

## HEALTH AND SAFETY AT THE ASSURED GROUP OF COMPANIES

### COVID-19 Changes to Measures - November 2021, and the Company Response

With the onset of winter and a new, highly infectious variant of Covid-19 – known as Omicron, the government has announced new measures, i.e. that as from 30 November 2021, face coverings will be compulsory in shops and other settings such as banks, post offices and hairdressers, as well as on public transport, unless individuals are exempt from doing so. Requirements for travel in and out of the UK have also changed (see below).

As a business the Assured Group of Companies remains dedicated to minimising the risk of infection as much as is practically possible. To that end, it will maintain mask wearing, social distancing and all measures that are in place, as appropriate at each company and customer site.

Vigilance must therefore continue to be maintained at all times and people will be asked to act carefully and appropriately, to manage the risks to themselves and others. Failure to do so would be considered to be a serious breach of Health & Safety policy / procedure and would be treated accordingly by the business, resulting in termination of working arrangements or disciplinary action as deemed appropriate.

## Infectious Diseases Policy

### Introduction

The Company attaches the greatest importance to the health, safety and welfare of its customers, employees, workers, contractors, subcontractors and others who may be affected by its work activities.

The following policy explains how the Company will control and manage the risks of any infectious diseases in the workplace. It also gives specific guidance on the condition commonly known as Coronavirus and officially known as COVID-19, which has been designated as a global emergency by the World Health Organization.

The government provides constantly updated advice on where and how people can continue to go to work, school and other public places, if they are able.

People need to stay away from public places (self-isolate) if they test positive for COVID-19 or are advised to by the 111 online coronavirus service (see below) or a medical professional.

As with all Health and Safety matters, responsibility is a joint one, with the Assured Group of Companies, its managers, employees workers, subcontractors and contractors all co-operating and playing their part to prevent the spread of the virus as far as is reasonably practical and to manage it effectively.

This policy is updated regularly to reflect latest government guidelines and good practice.

## **Infectious Diseases**

In order to restrict and reduce the risk of infectious diseases in the workplace, the Company:

- has systems in place that assess the risks of and prevents, detects and controls the risk of infection
- has a designated lead for infection prevention and control – namely the Group Health & Safety Manager
- ensures that sufficient resources are available to secure effective prevention and control of infection
- ensures employees, contractors and other persons who directly or indirectly provide work are provided with suitable information, instruction, training and supervision in the precautions to follow
- will ensure that information is obtained from and shared with its customers and other businesses, as necessary
- where there is supposed risk, ensures a suitable and sufficient risk assessment is carried out with respect to prevention and control of infection
- ensures an appropriate standard of cleanliness and hygiene is maintained throughout its own premises and that the premises are maintained in good physical repair and condition
- ensures appropriate standards of cleanliness and hygiene are maintained in relation to equipment
- ensures that a suitable cleaning schedule is in place and followed
- ensures suitable information on infections is provided to visitors, including the importance of hand washing
- ensures information regarding infection is passed on to any other person, as necessary
- ensures individuals who develop an infection are identified promptly and that they receive the appropriate treatment and care
- will inform the local health protection unit of any outbreaks or serious incidents relating to infection.

## **Procedure**

The Company will apply the following procedure to control the risk of infectious diseases in the workplace:

- encourage employees, workers, contractors, subcontractors to report symptoms of infectious diseases
- ensure those who have infectious disease symptoms do not come to work and, in the case of diarrhoea and vomiting, they stay away for at least 48 hours after the symptoms have stopped
- where required, ensure notifiable outbreaks are reported to the relevant authority e.g. the Health and Safety Executive (HSE)
- co-operate with any investigation by relevant authorities and comply with any investigation findings
- keep the number of personnel dealing with affected persons to a minimum and not allow any such personnel to be involved with food handling
- prioritise cleaning, paying particular attention to the cleaning and disinfecting of toilets, handles, support handrails, taps and wash basins
- ensure that employees, workers, contractors, subcontractors and all relevant personnel, pay strict attention to infection control procedures, in particular to the thorough washing of hands and the wearing of protective clothing if required
- inform customers / visitors of the outbreak and discourage unnecessary visits
- receive and follow external advice, if necessary.

## The COVID-19 Virus

### Prevention and Preparation

COVID-19 is the illness caused by a new strain of coronavirus first identified in Wuhan city, China.

