

Critical Business Continuity Services in the Event during Covid19 Response

This sets out a list of sectors, services and functions required to continue during a lockdown as part of the Covid-19 responses. This is not intended to be authoritative or exhaustive, but provide guidance.

These broad areas are required to continue:

- Security and resilience of basic infrastructure
- Business continuity for critical support services for the health sector
- Business continuity for public health and safety, including food security

In all cases, businesses that need to provide critical continuity services must apply the necessary strategies to limit disease spread, protect staff and others that they will have to interact with.

	Business Sectors	Dependencies
Network Infrastructure		
Coal Mines and Power Stations		
Gas supplies		
Fuel supplies	Petrol Stations & related forecourts	
Renewable energy		<ul style="list-style-type: none"> • Expedite self-generation and contracting with IPPs (can't wait 6 months!) • Critical Infrastructure Act – include IPP sites.
Water and wastewater		
Law enforcement		
Public Works		
Sanitation		
Refuse removal		
Defence, Safety and Security	Defence Design, production, delivery and maintenance of military weapons and software systems, subsystems and component or parts manufacture	

	Private Security Services Staff, systems, and infrastructure.	
IT Systems / Telecommunications		
	Datacentres (heavily reliant on stable electricity supply	Staff and technicians to keep critical systems up
	Fibre Optic infrastructure (relaxation of the laws that slows down the deployment of infrastructure	Access to spares and travel to customer sites
	Towers and antennae (relaxation of laws that slow down deployment of infrastructure)	SARS to clear emergency spares via other countries
		Spectrum (making any and all band available immediately)
		Approve the use of millimetre wave technology and other rural connectivity methods such as TV White Space
		Batteries (they are being stolen as fast as they are put in – find a collaboration with SANDF if possible to protect them)
		Devices (removing import duties on phones, tablets, laptops and other communications devices)
		CRITICAL: Closer collaboration with Eskom on loadshedding schedule, if possible, not to loadshed rings with datacenters at all / keep it under 2 hours. Need upfront schedule so providers can move batteries around to keep networks running.
Medical and Health		
	Hospitals	Electricity – NO LOADSHEDDING
	Devices and Equipment	Cleaning
	Pharmaceuticals	Food
	Funders	Transport
	Doctors, nurses, technicians, operating assistants	Laundry
		Waste Disposal
Food & Agriculture		
	Agro Food Value Chain	Supply of inputs for production (diesel, fertilizer, (note, emerging problems here already) - agro-chemicals, seed, ag-equipment, electricity, water, labour, etc.).

		Much of this is imported, especially the first mentioned inputs – PORTS NEED TO BE KEPT OPEN.
		Logistics from farmgate to storage to processing plants/places, as well as exports/imports, including road, rail and port services must be fully maintained
		Critical factors of financial services, energy security (electricity and fuel supply), and logistics services (road, rail and ports, with the latter being a special concern both from an import and export consideration).
		Critical to this sector is critical labour availability, continuous electricity supply, water supply, packaging supply, and logistics for delivery to wholesalers/retailers/ports (Reefer container availability currently still a significant constraint as most still locked up in Chinese ports).
Retail and Consumer Goods		
	<p>Consumer Goods: Temporary declaration that the retail and manufacturing industry in the consumer goods sector be declared an essential service and be allowed to continue operating during the lock down.</p> <p>Food Retailers Food outlets, raw material suppliers, farmers, supply chain, logistics, transport, packaging. This includes not only food but also personal hygiene and cleaning goods.</p> <p><u>Food and Goods to be declared as essential items:</u> Toilet paper, hand sanitizer, facial masks, disinfectant cleaners, surgical gloves, surgical masks, disinfectant wipes, antiseptic liquids, all-purpose cleaners, baby formula, disposable nappies, bleach, cooking oils, wheat flour, rice, maize meal, pasta, sugar, long life milk, canned and frozen vegetables, meat chicken and fish. Fresh meat chicken and fish. Bottled water and other beverages.</p>	<p>Product manufacturers (Food and Non-food essential Items)</p> <ul style="list-style-type: none"> • Banks • Telecommunications (Telkom, Cellular Network Providers) <p>General network providers to ensure availability of internet access for the purpose of communication and work from home capability.</p> <ul style="list-style-type: none"> • Transport, Logistics and Delivery Services (including public transport for store staff to commute) <p>Logistics enabled by petrol stations.</p> <ul style="list-style-type: none"> • Pharmacies • IT Tech Services

