



**health**

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**SECURITY AND RECORDS MANAGEMENT**

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To : Dr. A.T Lekalakala  
Head of Department

From : Mr. H. P De Bruin  
Acting Director: Security and Records Management

Date : 18 April 2017

Subject : **Approval request for Head Office Contingency Plan**

The above matter bears reference

The Directorate Security and Records Management hereby request your approval of the Head Office Contingency Plan. Numerous engagements with relevant stakeholders and Employee Wellness Sub-Directorate took place. Attached is the Contingency Plan document in question.

Thank You

Mr. H. P De Bruin  
Acting Director: Security and Records Management

  
**Healthy Living for All**





## NORTH WEST DEPARTMENT OF HEALTH

Healthy self-reliant communities in the North West Province

# CONTINGENCY PLAN FOR HEAD OFFICE

<b>Author</b>	SECURITY AND RECORDS MANAGEMENT DIRECTORATE
<b>Review Date</b>	Annually
<b>Description</b>	This document defines the department's position <b>on the steps to be followed in an event of disaster</b> . It contains the basic framework as well as roles and responsibilities.
<b>Coverage</b>	New Office Park North West Department of Health

AT

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## 1. INTRODUCTION

A contingency plan is a course of action designed to help the Department to respond effectively to a situation that may or may not happen. The plan aims at preparing the Department to respond well to emergencies and its potential humanitarian impact. It is a plan that is developed for dealing with emergencies in a workplace. It is therefore, important that the Department have a simple plan to respond to these emergencies, to reduce the potential for injuries and illnesses.

## 2. PURPOSE

The aim of this plan is to provide procedures and guidelines to effect quick and safe evacuation of all employees, visitors and private service providers rendering specialised services for the department in the New Office Park building.

## 3. SCOPE OF APPLICATION

The provisions and conditions of this plan are applicable to all employees, clients, visitors and contractors of the North West Department of Health at the New Office Park building and no person will be exempted from the plan.

## 4. LEGISLATIVE MANDATE SUPPORTING THE EVACUATION PLAN

4.1 Occupational Health and Safety Act 85 of 1993;

4.2 Occupational Safety Amendment Act No. 97 of 1991;

4.3 Disaster Management Act No. 57 of 2002;

4.4 Explosives Act No. 26 of 1956;

4.5 Regulation R109 - Explosives Regulation, Regulation R1179 - OHS - Hazardous Chemical Substances, Regulation R1390 - OHS - Hazardous Biological agents;

4.6 Control to Public Premises and Vehicle Act 53 of 1985;

4.7 Any facility or installation declared as a National Key Point in terms of the National Key Points Act, 1980 (Act No. 102 of 1980);

4.9 Public Service Act of 1994; and

4.10 Public Finance Management Act 1 of 1999.

## 5. DATE OF COMMENCEMENT

Unless otherwise indicated the Contingency Plan will take effect from the date approved by the Head of Department (HoD).

## 6. GENERAL INFORMATION

The Departmental building is situated on the northern side of "The Crossing Shopping Center" in Mahikeng.

### 6.1 Departmental Addresses and Telephone Numbers:

Street address : 3801 Cnr. Sekame and First Street  
New Office Park  
Mahikeng  
2745

Postal address : Private Bag X 2068  
Mmabatho  
2745

Telephone numbers : (018) 391 4000 / 1  
: (018) 391 4015 (Security Control Room)

6.2 Nature of business : Administration of Health Services for the Province

Number of employees : +/- 800

### 6.3 Names, telephones and activities of neighbouring institutions:

(a) Name : The Crossing Shopping Center

Location : Eastern side of New Office Park Building

Activity : Shopping Centre

Contact No : (018) 381 4711 / 082 926 8525

(b) Name : Eskom

Location : Southern side of New Office Park Building

Activity : Provision of electricity

Contact No : (018) 387 6117 / 079 809 4198

(c) Name : Protea Office Park

Location : Western side of New office Park Building

Activity : Independent Electoral Commission (IEC)

Contact No. : (018) 391 8000

## 7. THREATS AND POSSIBLE CONSEQUENCES

### 7.1 Possible threats in the emergency situations:

- (a) Disaster caused by natural forces and fires;
- (b) Bomb threats, explosions, letter bombs / suspect parcel, armed attacks, riots, illegal occupation of buildings and hostage situations;
- (c) Interruption of vital services such as provision of water, sanitation, electricity and refuse removal;
- (d) Power failure;
- (e) The industrial actions by employees and contractors providing services to the department;
- (f) Flooding.

