



Social Distancing in Jewellery Stores | Version 4

This guidance aims to help NAJ members and supporters with a list of things to think about when deciding how to go along with government advice as well as considerations to maintain assurance for consumers coming into store. This is an agile document and so we will keep changing it as more information and ideas come along. We will be updating the document over time as we receive further feedback from members and HM Government updates. Members are advised that they should always ensure that they consult the latest version of this guidance at naj.co.uk/coronavirus.

About

The safety and wellbeing of all staff and customers is number one priority, and therefore it is important that virus control restrictions continue to limit transmission.

This guidance is intended to help Jewellery retailers figure out how to achieve social distancing in their store. The guidance also gives various considerations for the jewellery industry to maintain the sector's long-standing reputation for personal, luxurious and often intimate buying experiences.

It is critical to point out that outside of the non-exhaustive recommendations below, it is the responsibility of each business to decide the most appropriate methods to implement social distancing and other coronavirus control measures in their business. Managers should keep an open dialogue with colleagues/ team members to reassure and discuss any concerns regarding their health and safety and that of those around them.

All recommendations are in addition to ongoing Health and Safety requirements which can be understood by NAJ Members by calling the Better Business Health and Safety Support Service on 0116 243 7627 with your membership number.

Disclaimer

This is presented in good faith but is for guidance only. The National Association of Jewellers accepts no liability incurred by any member or other person arising as a result of anything set out in or omitted from this document. You are strongly advised to take independent legal or other professional advice on any specific facts or circumstances that concern you. Any recommendations or changes to normal practice should be communicated to your insurance provider without delay.

Suggested enhancements to this document would be warmly welcomed, and should be communicated to marketing@naj.co.uk

Introduction

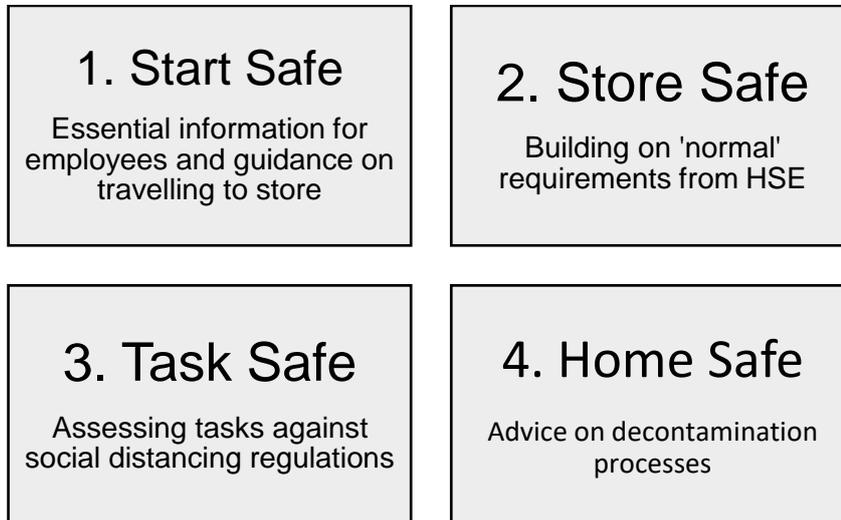
Flexibility is important to consider at this time. Jewellery stores' architecture and layouts are all different, so what works for one store may not work for others. Store Managers should be flexible and act within the principles of the following guidance. Recommendations are of course changing over time, so the ability to adapt accordingly is required, which is also considered below.

Consistency of approach regarding how the rest of the high street is responding to social distancing is important. Customers will be greeted with a different approach in each store and therefore inconsistent approaches will be noticed. Where possible, liaison with central organisations such as Shopping Centres, High Street groups or email/ WhatsApp groups is recommended so local customers experience a consistent experience in the retail neighbourhood - this may form the basis of a common approach regarding a range of topics such as opening hours and sharing of best practice.

Luxury and emotional relevance are central to the heart of the Jewellery industry. One risk for the jewellery industry could be that by following guidance, the buying experience is adversely affected, and what has long set jewellers apart from the rest of the high street is no longer present. Jewellers should look to maintain the luxury buying experience and ensure that customers continue to recognise the important role Jewellery plays in their life.

The People first approach: Four Steps

NAJ recommends the various items be considered as part of a four-step approach to support Jewellers in managing operations during the COVID-19 pandemic.



HM Government issue the following guidance for retailers: <https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/shops-and-branches> and invites you to share a poster (<https://assets.publishing.service.gov.uk/media/5eb97021d3bf7f5d43765cbf/staying-covid-19-secure.pdf>) detailing the following key points:

- We have carried out a COVID-19 risk assessment and shared the results with the people who work here
- We have cleaning, handwashing and hygiene procedures in line with guidance
- We have taken all reasonable steps to help people work from home
- We have taken all reasonable steps to maintain a 2m distance or 1m with risk mitigation in the workplace
- Where people cannot be 2m or 1m 'plus' apart, we have done everything practical to manage transmission risk

NAJ members following the guidance may choose to use the poster also prepared to show consumers you are following the guidance delivered from your trade association and are therefore following the 'store safe' scheme. (You can personalise the second page to explain how you are following the guidelines);

https://www.naj.co.uk/write/MediaUploads/Pages/Members%20Area/COVID%20docs/5694_NAJ_-_Storesafe_poster_-_2_versions_-_ARTWORK_PRINT.pdf

Logos and artwork are available in your member documents area: <https://www.naj.co.uk/member-documents>

1 metre 'plus'

Where 2m is not viable, 1m 'plus' is acceptable, which relies upon risk mitigation - including (with example):

Visors – for working in a small space and helping customers to try items on or deliver ear piercing service

Screens – for serving face-to-face, but not compulsory if distancing is practised.

Masks – for journey's to and from work, but not for all day use as become damp and uncomfortable and hard to maintain hygiene.

Hand sanitizer – for customers to use such as entry/ exit to store, and before and after trying jewellery on

Hand washing – for staff throughout the day, moreover than hand sanitizer

Gloves – for store cleaning and in some selling situations

Staying COVID-19 Secure in 2020

We confirm we have complied with the government's guidance on managing the risk of COVID-19

FIVE STEPS TO SAFER WORKING TOGETHER

- ✓ We have carried out a COVID-19 risk assessment and shared the results with the people who work here
- ✓ We have cleaning, handwashing and hygiene procedures in line with guidance
- ✓ We have taken all reasonable steps to help people work from home
- ✓ We have taken all reasonable steps to maintain a 2m distance in the workplace
- ✓ Where people cannot be 2m apart, we have done everything practical to manage transmission risk

Employer _____ Date _____

Who to contact: [Your Health and Safety Representative](https://www.hse.gov.uk)
or the Health and Safety Executive at www.hse.gov.uk or 0300 023 1847

Welcome!

Dear valued customer,

Things may be a little different here as we've taken steps to protect the well-being of both you and our team.

For your peace of mind, we follow best practice advice for shop hygiene from our trade body, the National Association of Jewellers, and the nationally-recognised 'Store Safe' guidelines.