Generally, coronavirus can cause more severe symptoms in people with weakened immune systems, older people and those with long term conditions like diabetes, cancer and chronic lung disease.

The causes of infection of the COVID-19 virus seem to be similar to that of seasonal influenza, i.e. via droplets that are expelled by speaking, sneezing or coughing.

Therefore to reduce the risk of catching or spreading the virus, everyone should:

- use the facilities and equipment provided at any place of work, such as antibacterial soap, cleaning materials, etc.
- Practice 'social distancing' – i.e. stay 2 metres apart or 1 metre with additional protection, such as masks, gloves and other personal protective equipment (PPE), from individuals outside your home
- always carry tissues - catching the germs in a tissue could help limit the spread of the virus
- cover their mouth and nose when coughing and sneezing, using a tissue and wear a face covering where appropriate
- throw the tissue away quickly and carefully
- avoid touching their mouth and nose;
- clean hands thoroughly with soap and water for at least 20 seconds each time, or cleanse them with an alcohol-based hand rub on a regular basis (especially if touching the mouth and nose, or surfaces that are potentially contaminated);
- clean hard surfaces (like door handles and remote controls) frequently with an antibacterial or normal cleaning product
- improve airflow in their living or working space by opening windows;
- practise good health habits including adequate sleep, eating healthily, and keeping physically active.
- in case they need to contact the authorities, locate and know their NHS number (this will be detailed on any NHS letters or prescriptions)
- keep up to date with the latest help and advice available through radio, TV and the internet – see the 'Further Information' Section below.

### Diagnosis

Symptoms of COVID-19 can be similar to those of common colds and flu, however the most typical symptoms are:

- a new, continuous cough
- high temperature (37.8 degrees Celsius or above)

- loss of sense of taste and smell.

Anyone who lives in England and displays two or more such symptoms, should in the first instance check the NHS 111 online service at <https://111.nhs.uk/covid-19>. This is a coronavirus service which will advise if medical help is needed, and can give appropriate advice.

This service should be used if:

- anyone thinks they might have coronavirus
- if they have recently been to a country or area with a high risk of coronavirus – see below for travellers information

Anyone should contact their doctor directly rather than using the Coronavirus Service if:

- they have a serious underlying illness
- they are pregnant
- they have a sick child under one year old
- their condition suddenly gets much worse
- their condition is still getting worse after 7 days (5 for a child)

### **Travelling Abroad**

Before you travel abroad, you will need to check what the requirements are 1) for the United Kingdom country that you live in (i.e. England, Scotland, Wales or Northern Ireland) and 2) for the country that you are travelling to.

The actions you will need to take will depend upon whether you have been fully vaccinated or not.

#### Travel abroad checklist

This is a summary of what you need to do to travel abroad from England. Click on the [hyperlinked sentences](#) for more information about each point in the checklist.

1. [Check foreign travel advice for all countries you will visit or travel through.](#)
2. Arrange any COVID-19 tests you will need to enter the countries that you will travel to.
3. [Find out how you can use the NHS COVID Pass to prove your vaccination status abroad.](#)
4. [Check what you will need to do when you return to England.](#)

### **Travel to and From Red List Countries**

As from 28 November 2021, a number of countries have been designated as being on the 'Red List', which means that individuals travelling to and from them are required to take additional measures, including staying in a Quarantine Hotel for 10 days on arrival in the UK.

To check the COVID-19 testing and quarantine rules for countries and territories on [the red list for international travel to the UK, click here](#).

Certain individuals may be allowed to quarantine at home rather than a hotel. For more information, follow this link:

[How to quarantine and test at home if you've been in a red list country and have permission to quarantine at home](#)

For individuals with health issues, certain professions and travelling for compassionate reasons, there are exemptions for not staying in a quarantine hotel. For more information on some of the major exemptions, see the links below:

- [Medical reasons for not staying in a quarantine hotel](#)
- [Exemptions from managed quarantine for compassionate reasons](#)

The above guidance applies to England, for the other UK countries, check at:

- [Guidance for Wales](#)
- [Guidance for Scotland](#)
- [Guidance for Northern Ireland](#)

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### **Notifying the Company of Travel**

- You must notify your Assured manager / email [subcontractors@assuredgroup.org](mailto:subcontractors@assuredgroup.org) if you are a subcontractor or [hr@assuredgroup.org](mailto:hr@assuredgroup.org) if you are an employee or worker, if you are travelling to a country outside of the UK - confirming the dates and which country you are travelling to.
- In order to be able to offer further opportunities after this period has ended and to ensure that correct self-isolation is maintained, the company will therefore require proof of return to the UK:
  - This can include plane or ferry tickets with your name or passport stamps, etc.
  - You must complete the company's online COVID Return to Work questionnaire.
- Failure to report travel abroad may be considered to be a serious breach of Health & Safety procedure, resulting in no further offers of work.

