

The Department of Trade, Industry and Competition has, since 1 May, been working on a plan for e-Commerce to be safely rolled out. The key focus of the e-Commerce directions are on the health, safety and other protocols that need to be followed by retailers, delivery personnel and customers.



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We are in the middle of a global pandemic that has taken hundreds of thousands of lives across the world. Protecting the lives of workers and consumers is critical as we open up the economy. We have consulted widely to get the proper health and safety protocols in place which can allow the full e-Commerce supply chain to operate safely -
Minister Patel



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We have consulted with e-Commerce companies who have committed to give prominence to South African-made goods on their sites. This is an important step in order to limit the social and economic hardship caused by the pandemic on local industries. We encourage all consumers to buy local and support the recovery of South African manufacturing during this global pandemic - Minister Patel



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SHOPPING ONLINE

The directions also recognise the opportunity for spaza shops and informal traders to leverage e-Commerce as a means of selling goods.



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“ We strongly believe in the value of e-Commerce as a critical enabler to opening the economy through contactless transactions. This can reduce the movement of consumers, and the density of shoppers in retail spaces. Further it can accelerate innovation, support local manufacturing and increase access by the informal market and poorer South Africans -
Minister Patel



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The e-commerce directions outline the need for hygienic workplace conditions, social distancing, the wearing of masks, regular monitoring of worker's health and the need for sanitisation, among other health protocols.



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With health and safety protocols now in place, a wide range of goods will be available through e-commerce platforms.



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