Please bear with us, especially if a team member asks you to follow these guidelines.

Don't hesitate to ask if you've any questions or concerns, and thank you for your understanding and support.

Yours,
All at

 **MEMBER**
The National Association of Jewellers

 #StoreSafe

Has your team taken the NAJ StoreSafe Be Covid-19 Safe training course yet?

naj.co.uk/be-covid-19-safe



Overview of changes in this version:

Introduction of (with location in document);

- '1m plus' with risk mitigation in place; throughout
- face masks for public transport 1) c.
- Shielding workers can return to work (if unable to work from home) from 1st August 1) d.
- Close contact service guidance highlights ear piercing not yet permitted 3) Introduction
- Changes to the furlough scheme, including how to calculate wages and claims 1) i
- Working from home guidance (for employer and employee), including supporting mental health and wellbeing Appendix 9

Removal of

- It is common for Jewellers in other countries out of lockdown to keep the door shut (if they have one). That may be the only way to be sure you have only got the permitted number of people in the shop.
- You should consider advising all staff to remove as much clothing as possible outside before entering their home and put into a plastic bag or bucket. Leave shoes outside and wash any protective eyewear with hot water and soap.

1. **Start Safe** - Essential information for employees and guidance on travelling to store

- a) Before a member of your staff enters the premises, they should be fully briefed on the hazards associated with the virus, the symptoms and how they can travel to work in such a way as to minimise the risk of infection of themselves and their colleagues.

You should have a template COVID-19 policy document and risk assessment prepared. Please note if you have fewer than 5 workers, or are self-employed, you don't have to write anything down as part of your risk assessment (although it may be advisable to do so) whereas, if you employ more than 50 staff, the government expects you to publish the risk assessment on your website.

- b) Employees should work from home if possible, see guidance for employers and employees working from home in appendix (via AGCAS; <https://www.acas.org.uk/working-from-home>)
- c) If employees do need to travel to store, avoid public transport where possible. If you cannot avoid public transport you should follow social distancing guidelines and wear face masks (not frontline versions however). You will not be permitted to travel without a face covering. Alternatives to public transport include:
- a. Cycling (traditional and electric):
 - i. <https://www.cyclinguk.org/article/guide-hire-bikes-and-public-bike-share-schemes>
 - ii. <https://www.santandercycles.co.uk/london/>
 - iii. <https://www.sustrans.org.uk/>
 - b. Driving:
 - i. <https://www.independent.co.uk/life-style/motoring/parking-apps-which-is-best-a8018001.html>
- d) It is recommended that briefing of hazards is managed through daily reminders. All workers should complete a re-induction to the site emphasising the COVID-19 policy/ protocols before they return, particularly stressing that they should only come into work if they and others in their household are well and are not self-isolating due to symptoms from the virus. From the 1st of August, workers who were shielding, or living with someone who was shielding can go to work, if they cannot work from home, as long as the business is COVID-safe. Until this date – the worker should not come in to work but can work from home. For information: the NHS shielding patient list: <https://digital.nhs.uk/coronavirus/shielded-patient-list>
- e) You may wish to request staff to check their temperature and or symptoms before they're allowed to come into the workplace each day.

- f) Employees who have travelled outside of the UK to a country in the last 14 days should stay away from the store for at least 14 days, returning only if neither they or any one they live with has shown possible COVID-19 symptoms within that period.
- g) Any employees living with another individual at home who has shown possible COVID-19 symptoms should stay away from the store.
- h) If an employee feels unwell and displays COVID-19 symptoms they should go home immediately and follow then-current Government guidance, staying away from the store for at least 14 days (after symptoms disappeared). After the employee has left the store should be cleaned throughout, and all employees should follow disinfection guidance including washing hands regularly. You may choose to temporarily close the store while these actions are taken.
- i) Subject to the appropriate rules, staff members may remain on furlough for as long as the government scheme continues (until 31st October 2020), which you may choose to consider on a case by case basis, particularly if:
 - a. You expect lower levels of trade/ customers
 - b. (up until the 1st August) a staff member is or lives with someone in an 'at risk' group (on the shielded patients lists); <https://digital.nhs.uk/coronavirus/shielded-patient-list>
 - c. Staff members have childcare, care or other responsibilities

More information on the furlough scheme; <https://www.gov.uk/guidance/claim-for-wage-costs-through-the-coronavirus-job-retention-scheme>

Including the recent changes; <https://www.gov.uk/government/publications/changes-to-the-coronavirus-job-retention-scheme>

And how to calculate your employees' wages/ how much to claim for part time return; <https://www.gov.uk/government/publications/find-examples-to-help-you-work-out-80-of-your-employees-wages>

[Furloughing is a potentially more involved process than it may appear and can give rise to employment issues. You should obtain independent legal advice if you are at all concerned.](#)

Alternatively, you may choose to repurpose roles and responsibilities (on phones for example) temporarily based on what employees can do and work with them. It's important to work with each individual and their individual circumstances and ensure a safe environment. If staff refuse to come in to work one option could be to negotiate with them as to unpaid leave or their using their holiday entitlement. Again, if staff refuse to return to work on the grounds that they reasonably believe that it would be unsafe, you should obtain independent legal advice, particularly for BAME or disabled employees who may have particular safety concerns.

- j) To protect the wellbeing of your staff you could:
 - a. include staff members in your planning
 - b. Keep staff members updated on your plans (for following social distancing guidelines for example, by listening and overcoming your teams objections)
 - c. On staff members return to work the actions are agreed and adhered to, ensuring you spend time with each individual to talk through your expectations and new working practices
 - d. Aim to build confidence within teams and for customers
 - e. Register your staff team for the NAJ's COVID-19 training course; <https://www.naj.co.uk/be-covid-19-safe>

More advice: <https://www.nhs.uk/oneyou/every-mind-matters/coronavirus-covid-19-staying-at-home-tips/>

2. Store Safe - Building on 'normal' requirements from HSE

Outside store

- a) Limit number of entry and exit points into and out of the store. If possible, consider having separate entrance and exit points or if a larger entrance is present such as a shopping centre, aim to influence flow into and out of the shop floor/ store.
- b) Limit the number of customers in the store at any time. Assess the size of the store and its layout, enabling you to calculate the number of customers who can reasonably follow the two-metre social distancing rule. For example, it is anticipated to allow no more than 3-4 people into store per 1,000 square foot of space, or 6-8 per 500 with risk mitigation (1m plus) in place. Jewellers that have operated 'book by appointment' procedures may wish to continue to do so and advertise such procedures via communication channels. A list of 'apps' for booking by appointment are referenced at the end of this document.
- c) Use a colleague to meet customers at/outside the door, explain the social distancing requirements, and control the number of customers entering the jewellery store at any one time. In some circumstances, that colleague may need to be SIA licensed; <https://www.sia.homeoffice.gov.uk/Pages/changes-other-organisations.aspx>
- d) Consider whether temporary barriers should be available in case it is necessary to stop people joining a queue or ensure appropriate social distancing is observed by those queuing. Again, jewellers may offer appointments in order to ensure limited visits into stores are spread out throughout the day.
- e) Place clear signage outside of the store explaining the social distancing measures in place that customers should follow. On the signage you may also choose to point out those measures which may be different to normal practice, such as for example if some staff members have made their own decision on whether they would like to wear a visor and/or mask. You may request than any customers who have COVID-19 symptoms (or have had) make this clear to staff and suggest an alternative means of jewellery purchase. You may choose to decline entry.
- f) In the event of a queue outside the store, markings outside the store can assist but it is recommended to liaise with nearby premises to work together to manage possible shared queuing areas, or an unwanted flow outside of the jewellers. You may consider whether additional security staff are required to support staff.
- g) Schedule deliveries to avoid crowding in delivery areas and consider non-contact stock deliveries.

