



Social Distancing in Jewellery Stores | Version 7

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.

Regional Differences to this guidance

The guidance in this document has been developed based on government advice for England.

You should be aware guidance is different by country and in some cases location with 'local lockdowns' possible. You should check government and local government websites to ensure you are referring to the most up to date guidance.

STEP FOUR: Key behaviours

In addition to the continued vaccine roll out, the key behaviours as presented by the Government (for all in society) are:

- **Test, trace and isolate**

Test twice weekly with rapid lateral flow test and take a PCR Test when you have symptoms or a positive result from lateral flow test. Isolate when positive (either test) or when contacted by NHS Test and Trace.

- **Gradual return to work**

whilst Government is no longer instructing people to work from home if they can, Government would expect and recommend a gradual return over the summer.

- **Hands, Space, Face coverings and Fresh Air**

Maintain hygiene levels, minimising the number, proximity and duration of social contacts and letting fresh air in as much as possible. Government also expects and recommends that people wear face coverings in crowded areas such as public transport.

- **NHS COVID Pass for high risk settings**

The Government will work with organisations where people are likely to be in close proximity to others outside their household to encourage the use of this. If sufficient measures are not taken to limit infection, the Government will consider mandating certification in certain venues at a later date.

Scotland:

Overview: <https://www.gov.scot/publications/coronavirus-covid-19-retail-sector-guidance/pages/overview/>

Operational guide: <https://www.gov.scot/publications/coronavirus-covid-19-retail-sector-guidance/pages/operational-guide-and-checklist-for-retailers/>

Wales:

Overview (and guidance): <https://gov.wales/retailers-coronavirus-guidance>

Northern Ireland:

Overview (and guidance): <https://www.nidirect.gov.uk/articles/coronavirus-covid-19-regulations-guidance-retail>

Local Lockdowns:

The following pages present a list of local lockdowns (to monitor).

<https://www.gov.uk/government/collections/local-restrictions-areas-with-an-outbreak-of-coronavirus-covid-19>

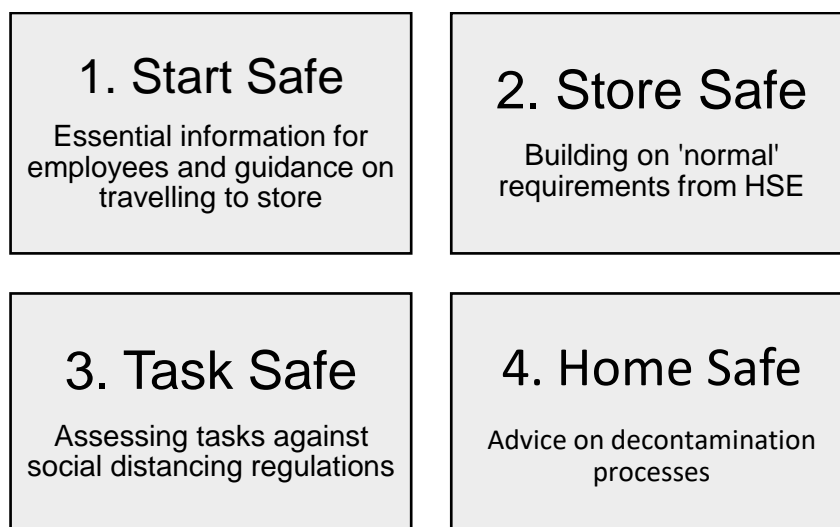
For Scotland: <https://www.gov.scot/coronavirus-covid-19/>

For Wales: <https://gov.wales/coronavirus>

For Northern Ireland: <https://www.nidirect.gov.uk/campaigns/coronavirus-covid-19>

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>.

Face coverings (Visors and/ or masks/ or screens) – for journeys to and from work on public transport, and roles on the shop floor, close contact or not, wearing a face covering (visor and/ or mask) is not mandatory.

Poster type	With bleed for professional printing	Without bleed for 'in house' printing
NAJ Member poster with face coverings	Download	Download
NAJ Member poster without face coverings	Download	Download

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

Risk mitigation

The following equipment may be used in store to reduce the risk of infection.