	<p>Other Retail Goods: Bedding, linen, and emergency clothing for hospitals, health workers and those taking care of the sick.</p>	<p>IT Tech services to support essential services systems. There is a high dependency on systems to ensure the flow of goods and services and to enable work from home capability.</p> <p>Security Services</p>
Forestry & Saw Mills		
	<ul style="list-style-type: none"> • Production of disposable health and hygiene products, including toilet paper. • Packaging for food and health supply chains. • pulp, paper and saw and timber mills remain operational • Ports to remain open for critical supply requirements and exporting of products. 	<ul style="list-style-type: none"> • Requires secure supply chains to the mills – timber via road and rail, energy (gas and coal), water and chemicals (including imported chemicals) <p>Key continuity staff Port staff</p>
Call Centres and Business Process Services		
Life and Health Related	<p>Government</p> <ul style="list-style-type: none"> • DOH help line and digital channel support • Medical professional support services • Emergency response services • Hospital and LAB enquiries • Hospital authorizations and reservations • Public Medical Aid services <p>Private Sector</p> <ul style="list-style-type: none"> • Emergency response services • Hospital and LAB enquiries • Medical professional support services • Hospital authorizations and reservations • Private Medical Aid services 	<ul style="list-style-type: none"> • sustain life, • provide power / energy; • protect food and water supplies; • enable continuation of economic and social activities; • transact; • communicate; and • maintain law and order.
Energy Related Services	<p>Government</p> <ul style="list-style-type: none"> • DO Mineral Resources and Energy help line and digital channel support • Eskom queries and call outs <p>Private Sector</p> <ul style="list-style-type: none"> • Private power suppliers and technicians – queries and call outs 	

Food and Water Supplies	Government <ul style="list-style-type: none"> • Dept of Human Settlements, Water and Sanitation help line and digital channel support Private Sector <ul style="list-style-type: none"> • Retail call centres for order taking, stock management, online support • Delivery services (food, medicine) • Plumbers, technicians service lines 	
Enable continuation of economic and social activities	Government <ul style="list-style-type: none"> • Department of Higher Education, Science and Technology - help line and digital channel support • Department of Transport Private Sector <ul style="list-style-type: none"> • Education support through online services • Air transport services • Elevator services support centres • Logistics sector – call centre and online support services • Hospitality services – where hotels, B&Bs are being used for crucial service delivery 	
Transactional Call Lines	Government <ul style="list-style-type: none"> • SARS related services • CIPC related services • COIDA support services • UIF support services Private Sector <ul style="list-style-type: none"> • Banking transaction support (account activations, online banking support, ATM service support, cash management support services, lost and stolen cards, fraud lines) 	
Communication Services	Government <ul style="list-style-type: none"> • Department of Communications and Digital Technologies support lines • SOE services (Telkom services) • ICT infrastructure support service lines • Directory enquiry services 	

	Private Sector <ul style="list-style-type: none"> • ICT infrastructure support service lines • Mobile support services • Wi-Fi and broadband support services • Technical help desks for all sectors (for infrastructure, networks, applications) • Cyber security services • TV broadcasting support services – customer services • Directory enquiry services 	
Law and Order Call Centre Services	Government <ul style="list-style-type: none"> • Departments of Police, Defence and Military Veterans, Justice and Correctional Services support lines Private Sector <ul style="list-style-type: none"> • Security response services 	
Finance & Insurance		
	Keep financial markets open	
	Third party service providers	
	Financial services (middle office, trading, back office and insurance claim offices)	
	Short term insurance to cover industry	
	Life cover, Burial and funeral funds	
Communications to Public		
Screen		
Print and Broadcast		
Radio		
Tourism and Hospitality		
	Restaurants – delivery only	
	Delivery Services	
	Hotels for isolation, airline crews, and Covid19 related business travel	
	Car rentals for critical continuity services only	
General		
Board and Management		
Operations Centres		
Repair of Critical Infrastructure		