Inside Store

Hygiene and cleaning

- h) Provide cleaning stations at front of store including:
 - a. Hand sanitiser, if available and
 - b. Disinfectant wipes or spray and tissue for trolley/basket handles.
- i) Identify and regularly clean key touch points eg. door handles, lift buttons, keypads, stair/escalator handrails.
- j) Staff and customers could insist on face coverings as part of additional PPE to what is 'normal', following government recommendations that face coverings should be worn for enclosed spaces where social distancing isn't possible (such as public transport and shops). However, wearing a face covering is optional and is not required by law, including in the workplace.

It is important any PPE sourced is FFR approved and not FPR approved as the latter is for frontline workers only. Some retailers have reported that visors have been a more comfortable alternative to face masks and can be wiped down. In addition, the customer is also able to see the full face of the Jewellery Store Assistant.

However The NAJ advice regarding admitting customer's into retail jewellery shops who are wearing face masks is best summed up by TH March who state that "*whilst there are currently no restrictions on allowing this to happen within THM insurance policies, common sense and the premise of acting prudently should continue to apply at all times.*"

"If it instinctively "feels" wrong then use your discretion and do not allow person or persons into your shop who are wearing masks. Just as before any Government guidelines you would not have allowed someone in your shop who for instance was wearing a full faced crash helmet , or a peaked cap and sunglasses and a mask, then don't do it now either."

"Underwriters do not wish to determine how we trade, but in the long run it is clearly in the interests of us all to trade safely."

- k) Protective gloves should be worn for cleaning duties and double bag all rubbish for disposal.
- l) PPE such as visors, screens, face masks, hand sanitizer, gloves and soap maybe used as risk mitigation (1m plus) and usual cleaning products are likely to be in demand ongoing. It is sensible to check locally what other retailers are doing around you to be consistent.

Social distancing

- m) An issue highlighted in retailers to date is what steps will be taken by managers and staff where customers are not following social distancing measures. Consider developing a plan for this occurrence.
- n) When opening and closing the store, be considerate of security threats.

- Shop Floor and Till Areas

- o) Certain retailers have used floor markings inside to facilitate compliance with the social distancing advice of two metres, particularly in the most crowded areas and where queueing is likely. However, in jewellery stores it may be more sensible to manage access and flow at the point of entry to the store.
- p) Place clear signage throughout the store reminding customers of the social distancing measures and asking them to follow these rules for the safety of all involved.
- q) Review the layout of the store to ensure aisles/walkways are as clear as possible to accommodate two metre or one metre 'plus' social distancing, including the removal of promotional fixtures if necessary.
- r) Consider one-way systems using floor markings and signage to highlight system and direction
- s) Make regular announcements to politely remind staff and customers to follow social distancing advice.
- t) Erect physical barriers at till points using flexiplastic to provide a barrier for those working on the tills. These should be included in your store cleaning programmes. You may also wish to purchase clear plastic face shields instead of or in addition to physical screens - the former allow staff to move around the shop more easily.
- u) If necessary, use staff to manage the flow of customers to checkouts.
- v) Where till points are close together, consider closing every other till point. Assess whether this is also necessary for self-scan tills.
- w) Leave non-essential doors open to minimise the number of people who touch them. This does not apply to fire doors.
- x) Customer order collection points should be set up to ensure the two-metre separation by floor markings and/or by limiting the number of customers that can wait at a time.
- y) Consider limiting the number of customers in enclosed spaces such as lifts.

- z) Remove promotions and features where customers are likely to congregate.
- aa) To limit congestion, consider dressing/ restocking/replenishing only outside of store opening hours. If replenishment must be done during opening hours, assess how this can be done without compromising employee or customer safety.
- bb) Encourage cashless purchases and consider requesting card sales only.
- cc) Touch screens/keypads – If these remain in operation a member of staff must be available to regularly wipe these areas, ideally between each use.

- *Customer Seating, Special Assistance, and toilets*

- dd) Consider whether to provide customer seating, and whether this can be provided while maintaining social distancing. If this is not possible, you should consider removing, limiting or spacing out such seating and should always have a colleague in place to ensure social distancing is maintained.
- ee) Where customers require specialist advice/assistance in store, ensure colleagues giving the advice have a clearly designated position, ideally with a secure barrier as provided at till points.
- ff) Consider whether it is safe to keep customer toilets open or if these should be available only on request. If open, regular cleaning should include manual multi-person touch points such as door handles, flushes, taps. etc.
- gg) You may choose to not make drinks for customers (and/or making drinks as a team).
- hh) You should consider how best to ensure that there is adequate ventilation into the shop floor, but any changes to 'normal' practice should be notified to your insurance company first.

3. Task safety - Assessing tasks against social distancing regulations

As a Jeweller should continue to suspend services such as ear piercing and suspend or limit other activities that would require close interaction with customers. The HM Government have issued close contact service guidance:

<https://assets.publishing.service.gov.uk/media/5ef2889986650c12970e9b57/Keeping-workers-and-clients-safe-during-covid-19-close-contact-services-230620.pdf>

Trying on Jewellery

If you decide to allow customers to try on jewellery in-store, the following advice should be considered:

- a) Limit the number and range of items available to try on.
- b) Ensure staff carry out a cleaning/disinfection programme prior to every customer approaching their work area. Clean everything beforehand.
- c) Ensure staff wear plastic/disposable gloves (not cotton) and if re-used, ensure they are cleaned and disinfected. If you wish to use cotton gloves for the 'look, place them under the plastic ones and change frequently, washing the gloves at least 60C (if worn over you would be required to wash/ change each time you handle something that has come from a customer).
- d) Use social distancing to keep staff apart from customers and create procedures for handling jewellery to/from customers safely. One suggestion is to place specific items on a disposable pad, step back, and only then allow the customer to approach.
- e) Ensure staff wash hands thoroughly for 20 seconds between handling items passed between customer and staff. In accordance with the general guidance, no-one should touch their face after handling items.
- f) Each staff member should have their own loupe and pens, and other items which are traditionally 'shared'. Jewellery should be cleaned before use, especially customer jewellery with loupes for example, given close interaction with face. You may source an alternative means of inspection, using a microscope for example.
- g) Screens and barriers are not currently stipulated by HM government guidelines, but you may consider to build team and consumer confidence. There could be a national shortage of Perspex so (similar to PPE), sourcing suppliers and costs is a sensible activity. Alternatives and/or additions to screens and barriers are visors and effective management of flow and movement around shop floor (of staff and customers).