## **Use of face masks / Coverings**

The use of face masks and other PPE to be worn, whether at work or not, will depend upon the circumstances. Your line manager will therefore advise you as appropriate. The government website should also be consulted, as it is being constantly updated with new developments and industry specific guidance.

There may be some situations when it would be advisable for a worker to wear a mask / covering. Such a situation will depend on the nature of the work, where it is to be carried out, taking into consideration:

- whether workers may come into close contact (typically about a metre) with symptomatic members of the public during the course of their work;
- the duration and frequency of contact with members of the public.

If they feel that a mask may be necessary, contact the Group Health and Safety Manager, who will carry out a risk assessment. If masks or any other type of PPE is required, the Company will provide them as necessary.

## **Social Distancing**

Social distancing measures are steps you can take to reduce social interaction between people to limit the transmission of coronavirus (COVID-19).

Everyone should try to adhere to the following measures as much as is practicable:

1. Avoid contact with someone who is displaying symptoms of coronavirus (COVID-19), as described above.
2. Avoid non-essential use of public transport whenever possible. If you do travel on public transport, it is advisable to wear a mask in order to minimise risk of infection.
3. Follow all safety guidelines in place for public areas, including pubs, restaurants, leisure centres and similar venues.
4. Adhere fully to any Covid-19 avoidance guidelines advised by the government, whether local or national.

The Company strongly advises all personnel to follow the above measures as much as possible and to significantly limit face-to-face interaction with friends and family, particularly if anyone:

- is over 70
- has an underlying health condition
- is pregnant

## Social Distancing in the Workplace

### Employees and Workers

If you cannot work from home and can still travel to work, you may do so provided you are well and neither you nor any of your household are self-isolating or have returned from a country on the red or amber list within the last 10 days.

Whilst ensuring that all core support and operational functions in the business are maintained, where ever practical, the Company will take every possible step to facilitate its' personnel working from home, including providing suitable IT and equipment to enable remote working.

Where personnel are in their offices or onsite, they must follow Public Health England guidelines including, where possible, maintaining a 2 metre distance from others, and washing their hands with soap and water often and for at least 20 seconds (or using hand sanitiser gel if soap and water is not available).

If it is not possible to maintain a 2 metre distance, then a minimum distance of one metre, with additional precautions such as PPE, should be maintained.

At all times, personnel should follow the latest guidance on self-isolation if they or anyone in their household shows symptoms – see the latest NHS guidance here:

<https://www.nhs.uk/conditions/coronavirus-covid-19/self-isolation-and-treatment/when-to-self-isolate-and-what-to-do/>

### Managers

'Barrier gestures' are the measures workplaces and individuals can take to reduce the risk of infection. These include regular hand washing, coughing and sneezing into one's elbow.

As a general principle, each manager must identify work areas where barrier gestures cannot be respected (for example in confined, cramped spaces) and implement corrective measures and where necessary additional equipment and PPE.

If there is a high concentration of employees in a work space, managers need to create a work schedule to ensure that employees are prevented from crossing each other in common areas (changing rooms, break room) and from converging at a single point at the same time, for example at:

- The start of shifts
- Lunch, smoking and comfort breaks
- The ending of shifts

It is therefore necessary to plan the shift flows and the predefined locations to be used.

The same instructions and distance rules must be applied for the mobile stations or operations.

As far as possible, each location must be allocated by name to a person and a schedule.

Before someone changes or ends their shift, they must first clean and disinfect their area and workstation.

Managers must also report suspected and actual cases of COVID-19 immediately, in accordance with the procedure detailed in Appendix 1, and also carry out on-site risk assessments to establish if the person concerned has been in close contact with any other personnel.

