



Social Distancing in Jewellery manufacture and warehousing | Version 2

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 for the reopening of their Jewellery manufacturing and/or warehousing space. This is an agile document and so we will keep changing it as more information and ideas come along. 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 manufacturers and suppliers understand how to achieve social distancing in their premises. The guidance also gives various considerations for the jewellery industry to maintain the sector's long-standing reputation for trust, security and professionalism.

It is critical to point out that outside of the non-exhaustive recommendations below, it is the responsibility of each company 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.

Feedback

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

In this Document:

- **Four Step Guidance**
 - **Sample Policy**
 - **Sample Risk Assessment**
- Government Poster; 'staying COVID-19 Secure in 2020'.**
<https://assets.publishing.service.gov.uk/media/5eb963fcd3bf7f5d39550303/staying-covid-19-secure.pdf>

Introduction

Flexibility is important to consider currently. Jewellery manufacturers' workshops and warehouse layouts are all different, so what works for one site may not work for others. Management should be flexible and act within the principles of the following guidance. Recommendations can of course change over time, so the ability to adapt accordingly is likely to be required, which is also considered below.

The People First Approach: Four Steps

NAJ recommends the various items be considered as part of a four-step approach to support Jewellery manufacturers and suppliers in managing their return to work during the COVID-19 pandemic.



HM Government issue the following guidance for businesses:

<https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/factories-plants-and-warehouses> and invites you to share a poster (opposite) (<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

The poster is titled "Staying COVID-19 Secure in 2020" and features a blue header with white text. Below the header, it states "We confirm we have complied with the government's guidance on managing the risk of COVID-19". The main content is a list of five steps, each preceded by a blue checkmark icon. At the bottom, there are fields for "Employer" and "Date", and a footer with contact information for the Health and Safety Executive.

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: www.hse.gov.uk or 0300 031 1547
(or the Health and Safety Executive at www.hse.gov.uk or 0300 031 1547)

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 clients/ customers try items

Screens – for working side-by-side, 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 clients to use such as entry/ exit to site, and before and after any tasks or activities on site

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

Gloves – for site cleaning

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.
- 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

- 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 work

- 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 where as 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
- c) If employees do need to travel to work, avoid public transport where possible. If they/ 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 to 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 site 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 work premises.
- 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 work premises for at least 14 days (after symptoms disappeared). After the employee has left the workplace it should be cleaned throughout, and all employees should follow disinfection guidance including washing hands regularly. You may choose to temporarily close the employee's work area while these actions are taken.
- i) Reviewing on a case by case basis, staff members can remain on furlough for as long as the government scheme continues, which you may choose to consider if:
- a. you expect lower levels of trade/ customers
 - b. 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; <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>

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 do refuse to come in one option could be to negotiate unpaid leave or use holiday entitlement

- 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, ensure 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.

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

2) Workshop/ Warehouse Safe - Building on 'normal' requirements from HSE

Entering workshops and warehouses

- a) You must make sure that the risk assessment for your business addresses the risks of COVID-19, using this guidance to inform your decisions and control measures. 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). Your risk assessment will help you decide whether you have done everything you need to. You should share the results of your risk assessment with your employees. If possible, you should consider publishing it on your website (and government expects all businesses with over 50 employees to do so).
- b) Limit the number of entry and exit points into and out of the building. If possible, consider having separate entrance and exit points, and ensure those waiting to enter the premises carry out social distancing.
- c) When entering and leaving, you should ensure your workforce stays 2 metres apart (or 1 metre plus risk mitigation) as much as possible. To protect your staff, you should remind colleagues daily to only come into work if they are well and no one in their household is self-isolating.
- d) Limit the number of staff on site at any time to safe numbers. Assess the size of the site and its layout, enabling you to calculate the number of staff who can reasonably follow the two-metre social distancing rule.
- e) Place clear signage outside of the premises explaining the social distancing measures in place that staff and visitors 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.
- f) Schedule deliveries to avoid crowding in delivery areas and consider non-contact stock deliveries.

Inside workshops and warehouses

Hygiene and cleaning

- g) You should increase the frequency of cleaning procedures, pausing production in the day if necessary, for cleaning staff to wipe down workstations with disinfectant.
- h) You should communicate to all staff that they should wash their hands with soap and water for 20 seconds or more at the beginning and end of every break, when they arrive at work and before they leave. To help with this, you could consider adding additional pop-up handwashing stations or facilities, providing soap, water and/or hand sanitiser.
- i) Introduce frequent deep cleaning of work areas, with attention to multi contact points. For example, between shifts, staff change overs and/or during breaks.
- j) Encourage use of disinfectant wipes to clean all equipment before and after each use.