Security

- h) Review security procedures and, if changed, alert your insurer without delay.
- i) Consider security when allowing customers to try on jewellery as your staff will have to be 2m away (lock door or perhaps do not allow try ons until after purchase (eg for those stores that have no doors)).
- j) Consider passing things through a screen on a tray which is regularly cleaned between customers but also distance away from the screen too.
- k) Request that customers have to show their face outside the door before they put their mask on and come inside the door due to security concerns. Other approaches include showing ID to permit entry.

Cleaning Jewellery

- l) All jewellery that the customer has touched must put into a cleaning/ disinfection process before being returned to the shop floor. Any jewellery you take in should also be cleaned thoroughly. Clean incoming

customers own jewellery thoroughly with soap/water/ultrasonic as is appropriate for the jewellery type; however, please see point (o) below. (Please note - pearls cannot be ultrasonically cleaned or cleaned with detergent/water so are problematical. You may feel it best to decline rather than accept such jewellery for cleaning in the circumstances). Then package it.

- m) Most jewellery can be quickly cleaned in store with ethanol alcohol spray or wipes, but of course it can't be used on some gemstones such as opals, emeralds, coral and pearls. You may wish to request that customers use hand sanitising gel before they are allowed to handle the jewellery they are trying on to reduce risk.
- n) Don't forget to also clean ring sizers and other tools etc when passing to and from customers as well.
- o) Ultrasonic machines and UV light boxes can also be used to clean jewellery. Ensure the system you use actually kills the virus – check with product manufacturer.

A helpful blog is presented here; <https://www.naj.co.uk/jewellery-news/issues-regarding-protection-and-transmission-of-covid-19>

- p) When booking in for repairs you should use gloves ensure hand washing regularly and clean workspace before and after each customer. Ensure items are in a sealed bag, even with a soft disinfectant polishing cloth and left for a while (e.g 2-3 hours) before being re-handled.
- q) Pearl jewellery should be cleaned using a soft disinfectant that is not chemically based as the risk is damaging natural pearl.

Other Considerations

- r) Quite a lot of people will be very nervous about coming into shops at all after lockdown and so you may wish to consider offering a service where people can drive to your business and then take what they have ordered out to them in their cars, provided payment has already been made and cleared.
- s) After lockdown finishes, people will feel extremely attached to everyone they love and jewellers are well placed to celebrate this – remember to accentuate how jewellery commemorates milestones, marks human connection, and personal meaning. Love isn't quarantined!
- t) To best protect the customer experience, communication is crucial. That includes clear signage in store, utilising your direct (traditional and digital) communications to your database keeping customers up to date on your plans, which may include offering consultations via telephone and zoom, as well as book by appointment.
- u) Customer events should be postponed until further notice
- v) You may choose to offer extended returns, up to 60 days for example (with the same Terms and Conditions). Alternatively, you may say that the customer just needs to notify you that they intend to return the item within your existing returns period (eg. 28 days) and then they can do so as soon as is reasonably possible and safe. However, you may wish to notify the customer of a 'long-stop' date for the return, subject to safety. If it remains unsafe to return up to the longstop date you should consider extending the return period, while keeping the situation under review. You should communicate accordingly with the customer.

4) Home Safe - Advice on decontamination processes

Leaving the store

- a) All employees should sign out before they leave the store, ensure that any single use PPE is suitably disposed of (double bagged) and acknowledge their obligation to inform the appointed person if they become unwell or become aware they have had contact with a suspected COVID-19 case; avoiding the store for 14 days after no symptoms.
- b) Employees should be encouraged to wash hands with soap or use hand sanitiser as they leave.
- c) As well as travelling home safely it is advisable to offer employees guidance on travelling home, disposing of PPE, and ensuring that they minimise risk of infection to themselves or others elsewhere.

Arriving home

You should consider advising all staff to:

- d) Put all dirty clothes in the washing machine and wash as soon as they enter the house.
- e) Shower and get dressed in clean clothes before doing anything else.
- f) Get rid of the plastic bag or wash the bucket your clothes were in with soap and hot water.
- g) Wash hands with soap and water and dry.

Appendices

5) Links and references

- British Retail Consortium Guidance: <https://brc.org.uk/news/corporate-affairs/social-distancing-in-retail-stores-and-warehouses/>
- HM Government Guidance for non-clinical settings: <https://www.gov.uk/government/collections/coronavirus-covid-19-list-of-guidance#guidance-for-non-clinical-settings>
- Business closures and stay at home FAQs: <https://www.businesssupport.gov.uk/business-closures-and-stay-at-home-faqs/>
- Jeweller Support Network (COVID-19 resource, advice and guidance hub); <https://www.naj.co.uk/jewellersupportnetwork>
- CIPD Coronavirus guidance: <https://www.cipd.co.uk/knowledge/fundamentals/emp-law/health-safety/coronavirus-factsheet>

6) Sample Coronavirus (Covid-19) Policy

Version XX
Date XX

NOTE: The following policy should be adapted to suit your own jewellery store.

Overview

This policy is designed to provide you with important information about the Coronavirus outbreak and what we are doing to support our staff and our clients. Please continue to take time to read the information and ask questions if you have any concerns.

This policy is non contractual, it may be amended or added to at any time and it will be updated, as appropriate, to reflect changing advice. It applies to all staff, including those who work for us on a casual basis, but it doesn't apply to anyone we engage on a self-employed basis.

Symptoms

The main symptoms of Coronavirus (Covid-19) are:

- a new, continuous cough
- a high temperature
- shortage of breath

These symptoms do not necessarily mean you have the illness.

The Coronavirus symptoms are similar to other illnesses that are much more common, such as cold and flu.

Current guidance indicates that among those who become infected, some will exhibit no symptoms. Of those who do develop an illness, the majority will have a mild to moderate illness similar to seasonal flu. A minority will develop complications severe enough to require hospital care, most often pneumonia and in a small number of these the illness may be severe enough to lead to death.

Preventative steps and hygiene

We are taking all reasonable steps to protect your health and safety.

We require all staff to follow these simple steps to help stop the spread of germs like Coronavirus.

Do:

- 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 straight away
- Thoroughly wash your hands with soap and water for at least 20 seconds – only use hand sanitiser gel if soap and water are not available
- Always wash your hands when you get home or into work
- Clean and disinfect frequently touched objects and surfaces
- Try to avoid close contact with people who are unwell

- Follow social distancing policy and remain 2m away from colleagues

Don't:

- Touch your eyes, nose or mouth if your hands are not clean

At risk groups

Current advice is that the risk of severe illness increases amongst people aged 70 and over and those with underlying health risks, such as diabetes, heart disease and lung disease and those with weakened immune systems. Pregnant women have also recently been included in the 'at risk' group.