For specific work environments, please contact the Group Health & Safety Manager for Risk Assessments, Methods of Work and PPE recommendations.

## **Sickness Absence**

### **Sickness Absence Reporting**

If employees are working, then they should report sickness absence as usual, by following the Company's Sickness Absence procedure and notifying their line manager ASAP, explaining the nature of the sickness.

### **When Sickness Ends**

Once an operator is fit to return to work, they will notify their line manager / Assured contact who will advise if they can return to work as normal (if the site/s they normally work at are open for business).

### **Sickness Absence Pay**

Statutory Sick Pay (SSP) and any usual contractual rights to pay will apply, unless the illness is related to COVID-19. Where this is the case, SSP may be payable from Day 1 of the absence. This could include self-isolation if advised by Track & Trace or a medical practitioner (proof of which would be required by the Company).

Where someone has travelled from a red list country into the UK, they cannot return to work for up to 10 days from date of entry into the UK. As such they would be paid sick pay or normal earnings for this period of quarantine. Employees and workers may however book annual holiday leave for all or part of this period if they have accrued / available annual leave entitlement.

### **Self-Isolation**

Anyone who displays symptoms of Coronavirus infection (COVID-19), however mild, should stay at home and follow NHS guidelines with regards to self-isolation.

*However, if an individual has received both vaccine doses and they come into close contact with a positive COVID-19 case, the government has advised that they are not required to self-isolate. In order to be able to return to work, they may be required to provide evidence of their vaccination, by means of their COVID-19 passport or record card.*

Any other household members must follow latest government guidelines with regards to whether they self-isolate or not.

### **Track & Trace**

The Company encourages everyone to download the government's track and trace App to their mobile telephone and to use this to register their whereabouts where ever track and trace QR posters are displayed, otherwise to manually record their details as requested by the establishment they are visiting.

Anyone who is notified via the government's 'Track and Trace' system that they are at risk, must also self-isolate as instructed, as well as notifying the Company.

### **COVID-19 Testing**

A virus test is used to check if individuals currently have coronavirus. The Government's current recommendation is that individuals with no symptoms should test at least two times per week.

This involves a swab sample being taken. A swab is a small piece of soft, absorbent material on a plastic stick that is used to take a sample from the nose and throat.

#### **Types of virus test**

*There are 2 main types of virus test:*

- polymerase chain reaction (PCR) tests check for the genetic material (RNA) of the virus in the sample. These are sent for processing at a laboratory for the result. This is the type that NHS 111 uses.
- lateral flow antigen tests (LFDs) detect proteins called 'antigens' produced by the virus. These can be administered on the spot and give immediate or quick results.

If anyone displays Coronavirus symptoms, or has been in contact with anyone who has tested positive for COVID-19, they should book a PCR test via NHS 111 either online or by telephone as detailed above. Failure to comply with this requirement would be regarded as a breach of health & safety procedures and dealt with as detailed elsewhere in this policy.

The Company will ask for proof (screenshot of text or forward of email) that a PCR test has been a) booked and b) the results.

#### **Other reasons to get tested**

##### **Confirming a previous test result**

Get a PCR test as soon as possible if:

- you've done a rapid lateral flow test and had a positive result or your test sample could not be read (void result)

### **If you've been in close contact with someone who's tested positive**

If you've been in close contact with someone who's tested positive for COVID-19 you can get a PCR test, whether or not you have symptoms.

If you test positive, you can help the NHS contact people who may have caught the virus from you. They can then self-isolate and avoid passing it on to others.

Click here to [Get a PCR test to check if you have COVID-19 on GOV.UK](#)

### **Travelling abroad from England**

You may need to take a test before, during and after your trip. This depends on where you are going.

In this case, you'll need to pay for a test yourself. You cannot use a free test from the NHS.

[Find out about private providers of coronavirus \(COVID-19\) testing on GOV.UK](#)

### **If you're taking part in surge testing**

Surge testing is taking place in some areas of England to help prevent new outbreaks of COVID-19 from spreading for example when there are cases of a new variant in the location where you live.

If you're taking part in surge testing, you'll be asked to do a PCR test at a test site, or to use a PCR test kit at home.