### 7.2 Remedial action on possible threats and emergency situations

There are a number of threats that can result in a state of emergency and that requires swift action. Threats could appear singly or combined and the actions needed are as follows:

#### 7.2.1 Sudden collapse, serious illness or injury to a person

- (a) Make the patient as comfortable as possible without moving him/ her too much in case a spinal injury occurred;
- (b) Liase with the First Aider/ Occupational Health and Safety(OHS) Representative.

#### 7.2.2 Power failure

- (a) Should there be power failure for an indefinite period, employees will be informed of any development as soon as clarity on the situation has been obtained;
- (b) Personnel should practice patience during a power failure and not get upset;
- (c) They should stay calm and respond immediately to all orders and instructions from the designated officials.

#### 7.2.3 Strikes or industrial actions and stay aways by staff

##### 7.2.3.1 Ask for assistance from the police and request additional Security Officers in an event of security threat during industrial action by employees.

#### 7.2.4 Floods

##### 7.2.4.1 Employees should always be on the look out for water leaks and must immediately report them to the OHS Representatives and Security Officers.

#### 7.2.5 Fire

- (a) In case you see or smell smoke, or notice any sign of fire, you should report it immediately to the OHS representatives and Security Officers;
- (b) Meanwhile, attempt to extinguish the fire, if it is reasonably safe to do so;
- (c) Obey all orders and instructions from the designated officials;

- (d) Stay away from windows and breaking glass;
- (e) Should you move through a smoke-filled area, cover your nose and mouth with a wet towel, cloth or handkerchief while crawling on the floor against the wall with your hands closed (fist);
- (f) During an evacuation you should not re-enter your office or the building to retrieve personal belongings;
- (g) Do not use lifts during evacuation;
- (h) The staircases should not be obstructed under any circumstances;
- (i) Wait for the command to descend the staircase. High-heeled shoes must be removed. Walk down the stairs in a single file and keep left to allow open access to emergency personnel;
- (j) After an evacuation, employees should gather at the designated Assembly points outside the building and wait for further instructions.

## 7.2.6 Bomb Threat

7.2.6.1 Most bomb threats are made to an office by telephone and the message is usually terse and may not be repeated. Individuals most likely to receive a bomb threat are:

- (a) Switchboard Operators;
- (b) Office bearers and;
- (c) Security personnel.

7.2.6.2 The persons receiving the call should:

- (a) stay calm and may not transfer the call unless requested;
- (b) be courteous and not interrupt the caller;
- (c) After the call has been completed, the person receiving the threat should immediately call the Emergency Manager or Security personnel.
- (d) Immediately thereafter, he/ she should:
  - i. temporarily be relieved of all duties;
  - ii. not discuss the call with anyone else and;
  - iii. should complete the bomb threat form.
- (e) Other members of staff may be evacuated from the building and should assemble at the designated assembly point for briefing;

## 7.2.7 Explosion

7.2.7.1 Since a major explosion or fire may completely destroy the building, there is a need to establish an information back-up system in the building. The IT Section must ensure that the back-up system is functional.

7.2.7.2 The primary duty of the Security Services, Emergency Management Team and OHS representatives after the explosion will be to prevent further injury or death to personnel / officials as well as the protection of equipment and assets.

7.2.7.3 Security personnel will be stationed in the vicinity of the explosion area charged with the specific task of protecting the area from unauthorised onlookers/ bystanders.