Please tell us if you think you are at risk:

Because you are in one of the high-risk groups or you care for someone who is considered to be high risk; or

Because you have recently returned from one of the countries considered to be high risk; or

You have been in contact with, or live in the same household as, someone who is being tested for, has tested positive for Coronavirus or has been advised to self-isolate because they have coronavirus symptoms.

We will conduct an individual risk assessment for anyone we believe to be in a high-risk group and will put in place appropriate safeguards.

What to do if you have Coronavirus symptoms

At work

If you become ill at work, please speak to your line manager as quickly as possible. We have a room that is not in use by other members of staff and is equipped with a telephone. If you can, please open a window for ventilation. Please try to avoid unnecessarily touching surfaces.

Please call NHS 111, or 999 in an emergency. If you are advised to go home and self-isolate, please call your line manager and then make your way home as safely as possible. If you travel on public transport, please follow any instructions given to you by the NHS staff.

If you need to go to the bathroom whilst waiting for medical assistance, please use the toilet located next to HR Office.

At home

If you become ill at home, please do not come into work. You'll need to telephone us in accordance with our usual absence policy.

If you have internet access, please use the NHS 111 online service and follow the advice you receive.

If you don't have internet access, please call NHS 111. You need to tell us if you are advised to self-isolate and if you are being tested for coronavirus.

What to do if you test positive for Coronavirus

Please advise us immediately if you test positive for Coronavirus, even if your symptoms are mild. You will not be able to return to work until you are considered fit by Public Health England or any other competent authority. You don't need to obtain a fit note from your doctor, but please send to us anything you do receive which confirms your diagnosis and/or fitness to return to work.

If you feel well enough to work, please let us know. If your role lends itself to homeworking, we'll discuss how we can facilitate that.

We will not inform anyone else about your condition unless it's necessary to do so and we are legally able to. Our overriding obligation is to protect the health and safety of our staff, and we may therefore have to speak to your colleagues and other people with whom you've been in close contact in order to protect them. Any information we disclose will be limited to what is necessary for that protection.

Public Health England are responsible for 'contact tracing' (tracing anyone you have been in close contact with) and we will cooperate with them as appropriate.

What to do if you are advised by a medical professional to self-isolate

New government advice is that people should stay at home if they, or anyone in their household has Coronavirus or has symptoms of Coronavirus. Those at high risk may also have to self-isolate even if they, or anyone in their household doesn't have symptoms.

This means you should:

- Stay at home
- Not go to work or public areas
- Not use public transport or taxis
- Ask friends, family members or delivery services to carry out errands for you
- Try to avoid visitors to your home, although it's okay for friends, family and delivery drivers to drop off food

You may need to do this for up to 14 days (longer if you are in a high-risk group) to help reduce the possible spread of infection. Please follow the advice you are given by NHS 111.

Please follow any additional advice given to you by health professionals. The NHS has detailed advice on self-isolation.

If you feel well enough to work, please let us know. If your role lends itself to homeworking, we'll discuss how we can facilitate that. If you don't feel well enough to work, or you can't work from home, please keep in touch with us.

The government has up to date information for individuals who have travelled overseas and returned to the UK. If you have been abroad recently, please inform us if you are required to self-isolate.

Sick pay policy <AMEND AS MAY BE APPROPRIATE IN ACCORDANCE WITH YOUR OWN SICK POLICY>

If you are diagnosed with Coronavirus or have Coronavirus Symptoms and you are too unwell to work from home, we will pay you statutory sick pay from the first day of absence – provided you meet the qualifying conditions. You will need to comply with the usual rules around notification set out in our absent section of the staff handbook, but you don't need to obtain a fit note unless your illness lasts for longer than 14 days.

We will also pay you statutory sick pay if you have to self-isolate because someone in your household has symptoms of Coronavirus, if you are not able to continue to work from home. You will need to meet the qualifying conditions and inform us immediately.

We may withhold sick pay to anyone who has travelled somewhere contrary to government advice on their first day of travel.

We may also withhold sick pay if we have reasonable grounds to believe that you are fit for work and can work remotely.

Self-isolation

If you are advised to self-isolate and don't have any symptoms, we will pay you statutory sick pay if you are not able to work from home. We may need to contact you to ask about work related issues, so please ensure you have given HR your current contact details as requested.

Business travel, meetings and events

We will keep matters under review and will follow NHS and government advice. Currently, we recommend that you:

- Only travel if it is essential to do so outside of attending your normal workplace.
- Please hold telephone or video conferences unless a face to face meeting is essential.
- If you are due to attend external events, please check with the event organisations and speak to us if you are unhappy about attending.
- Take precautions for essential face to face meetings.
- Please follow NHS advice. It's also sensible to avoid shaking hands.

Please speak to your manager if you are worried about travelling.

Holidays <AMEND AS MAY BE APPROPRIATE IN ACCORDANCE WITH YOUR OWN POLICY>

Many of you will already have pre-booked holidays abroad. Government advice is changing but if you intend to travel to a country or region not recommended by the government on the day you travel, you must tell us and may have to self-isolate when you return (PLEASE NOTE, the Government have announced that this will need to be for 14 days but at the time of writing this policy is not yet in force). You will only be paid if you can continue to work from home during this period, or you are eligible to receive statutory sick pay.

We recommend that you think carefully before booking holidays abroad and obtain appropriate insurance which covers cancellations.

If you wish to cancel any pre-booked holidays, please speak to your manager.

Responding to emergencies <AMEND AS MAY BE APPROPRIATE IN ACCORDANCE WITH YOUR OWN POLICY>

Many of you will have caring responsibilities for family members or other people who rely on you. If you need to respond to an emergency (such as a school closure) please tell us as quickly as possible.

We always consider the circumstances of each case to allow for some flexibility, but the time you take off must be both reasonable and necessary for you to deal with something immediately and/or respond to an emergency. Normally this means hours, or a maximum of one or two days, and this type of leave is not designed to provide care over the longer term. Please talk to us if you don't think this will be adequate as we may be able to relax our normal procedures for taking paid holiday, requesting parental leave or, exceptionally taking unpaid leave.

We regret that if you take time off you won't be paid unless we agree that you can work from home.

Workplace closure

If we have to close the business, or there's not sufficient work available (perhaps because less people are using our services), we will advise you as quickly as we can. If your contract gives us the right to lay you off, then we may exercise it. Alternatively, we may ask you to take unpaid leave, agree that we can lay you off or ask you to work fewer hours (which will result in a reduction in your salary).

We may continue to pay you whilst we monitor the situation. We'll keep you informed by email.

However, if our business (or parts of it) have to shut down for a significant amount of time, as an alternative to making redundancies, we may discuss with you other options such as taking unpaid leave or asking you to take paid holiday.

We will be using the Government furlough scheme where we can to minimise loss of work or redundancy situation.