[Find out if there is surge testing in your area on GOV.UK](#)

### **Company Testing**

Where workers, employees, subcontractors or visitors are requested to take a COVID-19 test at any Assured or Customer site or to self-test, either on the basis of management instruction, customer request or government guidelines, they are expected to comply. Any such tests will generally be a Lateral Flow type. This includes taking tests 24 hours prior to visiting Company or Customer premises when requested to do so.

All personnel are expected to undertake COVID-19 tests at during the course of their work, as and when requested to do so. Refusal to consent to and undertake such tests without good reason would be considered to be a serious breach of health & safety procedures, and would therefore result in action being taken in accordance with the Company's Disciplinary Procedure (for employees or workers) or termination of their service agreement (for subcontractors). If required, they will be asked to sign a consent form.

With regards to Data Protection regulations, the handling of test results must be regarded as confidential, except for the purposes of communicating positive results and necessary follow-up actions, such as self-isolation, etc., across the Company, to ensure the health & safety of all Company and customer personnel.

### Community or Asymptomatic Testing

Around 1 in 3 people who contract coronavirus have no symptoms and could unknowingly be infecting others. To minimise this risk, targeted community testing has been rolled out across all local authorities.

The government is therefore recommending that those who are currently attending their normal places of work, take a lateral flow test at least twice a week.

These can be posted to your home free of charge, or you can collect free tests from local pharmacies or else order tests – please follow this link to find out more: <https://www.gov.uk/order-coronavirus-rapid-lateral-flow-tests>

Alternatively you can attend a local testing facility. To locate your nearest lateral flow testing site, please check online, here: <https://www.gov.uk/find-covid-19-lateral-flow-test-site>

### **Vaccination against Coronavirus (COVID-19)**

*Assured Group Ltd strongly recommends that all those currently attending Company or Customer sites in the course of their work follows these guidelines. This is seen as a proactive step towards slowing the spread of the virus across the United Kingdom.*

The NHS websites states that “The coronavirus (COVID-19) vaccines are safe and effective. They give you the best protection against COVID-19.”

#### **Who can get a COVID-19 vaccine?**

Anyone aged 12 or over in the United Kingdom can now get vaccinated.

#### **How many COVID-19 injections will I need?**

Currently, after receiving their first vaccination, individuals should then have a second one, 12 weeks later. Usually they will then have a booster jab, 27 weeks after their second one, (see more information, below).

#### **How to get your COVID-19 vaccine**

Most people have already been contacted by their doctor to arrange their vaccinations. If you have not yet received your first, you can:

- [book your COVID-19 vaccination appointments online](#) for an appointment at a vaccination centre or pharmacy
- wait to be contacted by your GP surgery and book your appointments with them

If you cannot book appointments online, you can call 119 free of charge. You can also speak to a translator if you need to.

### **Coronavirus (COVID-19) booster vaccine**

The NHS website advises that a coronavirus (COVID-19) booster vaccine dose helps to improve the protection you have from your first 2 doses of the vaccine. The booster is available to everyone, 6 months and one week after their second dose.

This helps give you longer-term protection against getting seriously ill from COVID-19.

#### Who can get a COVID-19 booster vaccine

Booster vaccine doses will be available on the NHS for people most at risk from COVID-19 who have had a 2nd dose of a vaccine at least 6 months ago.

[For more information on boosters and how to book them, etc., click here.](#)

### **Types of COVID-19 vaccine**

The COVID-19 vaccines currently approved for use in the UK are:

- Moderna vaccine
- Oxford/AstraZeneca vaccine
- Pfizer/BioNTech vaccine
- Janssen vaccine

You cannot usually choose which vaccine you have. When you book, you'll only be offered appointments for vaccines that are suitable for you.

Most people can have any of the COVID-19 vaccines, but some people are only offered certain vaccines.

Booster jabs may be different vaccines to the first 2 doses received.

### **How well do the COVID-19 vaccines work?**

Anyone who gets COVID-19 can become seriously ill or have long-term effects ([long COVID](#)). The NHS website states that COVID-19 vaccines are the best way to protect yourself and others.

Research has shown the vaccines help:

- reduce your risk of getting seriously ill or dying from COVID-19
- reduce your risk of catching or spreading COVID-19
- protect against COVID-19 variants

The 1st dose should give you some protection from 3 or 4 weeks after you've had it. But you need 2 doses for stronger and longer-lasting protection.