7.2.7.4 The Emergency Management team and OHS representatives shall:

- (a) Act quickly, but in an organised way;
- (b) Take the lead of their floor and identify themselves;
- (c) Advise staff members on their floors about the procedures and conduct during emergency evacuation procedures;
- (d) Ensure that Security Services knows about the situation;
- (e) If the premises are to be evacuated, check that all the floors have been evacuated;
- (f) The OHS Representatives must:
  - i. Do a roll call of their sections;
  - ii. Noting that the attendance registers are important, the staff should have swiped their cards on entering the building, so this would be part of the register;
  - iii. The visitors register would be needed and it should be known to which sections the visitors are at.
- (g) When the premises have been evacuated, report to Security Services and
- (h) take care of the disabled, injured and other personnel who may need specific assistance, e.g. pregnant women, traumatised persons, etc.

7.2.7.5 Security personnel will:

- (a) Phone Emergency Services;
- (b) Give clear instruction;
- (c) Keep contact with the Emergency Team and OHS representatives;
- (d) Check that all areas have been evacuated;
- (e) Ensure that the Emergency Team do what they are instructed to do, and
- (f) Collect and evaluate information. [they must be supplied with the information of the Emergency Team in advance especially that we use Service Providers for Security]

7.2.8 Armed violence or terrorist attack

7.2.8.1 In such situations, remain calm and comply with the attacker's demands;

7.2.8.2 In case of shots fired, fall to the ground and remain there towards the wall closest to the attack area;

7.2.8.3 All employees should familiarise themselves with their workplace, particularly with regard to doors, steps and escape routes that can be followed;

7.2.8.4 Attempt to alert any other person to activate a security response without drawing the attention of the attacker;

7.2.8.5 Furthermore, it is necessary for each employee to know the OHS representative of his / her floor.

## 8. EVACUATION PLAN

### 8.1 During an evacuation

- (a) You should not re-enter your office or the building to retrieve personal belongings;
- (b) Do not use lifts during evacuation;
- (c) The staircase should not be obstructed under any circumstances;
- (d) Wait for the command to descend the staircase. High-heeled shoes must be removed;
- (e) Walk down the stairs in a single file and keep left to allow open access to emergency personnel;
- (f) After an evacuation, employees should gather at the designated Assembly point(s).

### 8.2 Evacuation drills

- (a) Emergency Manager should ensure that evacuation drills are being practiced once a year;
- (b) OHS representatives, Emergency Management and Rescue Services, Rescue Services, South African Police Service and Fire Brigade shall be invited to conduct this exercise.

### 8.3 Decision to evacuate

- (a) The overall decision of whether or not to evacuate will be made by the Emergency Controller (Head of Department) or his/ her designated official and be announced by The Director Security and Records Management;
- (b) Depending on the type, seriousness and location of the emergency, the Security Services may order that the premises of the Department be evacuated if there is an imminent threat to the lives of people.

### 8.4 Total and partial evacuation

8.4.1 Depending on the type, seriousness and location of the emergency situation, employees and visitors may be ordered to withdraw from certain areas of the building, or from the building entirely;

8.4.2 The predetermined escape routes will be via exit doors of each block;

8.4.3 Employees and visitors will be informed about assembly point(s) during emergency announcements;

#### 8.4.4 Alarms and announcement procedures

- (a) These must be practiced first and repeated every year, (announced and unannounced);
- (b) When the alarm sounds, the following steps/ actions will be taken and followed during the evacuation ( real or practice) process:

##### i. First Announcement:

Attention please ..... Attention please ! OHS representatives are ordered to assemble at the exit points. All people in the building are requested to remain calm and wait for instructions.

**ii. Second Announcement:**

Attention please ! ..... , Attention please! ..... , this is an evacuation announcement. (When you hear the evacuation signal you are ordered to evacuate the building using indicated exit point.) Please ..... Evacuate!

**8.5 Assembly points**

- (a) Unless indicated otherwise, the assembly points shall be an open place which will manage to accommodate a group of people and must be a fire risk free area.
- (b) Once you are at Assembly Point or at the pre-determined place of safety, assemble in the designated open area.
- (c) Do not leave the assembly area or re-enter the evacuated building until you are told to do so.