Where to find up to date information

UK Government: Social distancing and protecting high risk groups:
<https://www.gov.uk/government/publications/covid-19-guidance-on-social-distancing-and-for-vulnerable-people>

Working safely during coronavirus (COVID-19); <https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/factories-plants-and-warehouses>

UK Government: travel information including information about 'high risk' countries/regions and information for people travelling overseas: <https://www.gov.uk/guidance/travel-advice-novel-coronavirus>

NHS: information about Coronavirus: <https://www.nhs.uk/conditions/coronavirus-covid-19/>

World Health Authority: latest advice: <https://www.who.int/emergencies/diseases/novel-coronavirus-2019/advice-for-public>

UK Government: Number of coronavirus (COVID-19) cases and risk in the UK:
<https://www.gov.uk/guidance/coronavirus-covid-19-information-for-the-public>

UK Government: Guidance for businesses: <https://www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19>

NHS: guidance on staying at home: <https://www.nhs.uk/conditions/coronavirus-covid-19/staying-at-home-to-avoid-getting-coronavirus/staying-at-home-and-away-from-other-people/>

UK Government: guidance on staying at home: <https://www.gov.uk/government/publications/full-guidance-on-staying-at-home-and-away-from-others>



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| 7) Risk Assessment WORK ACTIVITY BEING ASSESSED: COVID-19 VIRUS ADDITIONAL INFORMATION: | | | LOCATION: | | ASSESSMENT NO: | | |
| ASSESSOR: | | SIGNED: | | DATE PREPARED: | | REVIEW DATE: | |
| KEY TO ASSESSMENT | | RISK VALUE: | LOW SLIGHTLY HARMFUL –TRIVIAL IMPACT /DAMAGE QUICKLY REPAIRED | | MEDIUM HARMFUL – MODERATE IMPACT / PARTIAL LOSS OF OPERATIONS | HIGH VERY HARMFUL – INTOLERABLE WITH VERY SERIOUS CONSEQUENCES | |
| HAZARDS | | RISK (CONSEQUENCES) | PEOPLE AT RISK: | <input checked="" type="checkbox"/> SITE PERSONNEL | <input checked="" type="checkbox"/> CLIENT PERSONNEL | <input type="checkbox"/> GENERAL PUBLIC | <input type="checkbox"/> OTHER |
| HAZARDS | RISK (CONSEQUENCES) | INITIAL RISK VALUE LOW MEDIUM HIGH | PRECAUTIONS / CONTROL MEASURES REQUIRED TO REDUCE THE LEVEL OF RISK TO THE LOWEST PRACTICABLE LEVEL | | | RESIDUAL RISK VALUE LOW MEDIUM HIGH | |
| COVID-19 SOMEONE INFECTED ENTERING THE WORKPLACE | EMPLOYEES A VISITOR OR EMPLOYEE ENTERS THE WORKPLACE AND PASSES THE VIRUS ONTO EMPLOYEE | M | <ul style="list-style-type: none"> UPON ARRIVAL WE WILL CONDUCT A BODY TEMPERATURE CHECK USING A FOREHEAD THERMOMETER DEVICE, IF YOUR TEMPERATURE IS HIGHER THAN 37.8 CELSIUS, YOU WILL NOT BE ALLOWED INTO THE BUILDING. SYMPTOMATIC INDIVIDUALS WILL NOT BE ALLOWED ENTRY. VISITOR AND STAFF ARE REQUIRED TO USE HAND SANITISER WHEN ENTERING THE BUILDING COVID-19 INFORMATION POSTERS ARE PLACED THROUGHOUT THE SITE FOR ALL EMPLOYEES & VISITORS. BEST PRACTICE HYGIENE REQUIREMENTS (HANDWASHING, HAND SANITISER ETC.) ARE BEING ENFORCED AND INCLUDED IN ALL INDUCTIONS. EMPLOYEES HAVE BEEN | | | M | |

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| | | | INSTRUCTED TO WASH THEIR HANDS FREQUENTLY FOR AT LEAST 20 SECONDS DURATION. NO HANDSHAKING. | |
| COVID-19 <i>SOMEONE BECOMES ILL IN THE WORKPLACE</i> | COVID-19 <i>SOMEONE BECOMES ILL IN THE WORKPLACE</i> | M | <ul style="list-style-type: none"> UK GOVERNMENT GUIDANCE TO BE FOLLOWED. A DESIGNATED SAFE AREA HAS BEEN IDENTIFIED AWAY FROM OTHER STAFF. PERSONS SHOWING SIGNS OF COVID-19 INFECTION WILL BE REMOVED FROM THE WORKPLACE TO THE DESIGNATED AREA, AWAY FROM OTHER STAFF AND SENT HOME WITH SUPPORT REQUIRED. THE PERSON WILL BE ADVISED TO FOLLOW NHS GUIDANCE ONLINE. IF THE PERSON IS A VISITOR THEIR ORGANISATION WILL BE INFORMED. | M |
| COVID-19 <i>CONTAMINATED WORKPLACE</i> | COVID-19 <i>CONTAMINATED WORKPLACE</i> | M | <ul style="list-style-type: none"> THE WORKPLACE WILL BE DECONTAMINATED FOLLOWING GOVERNMENTAL GUIDANCE. BEST PRACTICE HYGIENE REQUIREMENTS (HANDWASHING, HAND SANITISER ETC.) ARE BEING ENFORCED AND INCLUDED IN ALL INDUCTIONS. EMPLOYEES HAVE BEEN INSTRUCTED TO WASH THEIR HANDS FREQUENTLY FOR AT LEAST 20 SECONDS DURATION. NO HANDSHAKING. | M |
| COVID-19 <i>PROXIMITY, WORKPLACE GATHERINGS</i> | COVID-19 <i>PROXIMITY, WORKPLACE GATHERINGS</i> | M | <ul style="list-style-type: none"> UK GOVERNMENT GUIDANCE IS BEING FOLLOWED. HAND SANITISERS HAVE BEEN PLACED THROUGHOUT THE SITE. EXTRA HYGIENE REQUIREMENT (HANDWASHING, HAND SANITISER ETC.) IN PLACE. ALL DEPARTMENTS HAVE BEEN PROVIDED WITH THE ANTIBACTERIAL SPRAY, WIPES AND FACIAL TISSUES. EMPLOYEES ARE ENCOURAGED TO IMPLEMENT INCREASED CLEANING REGIME. EQUIPMENT SUCH AS KEYBOARDS, WORK SURFACES, DOOR HANDLES, PUSH PLATES. TO BE REGULARLY CLEANED. | M |
| COVID-19 <i>EMPLOYEES WHO HAVE CONTRACTED COVID-19</i> | EMPLOYEES, VISITORS, MEMBERS OF THE PUBLIC, FAMILY MEMBERS <i>CONTRACT COVID-19 IN WORKPLACE</i> | M | <ul style="list-style-type: none"> UK GOVERNMENT GUIDANCE TO BE FOLLOWED. A SOCIAL DISTANCING POLICY HAS BEEN IMPLEMENTED. 2M DISTANCE BETWEEN STAFF ALL EMPLOYEES HAVE BEEN ASKED TO WORK FROM HOME WHERE POSSIBLE. ONLY BUSINESS CRITICAL FACE TO FACE MEETINGS TO BE UNDERTAKEN ON AGREEMENT WITH ALL INVOLVED. CUSTOMER MEETINGS TO BE UNDERTAKEN REMOTELY BY PHONE OR VIDEO WHERE POSSIBLE. | M |

