

## COVID 19 (Coronavirus) Policy

Please help us to help you through this difficult and unknown period.

The following is to address the concerns that you may be having regarding Coronavirus and how this affects you.

### 1. Reducing Risk

We need your cooperation to help us with this.

- a) Please always wash your hands when coming into the building.
- b) Please wash your hands when making drinks.
- c) Please wash your hands before going to The Galley for lunch.
- d) We have put up a sign in reception asking clients/visitors to wash their hands.
- e) Always use the roll provided to dry your hands in The Galley and not the tea towels, these are for the pots/pans.
- f) If you feel the onset of any symptoms, please report this to your manager immediately.
- g) If you are returning from an affected area, i.e. China, Italy and parts of Spain follow the Foreign Office Advice or use NHS 111 online coronavirus service.
- h) Stay at home for 7 days if you have either:
  - A high temperature - you feel hot to touch on your chest or back.
  - A new, continuous cough - this means you've started coughing repeatedly.
  - Do not go to a GP surgery, pharmacy or hospital.
  - You do not need to contact 111 to tell them you're staying at home.
  - Testing for coronavirus is not needed if you're staying at home.
- i) We are trying to source more hand sanitiser but as you all know this is sold out everywhere. If any of you spot some when you are out and about, please purchase this and we will recompense you.
- j) We will be contacting all clients with upcoming meetings arranged to say that we prefer all meetings to take place using Skype/Zoom.
- k) Client meetings at their home address can still take place as a very last resort, however government guidance must still be followed such as staying 2m away and regular handwashing etc
- l) Client meetings can still take place in Norland as a last resort, though seating must be at opposite ends of the table
- m) Any clients coming into the office should be advised that they must wash their hands, keep a 2-metre distance and bring their own drinks.
- n) We have purchased disposable gloves and disinfectant cleaning products to be used on a regular basis especially after and before each meeting in Norland.

### NHS 111 Advice on how to avoid catching or spreading coronavirus:

#### DO

- Wash your hands with soap and water often - do this for at least 20 seconds.
- Always wash your hands when you get home or into work.
- Use hand sanitiser gel if soap and water are not available.
- Cover your mouth and nose with a tissue or your sleeve (not your hands) when you cough or sneeze.
- Put used tissues in the bin immediately and wash your hands afterwards.
- Try to avoid close contact with people who are unwell.

#### DON'T

- Do not touch your eyes, nose or mouth if your hands are not clean.

### 2. When and how to report your concerns / symptoms

- a) Contact your manager ASAP, stating your concerns/symptoms and how long you will need to be off for. They will advise you of the steps to be taken. You must also report regular updates to your manager during the time absent. In any of the below circumstances:

- I. Any symptoms.
- II. School closed and need to look after children.
- III. Contact with/vicinity to an affected person.
- IV. Visited a place with a confirmed case.

### 3. You may have to stay off work for one of the following reasons;

- a) Looking after children.
- b) Self-Isolation
- c) Lockdown.
- d) You have confirmed/suspected coronavirus
- e) If we instruct you to stay at home.

We will pay you in full. We are entitled to claim SSP for all employees from day one, that fit into the following criteria, this is £94.25 per week per employee. For us to claim this we need you to have Coronavirus/symptoms/told by NHS 111 to self-isolate.

### 4. Working from home/lockdown

- a) All management and advisers have laptops, and this is straightforward.
- b) PCs for support staff.
- c) Phone lines can be transferred to mobiles so that a query service can continue.
- d) Compliance must always remain available, this is according to the recent FCA statement so the Operations & Compliance Manager will be available via mobile if not in the office.
- e) Appendix A (shown below) is a contacts list of all staff members in case of contact required during periods of self-isolation/lockdown.
- f) Support staff must not take client files/paperwork home without the express permission from your Manager. This must always be logged and only Management have access to this spreadsheet
- g) A rota will be put in place during lockdown with those who have agreed, to open the post, answer the telephones and scan, print and upload documents
- h) We will send everyone a Zoom link for them to set up this facility for WAMs during this period. This gives us a facility to chat and share documents at the same time.

### 5. If someone becomes unwell in the workplace with coronavirus symptoms, they should:

- Inform your manager immediately
- Get at least 2 metres (7 feet) away from other people.
- Go to a room or area behind a closed door.
- Avoid touching anything.
- Cough or sneeze into a tissue and put it in a bin, or if you do not have tissues, cough and sneeze into the crook of your elbow.
- Use a separate bathroom from others, if possible.

The unwell person should either:

- Use the NHS 111 online coronavirus service.
- Call 111, for NHS advice.
- Call 999, if they're seriously ill or injured or their life is at risk.

### 6. If someone with coronavirus comes to work, the workplace does not necessarily have to close.

The local Public Health England (PHE) health protection team will get in contact with the employer to:

- Discuss the case.
- Identify people who have been in contact with the affected person.
- Carry out a risk assessment.
- Advise on any actions or precautions to take.

## 7. Holidays

We are aware that planned annual leave may be subject to change due to the current climate. We therefore request that everyone informs their manager of the destinations you are planning to visit during 2020 as soon as possible. This will allow us to take guidance from the Foreign Office regarding those countries.

We will allow holidays to be rearranged however the following must be considered:

- No more than 50% of a team at any one time can be on annual leave
- We will allow further flexibility with September. Instead of the rules applicable at Company Year End, the same rules will apply for any other month (excluding March)
- We have increased the number of 'carry forward' days from 3 to 5 for 2020/21 **only**
- You must still provide the relevant notice period for annual leave
- Rearranged leave will be on a first come, first served basis
- It may be in your best interest to take the leave that is already planned but re-arrange your travel destination. There is no guarantee that your desired date will be available if large numbers of staff need to rearrange
- If you choose to visit a destination against the Foreign Office's advice and subsequently that destination goes into lockdown, we take the stance that you have put yourself at risk and this could result in IFP not paying you