Face coverings (Visors and/ or masks) – recommended on public transport but not mandatory on shop floor
Screens – for serving face-to-face, but not compulsory
Masks – for journey's to and from work or in small confined spaces with others you do not live with
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.

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

Welcome!

We ask that you please **shop sensitively** in this jewellery store, being considerate of staff and other customers. This means:

-  Give others plenty of space.
-  Wear a face covering (we have disposable masks available).
-  Use the hand sanitizer provided before and after touching any jewellery.
-  **DO NOT ENTER** if you have COVID symptoms or should be self isolating.




You may only have limited access to the store or asked to leave if you are unable to **shop sensitively**. Thank you

MEMBER
The National Association of Jewellers

 #StoreSafe


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MEMBER
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 #StoreSafe

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



What's changed?

Most legal restrictions to control COVID-19 will be lifted at step 4 (19th July). This means that when step 4 takes place:

- You will not need to stay 2 metres apart from people you do not live with. There will also be no limits on the number of people you and your staff can meet.
- However, in order to minimise risk at a time of high prevalence, people should limit the close contact they have with those you do not usually live with, and increase close contact gradually. This includes minimising the number, proximity and duration of social contacts.
- People should meet outdoors where possible and let fresh air into homes or other enclosed spaces.
- The Government is no longer instructing people to work from home if they can. However, the Government expects and recommends a gradual return over the summer.
- The requirement to wear face coverings in law will be lifted. However, the Government expects and recommends that people wear face coverings in crowded areas such as public transport.

COVID-19 has not gone away, so it's important to remember the actions you can take to keep yourself and others safe. Everybody needs to continue to act carefully and remain cautious.

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) **Testing twice a week even if you don't have symptoms, and using the NHS Covid Pass**

Around 1 in 3 people with COVID-19 do not have any symptoms. This means they could be spreading the virus without knowing it. Testing twice a week increases the chances of detecting COVID-19 when a person is infectious - helping to make sure you don't spread COVID-19.

Rapid lateral flow testing is available for free to anybody but is particularly focused on those who are not fully vaccinated, those in education, and those in higher-risk settings such as the NHS, social care and prisons. People may also wish to use regular rapid testing to help manage periods of risk such as returning to the workplace, close contact in a higher risk environment or when spending prolonged time with a more vulnerable individual. You can get tests from pharmacies or online. Find out more about how to get rapid lateral flow tests.

The NHS Covid Pass allows you to check your Covid status and demonstrate that you are at lower risk of transmitting to others, through full vaccination, a recent negative test, or proof of natural immunity.

If you develop COVID-19 symptoms, self-isolate immediately and get a PCR test.

- c) **Get tested and self-isolate.** If you or your staff develop COVID-19 symptoms, self-isolate immediately and get a PCR test, even if your symptoms are mild. You should self-isolate at home while you book the test and wait for the results. You must self-isolate if you test positive. Your isolation period includes the day your symptoms started (or the day your test was taken if you do not have symptoms), and the next 10 full days. This is the law. The most important symptoms of COVID-19 are recent onset of any of the following:

- a new continuous cough
- a high temperature
- a loss of, or change in, your normal sense of taste or smell (anosmia)

For most people, COVID-19 will be a mild illness. However, if you have any of the symptoms above, even if your symptoms are mild, stay at home and arrange to have a test.

You must also self-isolate if you are told to do so by NHS Test and Trace, for example if you have come

into contact with someone who has tested positive. This remains the law, regardless of your vaccination status.

From 16 August, if you have been fully vaccinated you will be exempt from the requirement to self-isolate if you are a contact of a positive case. You will instead be advised to take a PCR test as soon as possible.

You will also be exempt from self-isolation from 16 August if you are under 18 and a contact of a positive case. As with adults, you will be advised whether a PCR test needs to be taken. If you are 18 years old you will be treated in the same way as under 18-year-olds until 4 months after your 18th birthday, to allow you the opportunity to get fully vaccinated.