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| | | | <ul style="list-style-type: none"> • NO HANDSHAKING OR ATTENDANCE AT LARGE MEETINGS. • STAFF ARE ADVISED TO SPREAD OUT THROUGHOUT THE CANTEEN AT LUNCH TIME, ALSO STAGGERED LUCH BREAKS | |
| <p>COVID-19 PRESENTEEISM. SYMPTOMATIC OR EXPOSED EMPLOYEES REMAINING IN WORKPLACE.</p> | <p>EMPLOYEES, MEMBERS OF THE PUBLIC, FAMILY MEMBERS EMPLOYEES WHO ARE SYMPTOMATIC OR HAVE BEEN IN CONTACT O WITH SOMEONE WITH COVID-19 BUT CONTINUE TO WORK DESPITE BEING UNWELL</p> | M | <ul style="list-style-type: none"> • UK GOVERNMENT GUIDANCE TO BE FOLLOWED • EMPLOYEES HAVE BEEN INSTRUCTED TO SELF-ISOLATE IF THEY DEVELOP A HIGH TEMPERATURE (37.8 CENTIGRADE OR GREATER) OR A CONTINUOUS DRY COUGH ANY VULNERABLE EMPLOYEES ARE REQUIRED NOT TO ATTEND WORK • SELF ISOLATION SHOULD BE 7 -14 DAYS AT HOME. • PREGNANT WORKERS MAY BE ASKED TO COMMENCE MATERNITY LEAVE EARLY IF PRACTICABLE • THE COMPANY WILL ARRANGE FOR MEETINGS WITH CLIENTS/CUSTOMERS TO BE COMPLETED BY VIDEO OR AUDIO CONFERENCING WHERE POSSIBLE. • IF NHS 111/ONLINE OR A GP DETERMINES AN EMPLOYEE HAS CONTRACTED COVID-19 THEY WILL NEED TO SELF ISOLATE AND BE PAID SSP. • COLLEAGUES WHO HAVE HAD CONTACT WITH A SYMPTOMATIC EMPLOYEE WILL BE MADE AWARE OF THE SYMPTOMS AND ADVISED TO FOLLOW NHS ONLINE GUIDANCE. • THE WORKPLACE WILL BE DECONTAMINATED FOLLOWING GOVERNMENTAL GUIDANCE. | M |
| <p>COVID-19 SELF-ISOLATION AND WELLBEING</p> | <p>EMPLOYEES EMPLOYEES NOT AWARE OF THE NEED TO OR HOW SELF-ISOLATE. WELLBEING/LONELINESS ISSUES FROM SELF-ISOLATION</p> | M | <ul style="list-style-type: none"> • UK GOVERNMENT GUIDANCE TO BE FOLLOWED • EMPLOYEES ARE ADVISED TO FOLLOW NHS GUIDANCE ONLINE. • SYMPTOMATIC EMPLOYEES WILL BE INSTRUCTED TO GO HOME AND SELF ISOLATE. • COLLEAGUES WHO HAVE HAD CONTACT WITH A SYMPTOMATIC EMPLOYEE WILL BE MADE AWARE OF THE SYMPTOMS AND ADVISED TO CONTACT NHS GUIDANCE ONLINE. | M |
| <p>COVID-19 TRAVELLING ABROAD</p> | <p>EMPLOYEES & VISITORS A PERSON CATCHES COVID-19 DUE TO TRAVELLING ABROAD</p> | M | <ul style="list-style-type: none"> • NHS 111 ONLINE PROVIDES ADVICE ON WHEN TO SELF-ISOLATE AND ACCESS TO AN ONLINE INTERACTIVE AND PERSONAL CHECKLIST (STAY AT HOME ADVICE) • MANAGERS ARE TO ENSURE THAT ALL EMPLOYEES NOW REQUIRED TO WORK FROM HOME HAVE THE NECESSARY | M |

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| | | | <p>EQUIPMENT TO DO THEIR JOBS SAFELY.</p> <ul style="list-style-type: none"> MANAGERS & COLLEAGUES ARE ADVISED TO KEEP IN REGULAR CONTACT WITH HOME WORKERS WITH REGULAR INDIVIDUAL, TEAM CALLS OR BY SKYPE | |
| <p>COVID-19 <i>INFORMATION FAILURE</i></p> | <p>EMPLOYEES & VISITORS <i>ESCALATION/DE-ESCALATION OF PANDEMIC</i></p> | <p>M</p> | <ul style="list-style-type: none"> UK GOVERNMENT GUIDANCE TO BE FOLLOWED FCO PROVIDES FOREIGN TRAVEL ADVICE FOR TRAVELLERS CIPD PROVIDES ADVICE FOR TRAVELLERS RETURNING TO WORK FROM AFFECTED AREAS. WE DO NOT INSIST ON EMPLOYEES TRAVELLING TO WORK TO AN AREA WITH A HIGHER RISK OF COVID-19 EMPLOYEES ARE GRANTED PERMISSION TO CANCEL AT SHORT NOTICE ANY PRE-BOOKED ANNUAL LEAVE TO AN AFFECTED AREA I.E. NO PRESSURE TO TRAVEL TO AFFECTED DESTINATIONS. THE COMPANY HAS A DESIGNATED COVID-19 APPOINTED PERSON WHOSE RESPONSIBILITIES INCLUDE SIGNING UP TO RELEVANT WEBSITES TO RECEIVE TIMELY UPDATES. <p>MONITORING RELEVANT WEBSITES & NEWS OUTLETS</p> | <p>M</p> |

