



19th March 2020 – 3pm
COVID-19 (coronavirus)

At present the business is operating as normal and any changes in our response as a result of Government guidance and/or directives will be notified to our stakeholders.

Frequently Asked Questions

Q. Who is entitled to statutory sick pay?

The following circumstances attract statutory sick pay if the employee is unable to work from home:

- Employee who has a high temperature
- Employee who has a new and continuous cough
- Employee who has a person in their household with a high temperature and/or a continuous cough
- Those diagnosed with COVID-19
- Those who are unable to work because they are self-isolating in line with medical advice
- Those who are self-isolating as a precautionary measure, such as high-risk groups (those with underlying health conditions, people aged over 70 or pregnant people)
- Those who follow government or medical advice to stay at home

Q. Who is not entitled to statutory sick pay:

Those who live with a member of a high-risk group when neither have symptoms.

Q. How much is sick pay?

Sick pay is £94.25 per week.

To obtain the 2nd weeks SSP, follow this digital link.

<https://111.nhs.uk/service/COVID-19/>

Q. I have recently travelled from one of the now prohibited areas of travel or I am experiencing some symptoms, what should I do?

The travel advice from the government has been replaced by new advice. The advice relating to isolation now is limited to whether or not you are experiencing symptoms. Please check the NHS 111 website and GOV.uk website for up to date information (as the situation changes quickly) however at the time of writing the advice is that if you are experiencing symptoms of a fever/high temperature or new persistent cough you will need to take actions. If you have these symptoms but are able to do most of your daily activities (e.g. watch TV, get out of bed, use your phone or read) you should self-isolate for at least 7 days (please read the guidance on self-isolation <https://www.nhs.uk/conditions/coronavirus-covid-19/self-isolation-advice/>). If you have these symptoms and cannot perform most of your daily activities (as above) then you need to call 111 and speak to a nurse – the phone lines will be busy but you need to wait to speak to somebody.

Q. How long should I self-isolate for?

- If you have symptoms and live alone, you should remain at home for 7 days after the onset of your symptoms.
- If you have a family member who lives with you and has symptoms, you must stay at home for 14 days. The 14-day period starts from the day when the first person in their house becomes unwell.
- If a family member develops symptoms within the isolation period, this does not mean the isolation period needs to be extended, but the person with the new symptoms has to stay at home for 7 days. It is not necessary to re-start the 14 days of isolation for the whole household.

Q. What if I still feel unwell after the isolation period?

Contact NHS 111

Q. Can I choose to self-isolate for 7 days or should I have been advised by 111 to do this?

If you have symptoms (persistent cough or fever) then you can self-isolate for 7 days without individual medical advice.

Q. What does it mean to self-isolate?

There is a great website here:

<https://www.gov.uk/government/publications/covid-19-stay-at-home-guidance/stay-at-home-guidance-for-people-with-confirmed-or-possible-coronavirus-covid-19-infection> which really shows the impact of self-isolation. People who are self-isolating from work should not be out at the pub, socializing on weekends etc.

Q. I have booked time off for holiday, but my holiday is cancelled because of a situation outside of my control (e.g. flight cancellations) Can I cancel my annual leave and take it again at another time?

This is at the discretion of your employer. However, we are currently happy to work with employees and allow them to cancel pre-booked leave.

Q. What if I can't attend work due to school closures?

The usual rules apply for 'time off for dependant emergency', so parents should arrange appropriate childcare as quickly as possible. But, in the meantime, we will allow unpaid time off for the parents. For those who have no alternatives but to stay at home with their children, we would advise that you will need to have the time off unpaid.

Q. Should I still attend training courses?

All pre-arranged courses are now cancelled.

Q. Is K W Bell Group planning to provide any form of PPE, e.g. masks?

No. The best form of action is to exercise regular and thorough good hygiene practice including washing and drying your hands thoroughly, using hand sanitiser regularly, sneezing and coughing into a tissue and then disposing of it in order to protect others, ensuring surfaces are regularly cleaned with anti-bacterial wipes and so on.

Q. What if I don't want to come to work?

There is currently no requirement for businesses to close its premises and we will monitor the advice and respond accordingly if advice changes. Therefore, employees do not have the option to not attend work if they are well and not required to self-isolate. You may be able to book annual leave with the normal approval process in line with our leave policy. The manager retains the right to reject annual leave requests if it would cause operational or resource issues. Any employee who does not attend work without prior

approval will be treated as having unauthorised absence which is a disciplinary offence and the company's disciplinary policy will be followed. Working at home is only to take place with the prior approval of your line manager and employees should not take this decision themselves.

Q. I am a vulnerable person, what should I do?

The UK government has issued updated guidance for individuals over 70, or with certain underlying health conditions who may be more vulnerable. K W Bell Group will comply with this advice as issued by the government. If you have an underlying health condition we are not aware of, please contact HR as a matter of urgency to update us with this information. In the event individuals are asked to self-isolate under these conditions, the same rules will apply as above regarding whether it's possible based on the role, productive and efficient to allow working at home (entirely at the company discretion) or whether this self-isolation will be treated as sick leave and paid in line with statutory sick pay and any company sick pay outlined in your contract of employment. If you are a vulnerable person and have any immediate concerns then please discuss these with your line manager or health and safety early so that we can discuss a way forward with you.

Q. What if somebody with Coronavirus comes to work?

Nobody with Coronavirus should attend their workplace and the self-isolation guidance should be followed for anybody who has any symptoms of a persistent cough or a fever/temperature. In the event that it becomes known somebody with a confirmed case of Coronavirus attended the workplace before knowing they had it then the company will contact the Public Health England Health Protection team to discuss the case and carry out a risk assessment which will result in recommendations and communication, until this time there is no need for anybody without symptoms to self-isolate.

Q. Where can I get more information?

Check the NHS FAQ page on Coronavirus along with other trusted sources such as the World Health Organisation for updated and more information.
<https://www.nhs.uk/conditions/coronavirus-covid-19/common-questions/>
<https://www.who.int/news-room/q-a-detail/q-a-coronaviruses>
NHS England advice: <https://www.nhs.uk/conditions/coronavirus-covid-19/>
<https://www.gov.uk/government/collections/wuhan-novel-coronavirus>