Social distancing

All employers are expected to follow social distancing guidance. Where the production environment makes it difficult to do so, employers should consider what measures may be put in place to protect employees. Once staff have left the work areas, social distancing and further hand washing guidance should be adhered to.

Government advice recognises that "the practical implementation of this advice will depend on the local circumstances." The guideline goes on to acknowledge the need for a local management assessment of measures that can be implemented. Businesses can meet these objectives by implementing the following measures:

- k) Ensure regular and visible written or verbal communication of the government messages. Provide frequent reminders using the following:
- Additional signage to ask staff not to turn up for work if they have symptoms
 - Written communication, which they sign to acknowledge receipt and understanding
 - Posters and signage
 - Regular messages to all site staff via noticeboard, intranets and/or tannoy
- l) Use floor markings inside to facilitate compliance with the social distancing advice of 2 metres (or 1 metre plus), particularly in the most crowded areas.
- m) Stagger shifts' start, end and break times.
- n) Limit non-essential movement between sites or areas.
- o) Leave non-essential doors open to avoid multiple use. This does not apply to fire doors.
- p) Restrict all non-essential visitors to sites/hubs/warehouses.

Deliveries

- q) Where delivery staff must enter customer premises eg. delivery of valuable/ bulky items, contact the customer on the day of the delivery to ensure that they are not self-isolating or experiencing symptoms. If they are, cancel and reschedule the delivery.
- r) Drivers should be given full discretion to refuse to complete any delivery if the customer appears unwell or they do not feel it is safe to continue.
- s) When entering customer premises drivers should ask customers to maintain a 2m or 1m plus distance. Hands should be washed with soap and water on arrival and departure. Hand sanitiser should be supplied in case it is not possible to wash hands.
- t) Consider limiting installation services to only provide where installation is essential for use and where only certified workers can carry out the installation.
- u) Ensure vehicle cabs are cleaned regularly especially between shifts and at the end of day.
- v) Offer alternative tasks to delivery staff if concerns are raised.

Staff canteens and rest areas

- w) Notices promoting hand hygiene and social distancing should be placed visibly in these areas if possible, increase the number of hand washing stations available.
- x) You should not allow staff to congregate in break times; you should consider arrangements such as staggered break times so that staff can continue to practice social distancing when taking breaks, factory zoning, physical segregation barriers, unique equipment for team members, and staggered working hours.
- y) Introduce a limit of 1 person per table, and if necessary, re-arrange tables so they are all at least 2 metres or 1 metre plus apart. Innovative, additional temporary and quick-fix tables (eg laminated cardboard) can help enforce social distancing at an affordable cost.
- z) The workforce should be asked to bring pre-prepared meals and refillable drinking bottles from home

- aa) Communal crockery, eating utensils, cups etc. should not be used
- bb) Drinking water should be provided with enhanced cleaning measures of the tap mechanism introduced
- cc) All areas used for eating must be thoroughly cleaned at the end of each break and shift, including chairs, door handles, vending machines and payment devices.
- dd) Restrict number of people using designated smoking areas at one time. Also consider increasing the number of designated areas or asking staff to smoke off-site.

3) Task Safe - Assessing tasks against social distancing regulations

Where it is not possible to follow the social distancing guidelines in full in relation to a particular activity, you should consider whether that activity needs to continue for the business to continue to operate, and, if so, take all the mitigating actions possible to reduce the risk of transmission between staff. Staff may request PPE and it is important any PPE sourced is FFR approved and not FPR approved as the latter is for frontline workers only. Some employers have reported that visors have been a more comfortable alternative to face masks, as these can be wiped down. In addition, colleagues are also able to see the full face of the employee, aiding communication.

General

- a) Non-essential physical work that requires close contact between workers should not be carried out
- b) Work requiring skin to skin contact should not be carried out
- c) Plan all other work to maintain social distancing and minimise contact between workers
- d) Re-usable PPE must be thoroughly cleaned after use and not shared between workers
- e) Single use PPE should be disposed of so that it cannot be reused
- f) Provide cleaning stations at regular points within the workspace including, hand sanitiser, if available and disinfectant wipes or spray and tissue for trolley/basket handles.

Holding meetings

- g) Only absolutely necessary meeting participants should attend
- h) Attendees should be two metres apart or one metre plus from each other
- i) Rooms should be well ventilated / windows opened to allow fresh air circulation
- j) Consider telephone or video conferencing or holding meetings in open areas where possible.

Returned Jewellery

- k) All incoming jewellery (e.g. returns, repairs) that may have been touched must be put into a cleaning/ disinfection process before being circulated within the premises. Clean the jewellery thoroughly with soap/water/ultrasonic or other process and as is appropriate for the jewellery type
- l) Most jewellery can be quickly cleaned with ethanol alcohol spray or wipes, but of course it can't be used on some gemstones such as opals, emeralds, coral and pearls.