8) Booking Apps Available – non exhaustive

| <i>APP NAME</i> | <i>PRICING PM</i> | <i>COMPATIBLE DEVICES</i> | <i>NO OF USERS</i> | <i>APPOINTMENTS PER MONTH</i> |
|-------------------|-------------------|-----------------------------------|--------------------|-------------------------------|
| APPOINTFIX | Free | Android, iOS | 1 | Unlimited |
| | £9.99 | Android, iOS | 2 | Unlimited |
| RESERVIO | £19.99 | Android, iOS | Unlimited | Unlimited |
| | £7 | Desktop, Android, iOS | 200 | 200 |
| | £14 | Desktop, Android, iOS | 500 | 500 |
| ACUITY SCHEDULING | £29 | Desktop, Android, iOS | Unlimited | Unlimited |
| | £11.97 | Android, iOS, web | 1 | Unlimited |
| | £19.95 | Android, iOS, web | 6 | Unlimited |
| APPOINTLET | £39.91 | Android, iOS, web | 36 | Unlimited |
| | Free | Web | Unlimited | Unlimited |
| GIGABOOK | £9.58 | Android, iOS, web | 1 | Unlimited |
| | £5.59 | Android, iOS, web | Multiple | Unlimited |
| SCHEDULEONCE | £11.97 | Web | 3 | Unlimited |
| | £7.98 | Web | 4-100 | Unlimited |
| SETMORE | Free | Android, iOS, macOS, Web, Windows | 1-4 | Unlimited |
| | £19.96 | Android, iOS, macOS, Web, Windows | 20 | Unlimited |
| SIMPLYBOOK | Free | Web | 1 | 50 |
| | £7.90 | Web | 2 | 100 |
| | £23.87 | Web | 5 | 500 |
| | £47.82 | Web | 10 | 2000 |
| SUPERSAAS | Free | Web | 50 | 50 |
| | £5 | Web | Unlimited | 100 |
| | £10 | Web | Unlimited | 300 |
| | £15 | Web | Unlimited | 600 |
| | £20 | Web | Unlimited | 900 |
| VCITA | £25 | Web | Unlimited | 1500 |
| | £35.90 | Android, iOS, Web | 2 | Unlimited |
| | £59.83 | Android, iOS, Web | 5 | Unlimited |
| | £93.34 | Android, iOS, Web | 10 | Unlimited |
| | £156.36 | Android, iOS), Web | 20 | Unlimited |

9) Working from home guidance (via AGCAS)

<https://www.acas.org.uk/working-from-home>

Employers and employees should be practical, flexible and sensitive to each other's situation when working from home because of the coronavirus (COVID-19) pandemic.

Employers should:

- talk to their employees and workers about how they might improve working from home arrangements
- continue to consider which roles and tasks can be done from home – this might involve doing things differently and not assuming a role cannot be based at home
- support employees to adjust to remote working
- consider individual employees' needs, for example anyone with childcare responsibilities, a long-term health condition or a disability
- write down the arrangements that have been agreed so everyone's clear

Employers can use the preparing for homeworking questionnaire from CIPD; <https://www.cipd.co.uk/knowledge/fundamentals/relations/flexible-working/homeworking-questionnaire>

Health and safety

By law, employers are responsible for the health and safety of all employees, including those working from home.

Employer responsibilities

During the coronavirus pandemic, it's very unlikely that employers can carry out usual health and safety risk assessments at an employee's home.

However, an employer should still check that:

- each employee feels the work they're being asked to do at home can be done safely
- employees have the right equipment to work safely
- managers keep in regular contact with their employees, including making sure they do not feel isolated
- reasonable adjustments are made for an employee who has a disability
- If changes are needed, employers are responsible for making sure they happen.

Employee responsibilities

Employees also have a responsibility to take reasonable care of their own health and safety.

Anyone working from home should keep in regular contact with their manager. They should also tell their manager about:

- any health and safety risks
- any homeworking arrangements that need to change

Looking after mental and physical health

It's likely that employers and employees are experiencing a high level of stress and anxiety at the moment. Find out more about supporting mental health in the workplace; <https://www.acas.org.uk/coronavirus-mental-health>

It's important for employees to take regular breaks, for example to avoid sitting at a computer for too long.

They should also try to do other things to stay mentally and physically active outside of their working hours. This might include things like cooking, exercise, watching favourite TV programmes or other hobbies. It's a good idea for employers to remind staff about this.

Find out more about looking after your mental health from the Mental Health Foundation; <https://www.mentalhealth.org.uk/publications/looking-after-your-mental-health-during-coronavirus-outbreak/while-working>

Equipment and technology

Employers are responsible for the equipment and technology they give employees so they can work from home.

The employer should:

- discuss equipment and technology with the employee
- agree what's needed
- support the employee to set up any new equipment or technology

If an employee also has some work tasks that can be done safely away from their home, they should make sure they have access to the right equipment for those duties.

For example, this might include having your work laptop with you.

Checking how systems are working

Employers should regularly assess how their systems and temporary arrangements are working and make any improvements.

This might include looking at:

- if IT systems can handle the number of staff working from home
- the level of IT support for homeworkers
- extra equipment that could be posted or collected, for example headsets or stationery

Setting clear expectations

Changing to homeworking may be a challenge for many managers and employees, particularly if they're used to working together face-to-face.

It's important to build up a healthy relationship of trust and confidence.

Employers and managers should make sure that everyone working from home knows what's expected of them.

This includes agreeing:

- when employees will be available to work
- how they will keep in touch
- how work-life balance will be managed, for example taking regular breaks and switching off from work at the end of the day
- rules around storing information and data protection
- how performance will be managed and measured - taking into account people's circumstances where necessary
- who employees should contact if they have any problems or their circumstances change

It's important to recognise that some employees may find it hard to motivate and organise themselves when working from home.

If this happens, the manager and employee should talk about practical steps that might help.

Keeping in touch

Employers and employees should keep in touch regularly. This should include regular communication between:

- individual employees and their managers
- employees who need to work together
- team members

This might involve new ways of working, for example using video or conference calling technology.

Pay and terms and conditions of employment

Employees who are working from home must get the same pay, if they are working their usual hours.

Their usual terms and conditions still apply, apart from having to work from home on a temporary basis.

Employers need to make sure staff working from home follow the law on working hours; <https://www.acas.org.uk/the-maximum-hours-an-employee-can-work>

Working from home and childcare

Employees who are looking after children should talk to their employer. The employer should be sensitive and flexible towards the employee's situation.

Employers and employees may be able to agree a more flexible homeworking arrangement.

Examples of this could include:

- working different hours
- agreeing that the employee may not be able to work a full day or a full week
- reducing work targets
- being flexible about deadlines where possible

The same approach may be needed if an employer is caring for someone else, for example an older relative or someone who's ill.

An employee's circumstances may change so they're no longer able to work from home. Find out more coronavirus advice for employers and employees; <https://www.acas.org.uk/coronavirus>

Expenses

Employees may want to talk to their employer if they run up costs through having to work from home. Employers may have their own policy on this.

Find out more about homeworking expenses on GOV.UK; <https://www.gov.uk/expenses-and-benefits-homeworking>

Insurance, mortgage or rent agreements

Employers should check the details of their insurance to make sure they're covered for an employee working from home if they're using business equipment. It also needs to cover them against a claim by a third party.

Employees should check there are no issues with them working from home, with their:

- home insurer
- mortgage provider or landlord

It's a good idea for employers to remind their staff to check this.

More advice

- Coronavirus: advice for employers and employees; <https://www.cipd.co.uk/knowledge/fundamentals/relations/flexible-working/homeworking-questionnaire>
- Returning to the workplace during coronavirus; <https://www.acas.org.uk/working-safely-coronavirus/returning-to-the-workplace>
- When homeworking is not because of an emergency (PDF, 273KB, 43 pages); <https://archive.acas.org.uk/media/3905/Homeworking---a-guide-for-employers-and-employees/pdf/Homeworking-a-guide-for-employers-and-employees.pdf>