encouraged to limit face to face meetings and to rely on other communications platforms to meet and if not possible, to increase the physical distance between them during face to face meetings.
- Employees are encouraged to rather use telephonic/email as a mean of communication between departments and not to visit departments except if it forms part of your job description.
- **Until further notice, no hawkers will be allowed on-site. Not applicable to all venues.**
- Greeting protocol: At a business meeting or while meeting a client/colleague, we suggest the following: Stick to elbow bumps or the wave, or maybe even an openhanded greeting where you just open your hand or do a head nod.
- Our Invigilators will request candidates to seek medical assistance if they have any of the following symptoms: Cough/Fever/Sore Throat.
- We have already limited our seating arrangements to 1 Person per table as far as possible.
- **To limit the delivery of exams at our satellite venues country wide to once per month.**
- We will allow candidates to move their booking (once off) until further notice after receiving request in writing and send to faisexam@moonstoneinfo.co.za.
- Candidate can bring their own stationery (there will also be stationery available onsite).