There is a chance you might still get or spread COVID-19 even if you have a vaccine, so it's important to continue to follow all [social distancing guidance](#).

Information:

[Watch an NHS YouTube video explaining what's in the COVID-19 vaccines and how they work](#)

### **Side effects and safety**

The NHS website states that COVID-19 vaccines approved for use in the UK have met strict standards of safety, quality and effectiveness.

They can cause some side effects, but not everyone gets them.

Any side effects are usually mild and should not last longer than a week, such as:

- a sore arm from the injection
- feeling tired
- a headache
- feeling achy
- feeling or being sick

More serious side effects, such as allergic reactions or blood clotting, are very rare.

If you are pregnant, or think you might be pregnant, you should speak to your healthcare professional before booking a vaccine appointment.

[Find out more about COVID-19 vaccines side effects and safety, here](#)

[For the full NHS guidance on Covid-19 vaccinations, please click here.](#)

## **NHS COVID Pass**

Whilst it is recommended that you continue to exercise caution, if you have had the recommended number of Covid-19 vaccinations, and you're aged 16 or over, you can get an NHS COVID Pass depending on your vaccination status or COVID-19 test results. The pass details your coronavirus (COVID-19) vaccination details or test results. This is your COVID-19 status.

You may be asked to show your pass to get into some events, where the COVID Pass is being trialled, or to travel abroad. Always check the entry requirements for the venue or the country you're visiting.

To get a pass you will need to:

- Wait 2 weeks until after you have had 2 doses of the Moderna, AstraZeneca or Pfizer vaccine, or 1 dose of the Janssen vaccine.
- Have a negative PCR test or rapid lateral flow test within the past 48 hours

If you're planning to travel abroad or want to know more about your COVID-19 status:

- [read about travel abroad during COVID-19 on GOV.UK](#)
- [find out how to demonstrate your COVID-19 status on GOV.UK](#)

## **Managers**

In the first instance if any employee, worker, subcontractor or contractor is displaying flu-like symptoms, follow the COVID Symptoms Process Flow in Appendix 1. Next inform the Group Health & Safety or Human Resources Manager.

Anyone who is directly notified by customers, employees, workers, contractors, subcontractors that they are absent with suspected or confirmed COVID-19, then they must immediately notify the Human Resources Manager, having noted the following details:

- Their name
- Their usual work location
- The date their symptoms started
- Whether they have taken a COVID-19 test.
- On their return to work, employees will Self-Certify either via SelectHR or a Self-Certification / Return to Work form (obtained from the HR Department). Their line Manager will then arrange a return to work meeting.
- Subcontractors may return to work once the appropriate period of self-isolate is completed.

Managers should then immediately inform the members of their department/team and where necessary customers, giving brief details to the team who work in the immediate area, ensuring they respect the individual's confidentiality as much as is reasonably practicable. The brief need be no more than to say

that an employee / subcontractor (etc.,) is off sick with Coronavirus, and that everyone is reminded that they should ensure that they follow personal hygiene protocols such as washing hands with soap, thoroughly for at least 20 seconds, and disposing of tissues correctly.

If employees or workers have a specific health queries or concerns then they should raise them with the Human Resources department in confidence so that advice or further support, such as Occupational Health can be sought if necessary.

## **Human Resources**

For members of the HR department, if they are directly notified by anyone that they are absent with suspected or confirmed COVID-19 then they should be provided with the following details:

- Their name.
- Their usual work location.
- The date their symptoms started on.
- Whether they have taken a COVID-19 test.
- Explain that the normal Sickness Absence Procedure will apply, i.e. that they will have to Self-Certify on their return to work for days 1-7 of their absence and either provide a Fitness to Work Note from a medical practitioner for days 8 onwards. On their return to work, A 'Return to Work interview would then be conducted with their Line Manager.
- Report all instances to the Group Health and Safety Manager.

## **Health & Safety**

The Group Health & Safety Manager holds the organisational responsibility for practical Health and Safety issues such as purchasing appropriate protective equipment and carrying out risk assessments.

Where an instance or suspected instance of COVID-19 is reported, the department will be responsible for carrying out or delegating a risk assessment of the situation, designed to safeguard the health and safety of the individual affected and also mitigate the risks of infecting further personnel. A Risk Assessment will be completed accordingly and any measures detailed in the assessment acted on accordingly.

