

HEALTH AND SAFETY AT THE ASSURED GROUP OF COMPANIES

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.

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.
- avoid close contact with people who show influenza-like symptoms
- 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
- they have been in close contact with someone who has tested positive for coronavirus.

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)

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

As from 19 July 2021, the UK government has eased a number of the measures put in place to minimise the risk of infection. However it has also confirmed that cases are currently rising, as are hospitalisations. It is believed that these will continue to do so as society and the economy reopen.

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.

Travelling Abroad

Countries outside the United Kingdom have been rated by the government as red, amber or green for Coronavirus (COVID-19) risk. The travel requirements for each rating is different and is subject to change at short notice. If you are considering travelling abroad therefore, you should check the full and latest guidance, which is to be found online at: <https://www.gov.uk/guidance/red-amber-and-green-list-rules-for-entering-england>

In summary, the arrangements are as follows:

Red list countries and territories

If you have been in a country or territory on the red list in the last 10 days you will only be allowed to enter the UK if you are a British or Irish National, or you have residence rights in the UK. Travel to these countries is not recommended by the British government.

If returning from a Red list country you must:

- take a COVID-19 test
- book a quarantine hotel package, including 2 COVID-19 tests
- complete a passenger locator form

On arrival in England you must:

- quarantine in a managed hotel, including 2 COVID-19 tests

Amber list countries and territories

If you have been in an amber country or territory in the 10 days before you arrive in England:

Before you travel to England you must:

- take a COVID-19 test
- book and pay for day 2 and day 8 COVID-19 travel tests – to be taken after arrival in England
- complete a passenger locator form
- On arrival in England

On arrival in England you must:

- quarantine at home or in the place you are staying for 10 days
- take a COVID-19 test on or before day 2 and on or after day 8

Read [here to found out more about quarantine and taking COVID-19 tests.](#)

Changes to international travel rules for amber list countries

From Monday 19 July 2021 people covered by the amber list rules, who have been fully vaccinated with an NHS vaccine, will not need to quarantine on arrival in England or take a COVID-19 test on day 8. For further information, read the announcement about the rule changes by clicking [here](#). Please note that until 19 July you must follow the following rules, even if you have been vaccinated.

Green list countries and territories

To qualify for the following measures, you must only have been in or travelled through a green list country or the UK, Ireland, the Channel Islands or the Isle of Man in the previous 10 days.

You must follow these rules even if you have been vaccinated.

Before you travel to England you must:

- take a COVID-19 test
- book and pay for a day 2 COVID-19 test – to be taken after arrival in England
- complete a passenger locator form
- On arrival in England
- You must take a COVID-19 test on or before day 2 after you arrive.

Children aged 4 and under do not need to take this test.

You do not need to quarantine unless the test result is positive.

You must quarantine if NHS Test & Trace informs you that you travelled with someone who has tested positive for COVID-19.

Notifying the Company of Travel

- You must notify your Assured manager / email subcontractors@assuredgroup.org if you are a subcontractor or 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 would be considered to be a serious breach of Health & Safety procedure, so would result 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 until 19 July 2021 you must wear a mask. After this date it is advisable to wear a mask in order to minimise risk of infection.
3. Ideally avoid gatherings of groups in excess of 6 in public areas, including pubs, restaurants, leisure centres and similar venues.
4. Adhere fully to any local lockdown restrictions advised by the government, whether local or national.
5. Ensure that any gatherings with friends and family are fully compliant with current government guidelines. Keep in touch using remote technology such as phone, internet, and social media
6. Use telephone or online services to contact your GP or other essential services.

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, must 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 due to the employee or someone they live with displaying symptoms or being at higher than usual risk.

Where someone has returned from a country without a travel corridor with the UK, they cannot return to work for at least 14 days from date of entry into the UK. They will 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.

Any other household members must follow latest government guidelines with regards to whether they self-isolate or not. For example where COVID cases are reported at a school, not all household members necessarily need to self-isolate if they have not been in direct contact.

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 no longer required to self-isolate. In order to be able to return to work, they will first be required to provide evidence of their vaccination, by means of their COVID-19 passport or record card.

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 two times a 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 must self-isolate immediately and 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.

Company Testing

Where 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 the Government roll out of ‘Rapid Workplace Testing’ for sectors where individuals cannot work from home during lockdown. These are rapid testing programmes intended to identify cases of coronavirus (COVID-19) in the workplace for those who are not displaying any symptoms.

As such individuals would be 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.

To locate your nearest lateral flow testing site, please check online, here: <https://www.gov.uk/find-covid-19-lateral-flow-test-site>

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

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.

Vaccination against Coronavirus (COVID-19)

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 16 or over in the United Kingdom can now get vaccinated.

How to get your COVID-19 vaccine

Government advise is that 14 – 18 year olds require one dose and that 19 years plus need 2 doses of the vaccine, to get the best protection from the virus. You usually have the 2nd dose 8 to 12 weeks after the 1st one.

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

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 (available later this year)

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.

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 they 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=Cj0KCQiAs67yBRC7ARIsAF49CdWLZaOnSCwoSFmPiB6i24nLbYPvlxSnRKNfLpzwvzXIKElAqKbEALw_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	Do they have any of the following symptoms: <ul style="list-style-type: none"> • A new and persistent cough? • A temperature of 37.8C or greater (or are hot to touch on the chest and back)? • Loss of smell and / or taste? 	
OPERATOR	IF YES	IF NO
OPERATOR	Complete NHS 111 Online 'Check Your Symptoms' questionnaire or telephone NHS 111	Follow normal (Sickness) Absence Procedure
	NHS 111 advises:	
OPERATOR	TO TAKE A COVID-19 TEST	NOT NECESSARY TO TAKE A TEST
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	RECEIVES POSITIVE TEST RESULT	RECEIVES NEGATIVE TEST RESULT
ASSURED MANAGER	Informs Regional/Divisional Manager + HR Dept (hr@assuredgroup.org) + H&S Dept (p.hopewell@assuredgroup.org) of test result.	
ASSURED MANAGER	Provides Screen Print or forwarded email of NHS test result to hr@assuredgroup.org	
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.