**8.6 Allocation of escape routes**

To avoid confusion and congestion during evacuations, employees, visitors and contractors should use stairs nearest to their offices.

**8.7 Conduct during an evacuation**

- 8.7.1 During working hours, each Floor/ OHS Representative will be responsible for evacuating conditions at the onset and during an emergency situation. Thereafter, he/ she shall report to Security and records.
- 8.7.2 If the emergency creates an immediate or potential danger to employees, those who are not required to control the emergency on the affected floor, will be directed to leave such floor and walk to a given assembly area as quickly as possible.
- 8.7.3 Upon receiving notification from the appointed Floor/ OHS Representative or through emergency warnings that the building should be evacuated, all employees must follow the procedures and action plan as outlined in the emergency procedure below:

## 9. ACTION PLAN AND EMERGENCY PROCEDURE

A EVACUATION PROCEDURE	B FIRE	C ARMED ATTACKS/ HOSTAGE SITUATIONS	D BOMB THREAT OR BOMB EXPLOSION	E GENERAL HINTS
a) Emergency management will determine when evacuation should take place.	a) If it is safe to do so, extinguish the fire with the available fire extinguisher. Otherwise, evacuate the immediate area of the fire and close the doors behind you.	a) If possible, notify the Emergency Official.	a) Get as much information as possible from the person making the threat. Keep on talking. Listen to background noises. Fill out bomb threat check list.	a) Always stay calm.
b) Emergency officials have been appointed who are responsible for the orderly evacuation of a particular area in an emergency.	b) Phone the Emergency Official for your area.	b) If you are a hostage, preferably lie down or sit on the floor. Do not resist.	b) Try to determine where the bomb was placed, and what it looks like. Try to establish the person's motive. Try and determine when the bomb will explode. Listen to the person's accent. Try to convince the person to discontinue with the plan.	b) Never use lifts as an escape route.
c) Follow the instructions of the Emergency officials. Listen to announcements made over the PA system.	c) If the fire rages out of control, evacuate the building/floor according to Procedure A.	c) If possible, avoid involvement and arguments.	c) If possible, record the conversation. Make <u>notes</u> of all information received.	c) Acquaint yourself with the operation of the fire extinguishers and the locations where they are installed.

A EVACUATION PROCEDURE	B FIRE	C ARMED ATTACKS/ HOSTAGE SITUATIONS	D BOMB THREAT OR BOMB EXPLOSION	E GENERAL HINTS
d) In an emergency, the Emergency Official is the <u>only person</u> in charge. Never ignore an order of the Emergency Official, even if you suspect that it is only a practice drill.	d) Smoke and gas may be dangerous. Try to avoid all smoke filled areas, stay close to the ground and cover your mouth with a wet cloth.	d) Obey instructions of attackers.	d) Convey all information to the Emergency Official for your area.	d) Make sure that you know where the escape routes are.
e) Leave possessions behind. During an evacuation you should not re-enter your office or the building to retrieve personal belongings.	e) If trapped, close doors and seal vents of doors with material which may be available.	e) Trained negotiators of the South African Police Service will handle hostage situations.	e) Assist with searching all rooms and spaces in your area for strange objects.	e) Always report suspicious objects and persons immediately to the Emergency Official.
f) If possible, switch off electrical equipment in your office. Lock important documents and valuables away.	f) Move to a window and attempt to attract attention	<b>STAY CALM</b>	f) Treat all strange objects as a bomb. Notify the Emergency Official if any object are noticed.	f) Never ignore a fire, however small. Report it immediately to the Emergency Official.
g) See to it that your neighbours also evacuate.	<b>STAY CALM</b>		g) Open all windows and doors (if possible) in case of an evacuation	g) Good housekeeping and safe habits reduce fire hazards.

