

ANNEX A1 – LIST OF ESSENTIAL SERVICES

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<p>B1 Medical, Health (including Mental Health), Laboratory and Medical services and the National Institute for Communicable Diseases</p>	<p>This includes:</p> <ul style="list-style-type: none"> • clinics and mobile clinics, and workplace clinics • services to international markets as it relates to health support, including mental health support, this includes call centres providing health help lines • public and private hospitals • businesses supporting hospitals' administration (such as hospital registrations and hospital and patient record keeping) • pharmacies and laboratory services • medical practitioners, nursing staff, complementary health practitioners (such as occupational therapists and physiotherapists), traditional healers, pharmacists etc • retailers selling emergency medical kits and health and safety items
<p>B2 Disaster Management, Fire Prevention, Fire Fighting and Emergency services</p>	<ul style="list-style-type: none"> • Fire brigade • Emergency response services (private and public) • Emergency roadside assistance • Call centres which support emergency services, air rescue, evacuations, repatriations. • Note Directions issued in this regard: <ul style="list-style-type: none"> ○ Directions on return of South African citizens and the repatriation of foreign nationals to their countries of nationality or residence, 9 May 2020 ○ Amended air services amendment directions, 31 Mar 2020 ○ Aviation directions amendment: Air cargo, 27 Mar 2020 ○ Air services directions, 26 Mar 2020 ○ Air services lockdown directions, 26 Mar 2020
<p>B3.1 The following services necessary to maintain the functioning of a financial system as defined in section 1(1) of the Financial Sector Regulation Act, only when the operation of a place of business or entity is necessary to continue to perform those services:</p> <p>(i) the banking environment (including the operations of mutual banks,</p>	<p>This includes:</p> <ul style="list-style-type: none"> • all financial services, including customer account support services except for pre-legal debt collection services • banks • financial markets, including the JSE

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<p>cooperative banks, co-operative financial institutions and the Postbank);</p> <p>(ii) the payments environment;</p> <p>(iii) the financial markets (including market infrastructures licensed under the Financial Markets Act, 2012 (Act No. 19 of 2012));</p> <p>(iv) the insurance environment;</p> <p>(v) the savings and investment environment;</p> <p>(vi) pension fund administration;</p> <p>(vii) outsourced administration;</p> <p>(viii) medical schemes administration; and</p> <p>(ix) additional services set out in directions</p> <p>Provided the services listed in paragraph (a) may not be construed to include debt collection services.</p>	<ul style="list-style-type: none"> • insurance, pension fund & medical scheme administrators, including those provided through companies or trade unions • short-term insurers • long-term insurers • insurance claim offices • burial fund administrators • national payments system • credit providers • call centres servicing the financial services industry • financial intermediaries, including brokers and agents • foreign exchange • third-party service providers to the above • regulatory services
<p>B3.2 Services necessary for the provision of social grants</p>	<p>South African Social Security Agency and its third- party service providers</p> <p>Non-profit organisations, community based organisations, and their workers are included in these services</p>
<p>B4 Production and sale of the goods listed in Annexure B</p>	<p>This includes:</p> <ul style="list-style-type: none"> • the production and sale of any and all essential goods • all business services within the manufacturing, logistics, and distribution (supply chain) operations for any essential goods (listed in the section above) • suppliers of raw materials required to make essential goods would also be considered an essential service e.g. timber and pulp are required to make toilet paper and food and health product packaging • call centres that support logistic companies
<p>B5 Wholesale and retail stores for re-stocking</p>	<p>This includes services related to provision of food, including producers, transporters, warehouses, outlets and other food distribution and delivery services.</p> <p>The written permission for <i>spaza shops</i> and informal fruit and vegetable traders can take the form of a pre-existing municipal permit or a permit issued following the lockdown</p>
<p>B6 Electricity (including vital demand management services), water gas and fuel production, supply and maintenance</p>	<p>This includes:</p> <ul style="list-style-type: none"> • public and private electricity generators