## **Further Information**

If you have any questions or need further information about any health, safety and environmental issue, please contact the Group Health& Safety Manager or Human Resources Department.

The latest public health information with regard to Coronavirus can be found on the following websites:

National Health Service (NHS):

<https://www.nhs.uk/conditions/coronavirus-covid-19/>

World Health Organisation (WHO):

<https://www.who.int/emergencies/diseases/novel-coronavirus-2019>

HSE Ireland:

[https://www2.hse.ie/conditions/coronavirus/coronavirus.html?gclid=Cj0KCQjAs67yBRC7ARIsAF49CdWLTaOnSCwoSFmPiB6i24nLbYPvlxSnRKNfLpzwvzXIKElAqKbEALw\\_wcB&gclsrc=aw.ds](https://www2.hse.ie/conditions/coronavirus/coronavirus.html?gclid=Cj0KCQjAs67yBRC7ARIsAF49CdWLTaOnSCwoSFmPiB6i24nLbYPvlxSnRKNfLpzwvzXIKElAqKbEALw_wcB&gclsrc=aw.ds)

#### **Related Policies, Procedures and Resources**

Please refer as appropriate to:

- Health & Safety Policy
- Sickness Absence Policy

## APPENDIX 1



### COVID-19 Symptoms Assessment & Action Procedure

The following Procedure outlines the steps to take when an individual is suffering from Covid / Cold / Flu type symptoms:

OPERATOR	FEELS UNWELL	
OPERATOR	<b>Do they have any of the following symptoms:</b> <ul style="list-style-type: none"> <li>• A new and persistent cough?</li> <li>• A temperature of 37.8C or greater (or are hot to touch on the chest and back)?</li> <li>• Loss of smell and / or taste?</li> </ul>	
OPERATOR	<b>IF YES</b>	<b>IF NO</b>
OPERATOR	Complete NHS 111 Online 'Check Your Symptoms' questionnaire or telephone NHS 111	Follow normal (Sickness) Absence Procedure
	<b>NHS 111 advises:</b>	
OPERATOR	<b>TO TAKE A COVID-19 TEST</b>	<b>NOT NECESSARY TO TAKE A TEST</b>
OPERATOR	Operator does not attend work, or any Assured or customer site	Follow normal (Sickness) Absence Procedure
OPERATOR	Operator informs Assured management of suspicion of COVID-19 infection	
ASSURED MANAGER	Informs Assured Regional / Divisional manager of situation, confirming: 1) Operator Name; 2) Number; 3) Where they have worked for last 48 hours	
ASSURED MANAGER	1) Informs local client manager of situation. 2) Arranges cover for the job. 3) Reminds Branch Manager to ensure any equipment used by the operator must be wiped down with Assured GPsanitiser, before used by other personnel	
ASSURED REGIONAL/ DIVISIONAL MANAGER	Emails Assured Group Director + HR Dept + H&S Dept, confirming: 1) Operator Name; 2) Number; 3) Where they have worked for last 48 hours	
OPERATOR	<b>RECEIVES POSITIVE TEST RESULT</b>	<b>RECEIVES NEGATIVE TEST RESULT</b>
ASSURED MANAGER	Informs Regional/Divisional Manager + HR Dept ( <a href="mailto:hr@assuredgroup.org">hr@assuredgroup.org</a> ) + H&S Dept ( <a href="mailto:p.hopewell@assuredgroup.org">p.hopewell@assuredgroup.org</a> ) of test result.	
ASSURED MANAGER	Provides Screen Print or forwarded email of NHS test result to <a href="mailto:hr@assuredgroup.org">hr@assuredgroup.org</a>	
HR / H&S DEPT	Confirms date Operator can return to work	
ASSURED MANAGER	Informs local client manager of Test result and confirms date operator able to return to work	
ASSURED GROUP DIRECTOR	Informs senior client Manager / Director of result via email.	
OPERATOR	Follows NHS guidelines for self-isolation for a minimum of 10 days from start of symptoms or date of test	
HR/ OPERATOR	Completes and submits the Assured Covid-19 Return to Work Questionnaire	
OPERATOR	Returns to work according to NHS / Medical advice	Returns to work when fit to attend

If you have questions about any of the steps in this procedure, please contact the Human Resources Department at [hr@assuredgroup.org](mailto:hr@assuredgroup.org).