



FEM RESPONSE TO COVID-19

The worldwide spread of COVID-19 is an unprecedented event which requires all of us to adapt quickly in order to protect ourselves and our communities.

This note serves to provide you with an overview of how FEM is dealing with the pandemic. Our response is premised on the desire to keep all stakeholders safe while also ensuring the continuity of our business which has proudly served the construction industry for more than 80 years. We are actively following the instructions and recommendations of the South African Government, South Africa National Department of Health, The National Institute for Communicable Diseases and the World Health Organisation.

1. ACTIONS WE ARE TAKING

- We have set up a Covid-19 Task Team. This is a multidisciplinary team with people from different parts of the business that is assisting in co-ordinating and continuously reviewing our response to this pandemic.
- We have put together a Pandemic Response Plan which will ensure that we are able to respond proportionally based on the specific scenario facing us. This plan will be constantly reviewed by the Task Team based on updated and relevant information.
- We are continuously educating our employees on measures to protect themselves from the pandemic.
- We are allowing our employees to work from home where possible.
- We have halted all air travel and any non-essential business travel.
- We have increased the frequency of cleaning within our offices.
- We are encouraging the use of videoconferencing or telephones to conduct meetings that cannot be postponed.
- Specific protocols have been put in place for those who visit our offices.

2. CONTINUATION OF OUR SERVICES

We are taking all appropriate measures to ensure, safely and securely, continuity of our operations and the provision of a good service to all of our clients and stakeholders. We have a robust on-line platform that enables us to continue servicing our clients without face-to-face contact and enables our employees to work remotely.

We encourage you to submit documentation electronically as follows:

- **Medical service providers submission of invoices** : <https://roe.fem.co.za>
- **Policyholder submission of return of earnings** : <https://roe.fem.co.za>

- **Policyholder submission of claims** : email documents to FEM-registry@fema.co.za

We further encourage you to contact us telephonically and limit actual visits to our offices.

Our offices remain open for the foreseeable future to cater for those who are unable to engage with us electronically and/or telephonically. In the event that a high-risk situation requires us to close any of our offices, we will let you know.

We are available to assist all policyholders with transfers and new registrations.

3. COVID-19 AND THE COMPENSATION FOR OCCUPATIONAL INJURIES AND DISEASES ACT (COIDA)

The Department of Employment and Labour has gazetted a notice on compensation for occupationally- acquired novel Coronavirus (COVID-19) under COIDA. FEM will consider COIDA claims for COVID-19 in line with this notice. A copy of the notice can be found on our website at www.fema.co.za.

4. CONTACT DETAILS

If you have any further questions, feel free to contact us during office hours as follows:

Johannesburg : (011) 359 4300

Cape Town : (021) 443 2200

Durban : (031) 277 0660

Our emergency contact number after office hours is (011) 359 4333

We will continue to monitor the spread of COVID-19 and update our business guidelines and protocols to adapt to any changing developments. We thank you, in advance, for your understanding as we all face these unprecedented circumstances.

YOURS FAITHFULLY

FEM MANAGEMENT



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