4) Home Safe - Advice on decontamination processes

Leaving the premises

- a) All employees should sign out before they leave the site, 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 premises for 14 days after no symptoms.
- b) Employees should be encouraged to wash hands with soap and water 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) 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.
- e) Put all dirty clothes in the washing machine and wash as soon as they enter the house.
- f) Shower and get dressed in clean clothes before doing anything else.
- g) Get rid of the plastic bag or wash the bucket your clothes were in with soap and hot water.
- h) 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>

If you can share independent research to support best practice, or have any suggested amendment or additions, please contact marketing@naj.co.uk.

6) Sample Coronavirus (Covid-19) Policy

Version XX
Date XX

NOTE: The following policy should be adapted to suit your own manufacturing workshop or warehouse.

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 TO SUIT 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 TO SUIT 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 (for 14 days). 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 TO SUIT 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>



7) Risk Assessment				
WORK ACTIVITY BEING ASSESSED: COVID-19 VIRUS			LOCATION:	ASSESSMENT NO:
ADDITIONAL INFORMATION:				
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
		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	PRECAUTIONS / CONTROL MEASURES REQUIRED TO REDUCE THE LEVEL OF RISK TO THE LOWEST PRACTICABLE LEVEL	
		LOW MEDIUM HIGH		RESIDUAL RISK VALUE LOW MEDIUM HIGH
COVID-19 SOMEONE INFECTED ENTERING THE	EMPLOYEES A VISITOR OR EMPLOYEE ENTERS THE WORKPLACE AND	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 	
				M

WORKPLACE	PASSES THE VIRUS ONTO EMPLOYEE		<p>ALLOWED INTO THE BUILDING.</p> <ul style="list-style-type: none"> • 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 INSTRUCTED TO WASH THEIR HANDS FREQUENTLY FOR AT LEAST 20 SECONDS DURATION. NO HANDSHAKING. 	
COVID-19 SOMEONE BECOMES ILL IN THE WORKPLACE	COVID-19 SOMEONE BECOMES ILL IN THE WORKPLACE	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 CONTAMINATED WORKPLACE	COVID-19 CONTAMINATED WORKPLACE	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 PROXIMITY, WORKPLACE	COVID-19 PROXIMITY, WORKPLACE GATHERINGS	M	<ul style="list-style-type: none"> • UK GOVERNMENT GUIDANCE IS BEING FOLLOWED. • HAND SANITISERS HAVE BEEN PLACED THROUGHOUT THE SITE. 	M

GATHERINGS			<ul style="list-style-type: none"> 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. 	
<p>COVID-19 EMPLOYEES WHO HAVE CONTRACTED COVID-19</p>	<p>EMPLOYEES, VISITORS, MEMBERS OF THE PUBLIC, FAMILY MEMBERS CONTRACT COVID-19 IN WORKPLACE</p>	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. NO HANDSHAKING OR ATTENDANCE AT LARGE MEETINGS. STAFF ARE ADVISED TO SPREAD OUT THROUGHOUT THE CANTEEN AT LUNCH TIME, ALSO STAGGERED LUNCH BREAKS 	M
<p>COVID-19 PRESENTISM. 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 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 	M

			<p>EMPLOYEE HAS CONTRACTED COVID-19 THEY WILL NEED TO SELF ISOLATE AND BE PAID SSP.</p> <ul style="list-style-type: none"> • 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. • 	
COVID-19 SELF-ISOLATION AND WELLBEING	EMPLOYEES <i>EMPLOYEES NOT AWARE OF THE NEED TO OR HOW SELF-ISOLATE. WELLBEING/LONELINESS ISSUES FROM SELF-ISOLATION</i>	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
COVID-19 TRAVELLING ABROAD	EMPLOYEES & VISITORS <i>A PERSON CATCHES COVID-19 DUE TO TRAVELLING ABROAD</i>	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 EQUIPMENT TO DO THEIR JOBS SAFELY. • MANAGERS & COLLEAGUES ARE ADVISED TO KEEP IN REGULAR CONTACT WITH HOME WORKERS WITH REGULAR INDIVIDUAL, TEAM CALLS OR BY SKYPE 	M
COVID-19 INFORMATION FAILURE	EMPLOYEES & VISITORS <i>ESCALATION/DE-ESCALATION OF PANDEMIC</i>	M	<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 	M

			<ul style="list-style-type: none">• 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. MONITORING RELEVANT WEBSITES & NEWS OUTLETS	
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8) 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>