If you test positive you will still need to self-isolate regardless of your vaccination status or age. When self-isolating, follow the stay-at-home guidance. This will help reduce the risk of spreading COVID-19 to other members of your household and community. You must stay at home at all times and not have contact with other people. There are only very limited circumstances when you do not have to do this, such as seeking medical assistance. If you do leave your home during your period of self-isolation for a permitted reason, you should maintain social distancing and keep 2 metres apart from other people. You may be entitled to a one-off payment of £500 through the NHS Test and Trace Support Payment scheme if you are required to stay at home and self-isolate, or you are the parent or guardian of a child who has been told to self-isolate. You should visit your local authority website for details on Test & Trace Support Payments and practical support offered in your area.

Did you know you could be fined if you do not self-isolate following notification by NHS Test & Trace?

- d) **Using the NHS COVID-19 app.** Using the NHS COVID-19 app helps stop the spread of the virus by informing you that you have been in close contact with someone who has since tested positive for coronavirus, even if you don't know each other. The app is free and easy to use and doing so can help you protect your loved ones and others.

The app also allows people to report symptoms, order a coronavirus test and check in to venues using a QR code.

- e) **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 wearing face coverings is recommended (not frontline versions however). 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>
- f) It is recommended that briefing of hazards is managed through regular reminders. All workers should complete a re-induction to the site emphasising the COVID-19 policy/ protocols before they return
- g) All adults in England have now been offered at least one dose of a COVID-19 vaccine. Government states that the coronavirus (COVID-19) vaccines are safe and effective and give individuals the best protection against COVID-19. You need two doses of vaccine for maximum protection against COVID-19.

However, even if you have been fully vaccinated, you could still get COVID-19 and get sick and spread COVID-19 to others.

- h) Employees who have travelled outside of the UK to a country not referenced on the COVID 19 Travel corridor list should quarantine away from the store (self-isolate) for at least 10 days after their return to the UK, returning to work on site only if neither they or any one they live with has shown possible COVID-19 symptoms within that period.

View quarantine register: <https://www.gov.uk/guidance/coronavirus-covid-19-travel-corridors>

- i) **Staying home when unwell.** If you develop COVID-19 symptoms, self-isolate immediately and get a PCR test, even if your symptoms are mild. You should self-isolate at home while you book the test and wait for the results. You must self-isolate if you test positive.

If you feel unwell but don't have COVID-19 symptoms, or your COVID-19 test is negative, you may still have an illness which could be passed on to other people.

Many common illnesses, like the flu or the common cold, are spread from one person to another. This can happen:

- through the air when someone infected with an illness breathes, speaks, coughs or sneezes, they release particles containing the viruses which can be breathed in by another person
- through surfaces and belongings which can also be contaminated with when people who are infected with an illness cough or sneeze near them or if they touch them, the next person to touch that surface may then become infected.

Staying at home until you feel better reduces the risk that you will pass on an illness to your friends, colleagues, and others in your community. This will help reduce the burden on our health services.

- j) Subject to the appropriate rules, staff members may **remain on furlough** for as long as the government scheme continues (until 30th September), which you may choose to consider on a case-by-case basis, particularly if:
- a. You expect lower levels of trade/ customers
 - b. 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>

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.

- k) **Self-employed jewellers** can also claim support through the Self-employed income support scheme (SEISS), which also now includes a grant extension.

The SEISS Grant Extension provides critical support to the self-employed. The grant will be limited to self-employed individuals who are currently eligible for the SEISS and are actively continuing to trade but are facing reduced demand due to COVID-19.

Claim the fifth grant if you think that your business profit will be impacted by coronavirus (COVID-19) between 1 May 2021 and 30 September 2021.

Self employed Income Support Scheme (SEISS): <https://www.gov.uk/guidance/claim-a-grant-through-the-coronavirus-covid-19-self-employment-income-support-scheme>

Grant extension: <https://www.gov.uk/government/publications/self-employment-income-support-scheme-seiss-grant-extension>

- l) 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 to what is comfortable for staff and customers.
- c) Jewellers that have operated 'book by appointment' procedures may wish to continue to do so and advertise such procedures via communication channels.
- d) Use a colleague to meet customers at/outside the door, explain the changes and provide face coverings if preferred.
- e) Place clear signage outside of the store explaining your expectations for customers. You may request that 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) Face coverings are not mandatory in store, but staff and customers may feel comfortable with some form of protection for peace of mind. Further risk mitigation measures include hand washing and gloves that are present.