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		<ul style="list-style-type: none"> transmitters and distributors retailers selling prepaid electricity gas and petroleum (including petrol stations), including the provision and transport of liquified petroleum gas renewable energy (e.g. solar or wind power production) fuel refineries, transport and storage smelters and mines required for the production of electricity, gas and fuel third-party service providers required for the production of electricity, water, gas and fuel and for the maintenance of facilities which product and supply these goods. sale of electricity related services call centres relating supporting electricity queries, fault management and purchase of electricity.
B7	Critical jobs for essential government services as determined by Heads of National or Provincial Departments in accordance with the guidance of the Department of Public Service and Administration, including Social Grant Payments and pension payments.	<ul style="list-style-type: none"> Provincial social distress, maintenance, financial and payroll services to pay goods and service providers as well as municipal employees. Provincial functions to issue informal traders of essential goods with permits. The provision of provincial services by third-party service providers. This includes call centres providing these services
B8	Essential municipal services	<p>Municipal social distress, maintenance, financial and payroll services to pay goods and service providers as well as municipal employees.</p> <p>Municipal functions to issue informal traders of essential goods with permits.</p> <p>The provision of municipal services by third-party service providers.</p> <p>Note Directions applicable to municipalities:</p> <ul style="list-style-type: none"> Amended directions to municipalities and provinces, 7 May 2020 Amended directions to municipalities and provinces, 30 Mar 2020 Municipalities and provinces directions, 25 Mar 2020
B9	Care services and social relief of distress provided to older persons, mentally ill, persons with disabilities, the sick, and Children	This includes old age homes, children's homes and psychiatric facilities; food and essential goods community based workers and providers; as well as non-profit and voluntary service providers and persons.

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B10	Funeral and cremation services, including mortuaries services and the transportation of mortal remains	This includes funeral homes and related services including call centres for burial services.
B11	Wildlife Management, Anti-poaching, Animal Care and Veterinary services	This includes domestic and non-domestic animal care, zoos and animal homes.
B12	Newspaper, broadcasting and telecommunication infrastructure and services, including call centres critical for the support of such services	<p>This includes:</p> <ul style="list-style-type: none"> • electronic network services (services necessary to establish and maintain connectivity, internet service providers, data centres, fibre optic, technology, computing and business, infrastructure, cybersecurity) • businesses which establish, maintain and repair telephone wires, cell phone network infrastructure, towers and antennae cables, undersea cables, satellites and mobile technology networks • electronic network service providers (mobile and internet services), including mobile network operators (i.e. cell phone companies) • broadcasting (television, radio) • call centres which support telecommunication and ICT services, broadcasting and newspapers • the manufacture, supply and instalment all communication devices such as laptops, tablets, desktops, cell phones, SIM cards, hard drives and parts, and related services etc • cell phone stores and electronic stores. <p>Note Directions:</p> <ul style="list-style-type: none"> • Call centre directions, 9 Apr 2020 • Amended electronic communications, postal and broadcasting directions, 6 Apr 2020 • Electronic communications, postal and broadcasting directions, 26 Mar 2020
B13	Production and sale of any chemicals, hygiene products, pharmaceuticals for the medical or retail sector	<p>This includes:</p> <ul style="list-style-type: none"> • all businesses within the manufacturing and supply chain of any chemicals, hygiene products and pharmaceuticals for the medical or retail sector • suppliers of raw materials such as timber and pulp required to make toilet paper and food and health product packaging.
B14	Cleaning, sanitation, pest control, sewerage, waste and refuse services	<p>This includes</p> <ul style="list-style-type: none"> • public and private providers of the listed services • providers of bulk removal and potable water (including call centre services for supply related queries and fault management) • sewerage

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	<ul style="list-style-type: none"> • water purifiers and chemical producers and suppliers (including pool care material sold in retail stores) • chlorine manufacturers • manufacturers and suppliers of water hardware, tanks, pipes and infrastructure equipment • essential plumbing to businesses and households • essential electrician services to businesses and households • suppliers of equipment for plumbing and electrical services • pest control services and suppliers of pest control products • refuse collection and recycling services • industrial waste management • health waste management • cleaning services • the provision of equipment for the above services <p>Note Directions applicable to recycling:</p> <ul style="list-style-type: none"> • Directions for recycling of waste, 14 May 2020
<p>B15 Services related to the essential functioning of courts, judicial officers, the Master of the High Court, Sheriffs and legal practitioners required for those services</p>	<p>This includes legal practitioners involved in lockdown related or urgent litigation and advice.</p> <p>Note Directions applicable to courts:</p> <ul style="list-style-type: none"> • Management of courts, 6 May 2020 & • Superior courts directions, 21 Apr 2020 • Legal directions, 26 Mar 2020 • Courts, court precincts and justice service points directions, 31 Mar 2020 • Court precincts directives, 20 Mar 2020 • Court precincts directives, 20 Mar 2020
<p>B16 Essential SARS services defined by the Commissioner of SARS</p>	<p>This includes private service providers to SARS and people dealing with urgent queries during the lockdown</p>
<p>B17 Police, peace officers, traffic officers, military medical personnel and soldiers, correctional services officials and traffic management services</p>	<p>This includes private service providers to these entities and services.</p> <p>Note Directions on correctional facilities:</p> <ul style="list-style-type: none"> • Determination of correctional facilities as places of detention of illegal foreigners pending deportation, 7 May 2020 • Correctional services and remand detention facilities directions, 9 Apr 2020