A EVACUATION PROCEDURE	B FIRE	C ARMED ATTACKS/ HOSTAGE SITUATIONS	D BOMB THREAT OR BOMB EXPLOSION	E GENERAL HINTS
h) Follow the signs to an emergency exit. Stay calm, walk briskly, and don't run. Do not select an escape route yourself – it may be the wrong one. Follow the route indicated by the Emergency Official. Walk on the stairs in single file – keep left in order to give service personnel free access. The staircases should not be obstructed under any circumstances.				h) No information is to be conveyed to the media or persons not involved.
i) Assist injured persons or persons who stumble and fall.				i) Assist visitors: they are not familiar with the emergency procedures.
j) Do not shout or make unnecessary noise, it increases panic.				j) Try to lock classified information away before evacuating building (only if it is safe to do so).
k) Do not interfere with persons performing emergency services (fire department, etc.)				

A EVACUATION PROCEDURE	B FIRE	C ARMED ATTACKS/ HOSTAGE SITUATIONS	D BOMB THREAT OR BOMB EXPLOSION	E GENERAL HINTS
l) Do not return to the building until it is declared safe. Stay at your designated evacuation point and wait for further instructions.				

## 10. REPORTING EMERGENCY EVENTS

10.1 After an incident, the Emergency Manager (Director, Security and Records Management) should:

10.1.1 Quantify material(s) involved;

10.1.2 Estimate quantity and disposition of material recovered from the incident;

10.1.3 Assess the actual or potential hazards to human health or the environment (if applicable)

10.1.4 Complete the forms for emergency events and submit to the Emergency Controller;

10.1.5 Compile a report in which the date, time and type of incident is specified and submit to the Head of the North West Department of Health;

## 11. HUMAN RESOURCE

11.1 Emergency Management

11.1.1 The Emergency Management team shall:

- (a) Gather at the parking in front of the reception area to ensure proper execution and management of the evacuation plan;
- (b) Take a lead of their floor and identify themselves;
- (c) Advise staff members on their floors about the procedures and conduct during evacuation;
- (d) If the premises are to be evacuated, check that all the floors have been evacuated;
- (e) When the premises have been evacuated, report to Security Services and
- (f) Take care of the disabled, injured and other personnel who may need specific assistance, eg. pregnant women, traumatised persons etc.

11.1.2 The Control Room Operators shall make an announcement through Intercom system, alerting the occupants to evacuate the building and assemble at the designated Assembly point(s).

11.1.3 In case of emergency, the Emergency Management team and Emergency Organisations should be contacted with immediate effect at the telephone numbers provided below:

**A. EMERGENCY SERVICES TELEPHONE NUMBERS**

LEVEL OF RESPONSIBILITY	RESPONSIBLE UNIT	CONTACT NUMBERS
Emergency Manager	Security and Records Management	071 688 4251
Deputy Emergency Manager Level 1	Security Services	081 268 0815
Deputy Emergency Manager Level 2	Records Management	(018) 387 1824
Deputy Emergency Manager Level 3	Security Services	079 509 3431
Deputy Emergency Manager Level 4	Employee Health & Wellness Programme	(018) 391 4372
Deputy Emergency Manager Level 4	EHWP: OHS Co-ordinator	(018) 391 4219
Deputy Emergency Manager Level 4	OHS Committee	(018) 391 4463
Ambulance (24 hour)		10177
Fire Department (24 hour)		10177
Police (24 hour)		10111/ (018) 397 5013/4
Traffic (24 hour)		(018) 384 3173
Electricity (24 hour)		086 010 0304
Water		(018) 387 9500
Damage to roads		(018) 384 3173
Plumber		(018) 381 2983
Electrician		(018) 487 8701

## B. EMERGENCY OFFICIALS

ROLE PLAYERS	RESPONSIBLE UNIT	RESPONSIBLE OFFICIAL
Emergency Management team	Security & Records Management	Emergency Manager
Security Personnel	Security Services	Deputy Emergency Manager Level 1
Control Room Operators	Security Services	Deputy Emergency Manager Level 1
OHS Representatives	Head of Department (HoD)	HoD's appointee (Section 16.2)
First Aid team	E H W P	OHS Co-ordinator
Fire Fighting team	E H W P/ Security Services	OHS Co-ordinator/ Security Personnel