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.

T.H. March statement on Face coverings/ masks -

"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 to your shop who was not prepared to show their face, despite 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) Additional PPE such as hand sanitizer, gloves and soap maybe used as risk mitigation 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) A rare issue highlighted in retailers to date is what steps will be taken by managers and staff where customers are not shopping sensitively (for staff and other customers). Consider developing a plan for this occurrence, which may include restricted or no access to the store.
- n) When opening and closing the store, be considerate of security threats.

- Shop Floor and Till Areas

- o) Place clear signage throughout the store reminding customers of shopping sensitively.
- p) Review the layout of the store to ensure aisles/walkways are as clear as possible.
- q) You may choose to maintain 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 if so. You may also wish to continue using clear plastic face shields instead of or in addition to physical screens - the former allow staff to move around the shop more easily.
- r) Leave non-essential doors open to minimise the number of people who touch them and offer air circulation. This does not apply to fire doors.
- s) Consider limiting the number of customers in enclosed spaces such as lifts.
- t) Encourage cashless purchases and consider requesting card sales only.
- u) 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

- v) Consider limiting or spacing out customer seating.
- w) Where customers require specialist advice/assistance in store, ensure colleagues giving the advice have a clearly designated position.
- x) Regular clean manual multi-person touch points such as door handles, flushes, taps. etc.
- y) You may choose to not make drinks for customers (and/or making drinks as a team).
- z) 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

Trying on Jewellery

- a) Ensure staff carry out a cleaning/disinfection programme prior to every customer approaching their work area.
- b) Ensure staff wash hands thoroughly for 20 seconds after handling items passed between customer and staff.
- c) 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.

Security

- d) Review security procedures and, if changed, alert your insurer without delay.
- e) Request that customers must show their face outside the door before they put a mask on and come inside the door due to security concerns. Other approaches include showing ID to permit entry.

Cleaning Jewellery

- f) All jewellery that the customer has touched could be 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.
- g) 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.
- h) Don't forget to also clean ring sizers and other tools etc when passing to and from customers as well.
- i) 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>

- j) 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.
- k) Pearl jewellery should be cleaned using a soft disinfectant that is not chemically based as the risk is damaging natural pearl.

Other Considerations

- l) Quite a lot of people will be very nervous about coming into shops so showing that you are operating a sensitive environment is likely to offer a form of peace of mind for customers to visit.
- m) 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!
- n) 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.

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, are notified by the NHS tracing app or get a positive result on their lateral flow and PCR test.
- 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) 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>



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
		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 <i>SOMEONE INFECTED ENTERING THE WORKPLACE</i>	EMPLOYEES <i>A VISITOR OR EMPLOYEE ENTERS THE WORKPLACE AND PASSES THE VIRUS ONTO EMPLOYEE</i>	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

			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

			<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

			<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
	£9.58	Android, iOS, web	1	Unlimited
GIGABOOK	£5.59	Android, iOS, web	Multiple	Unlimited
	£11.97	Web	3	Unlimited
SCHEDULEONCE	£7.98	Web	4-100	Unlimited
	Free	Android, iOS, macOS, Web, Windows	1-4	Unlimited
SETMORE	£19.96	Android, iOS, macOS, Web, Windows	20	Unlimited
	Free	Web	1	50
SIMPLYBOOK	£7.90	Web	2	100
	£23.87	Web	5	500
	£47.82	Web	10	2000
	Free	Web	50	50
SUPERSAAS	£5	Web	Unlimited	100
	£10	Web	Unlimited	300
	£15	Web	Unlimited	600
	£20	Web	Unlimited	900
	£25	Web	Unlimited	1500
VCITA	£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/reasons/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>