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B18	Postal services and courier services related to transport of medical products	<ul style="list-style-type: none"> • Amended electronic communications, postal and broadcasting directions, 6 Apr 2020 • Electronic communications, postal and broadcasting directions, 26 Mar 2020
B19	Private security services	<p>This includes:</p> <ul style="list-style-type: none"> • personal and property security (armed response, neighbourhood security etc.) • security systems, operators and call centres • installation and maintenance security and detection services (e.g. security cameras and beams)
B20	Air-traffic Navigation, Civil Aviation Authority, air charters, Cargo Shipping and dockyard services	<p>This includes the cargo shipping of all goods (whether essential or not essential) and related port services (e.g. cargo handling, transport and storage). It also includes call centre support for air charters</p>
B21	Gold, gold refinery, coal and mining	<ul style="list-style-type: none"> • Court order handed down by the Labour Court: Standard operating procedures for mines, 5 May 2020
B22	Accommodation used for persons rendering essential services, quarantine, isolation and the lockdown	<p>Annexure D of the Regulations has been amended to clarify that hotels, lodges and guest houses may not continue operating during the lockdown, <u>except</u> to the extent that they are required for:</p> <ul style="list-style-type: none"> • remaining tourists confined to hotels, lodges and guest houses; and • for purposes of regulation 11B(8)(h) to the extent that they are required for persons from another metropolitan area, district, or province
B23	Production, manufacturing, supply, logistics, transport, delivery, critical maintenance and repair in relation to the rendering of essential services including components and equipment	<p>This is a broad category, including all elements of the manufacturing and supply chain of all essential goods and services, including the production, supply and transport of all components, ingredients, raw materials and packaging that is used in relation to those goods and services. This also includes call centres insofar as they coordinate the supply chain logistics.</p>
B24	Transport services for persons rendering essential services and goods, and transportation of patients	<p>This includes:</p> <ul style="list-style-type: none"> • buses • trains • taxis • e-hailing services • employer-provided transport • private vehicles of employee or employer <p>Note the numerous transport directions below in Alert Level 4</p>

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B25	Services rendered by the Executive, members of Parliament, Members of the Provincial Legislature, Members of Local Councils, the Judiciary, traditional leaders and National Office Bearers of Political Parties represented in Parliament	This includes professional services and legal services relating to these services.
B26.1	Commissioners of the South African Human Rights Commission, Gender Commission, the Commission for the Promotion and Protection of the Rights of Cultural, Religious and Linguistic Communities, the Public Protector and Deputy Public Protector and the Independent Electoral Commission	This includes professional services and legal services relating to these services.
B26.2	Services rendered by the institutions referred to in item 26.1	
B27	Transport and logistics in respect of cargo and goods as set out in Part A to neighbouring countries	This includes <ul style="list-style-type: none"> the transport of goods and cargo to neighbouring countries (Botswana, Namibia, Zimbabwe, Mozambique, Lesotho and Eswatini) and transport across provincial boundaries for this purpose empty containers from these neighbouring countries are permitted back into South Africa distribution warehousing for this purpose port, road and rail networks and services, including customs clearing and SARS services.
B28	Tow trucks and vehicle recovery services	
B29	Call centres necessary to provide health, safety, social support, government and financial services, debt restructuring for consumers of retailers. and access to short-term insurance policies as a result of reduced income or loss of income	This includes call centres providing essential services to foreign countries <ul style="list-style-type: none"> Note Directions applicable to Call centre directions, 9 Apr 2020
B30	Harvesting and storage activities essential to prevent the wastage of primary agricultural goods	This includes: fruit, vegetables, grains, dairy, meat, bark and other fresh crops and products that will perish if not harvested and / or stored.
B31	Implementation of payroll systems to the extent that such arrangement has not been made, to ensure timeous payments to workers	Payroll systems provided by all businesses, necessary to maintain payments and for pension, medical and UIF provision
B32	Critical maintenance services which cannot be delayed for more than 21 days and are essential to resume operations.	Services such as urgent repairs, plumbing, electrical, refrigeration services etc. When read with regulation 11B(4A)(a), this includes care and maintenance that is: (i) essential to prevent the destruction or significant impairment of working areas, plant, machinery or

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		inventory, or (ii) essential to permit orderly shutdown arrangements.
B33	Trades necessary for the rendering of emergency repair work, including plumbers, electricians, locksmiths, glaziers. roof repair work	
B34	Trades necessary for emergency automobile repairs for persons rendering essential services	<ul style="list-style-type: none"> • Directions on sale of cars and emergency automobile repairs, 12 May 2020
B35	Information and Communication Technology services rendered to entities and institutions engaged in delivering essential services in terms of these Regulations.	<ul style="list-style-type: none"> • Communications and digital technologies sector directions for alert level 4, 3 May 2020