## 12. DUTIES OF EMERGENCY OFFICIALS

A EMERGENCY MANAGEMENT	B EMERGENCY OFFICIALS	C FIRE FIGHTING TEAM	D FIRST AID TEAM
<p>a) Responsible for co-ordination in an emergency until the arrival of emergency services</p> <p>b) Give clear instructions in an event of emergency.</p> <p>c) Contact nearby emergency services.</p> <p>d) Stay in contact with emergency officials.</p> <p>e) Check that all areas have been evacuated.</p> <p>f) Make certain that emergency officials do their jobs properly.</p>	<p>a) In charge of all people in a designated area.</p> <p>b) Take control of the situation.</p> <p>c) Inform emergency management of the emergency.</p> <p>d) In case of evacuation, make certain that all areas have been evacuated to the specified evacuation points.</p> <p>e) Complete head count of staff assembled in designated area at evacuation point.</p> <p>f) To report to emergency management as soon as evacuation is completed.</p> <p>g) Provide assistance to staff with handicapped and injured people.</p>	<p>a) Fight fire until arrival of fire brigade.</p> <p>b) Team members closest to the fire must try to put it out immediately.</p> <p>c) If fire rages out of control, evacuate building.</p> <p>d) Report to team leader.</p> <p>e) Reaction must be fast but organised.</p> <p>f) Close fire doors.</p> <p>g) Leave area last.</p>	<p>a) Apply first aid to injured persons in designated area.</p>

## 13. TRAINING

13.1 The Security Manager and OHS Coordinator shall:

- a) Designate and train employees to assist in a safe and orderly evacuation of other employees in an emergency situation;
- b) Develop a skills audit for all member delegated to implement the evacuation plan for the Provincial Office;
- c) Ensure that regular training for fire fighting, emergency evacuation and first aid is provided for delegated officials;
- d) Ensure that all officials are capacitated through attendance of workshops, seminars, courses and conferences so that they should be equipped with the necessary skills.

## 14. EQUIPMENT

14.1 Security Control Room

- (a) CCTV system
- (b) Fire detection system
- (c) Access Control system
- (d) Electric fencing monitoring system
- (e) Intercom system

14.2 Fire fighting and First Aid

- (a) Fire Extinguishers at designated points;
- (b) First Aid kits.

## 15. FLOOR PLANS, SITE PLANS AND AREA MAPS

15.1 The Floor plan of the building should be kept at the Control Room;

15.2 Copies of the floor plan should be displayed at the identified designated areas;

15.3 Topographical map should be at the Control Room.

## 16. CONTINGENCY PLAN REVIEW AND AMENDMENTS

16.1 The influence of environmental factors shall directly or indirectly affect certain safety measures, procedures and terminology in future, therefore, this contingency plan shall be subjected to be reviewed annually in order to render safe working environment and maintain a crime-free in which security threats and risks are mitigated;

16.3 The contingency plan shall also be reviewed under the following circumstances:

- (a) Immediately after the plan fails in an emergency;

- (b) When the facility changes in design, construction, operation, maintenance practices or other circumstances in a way that increases the potential for fires, explosions or releases of hazardous wastes or hazardous constituents or changes the response necessary in an emergency;
- (c) When the designated employees' responsibilities under the plan change; and
- (d) when the plan change.

## 17. MONITORING COMPLIANCE OF THE CONTINGENCY PLAN

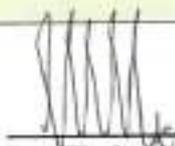
17.1 The EHWP (OHS Co-ordinator) and Security Manager shall ensure compliance with the Contingency Plan by means of conducting internal drills annually.

## 18. ACCOUNTABILITY AND REPORTING

18.1 The Director, Security and Records Management in his/ her capacity as the Emergency Manager, is accountable to the Head of Department.

18.2 He/ She will be required to submit written reports to the HoD on matters related to emergency situations and any security threats.

## 19. EXECUTIVE AUTHORITY APPROVAL



Dr. Thabo Lekalakala  
Head of Department NWDoH

21/04/2017  
Date



Hon. Dr. Magome Masike  
MEC: Department of Health

09/05/17  
Date