

**We expect all staff and visitors to SDM Premises to adhere to the PHE guidelines as below.**

### [PHE Guidelines](#)

The Government has updated the “Social Distancing” requirements and reopened most business (unless area is in local “Lockdown”)

You should continue to avoid close contact and remain socially distant from anyone you do not live with or who is not in your support bubble inside or outside, including other people’s homes. Social gatherings over 6 people are now illegal and subject to fines, there are exemptions such as funerals and weddings that have been mandated as Covid-safe.

You should wash your hands regularly and wear a face covering in enclosed public spaces where social distancing is difficult and there are people you do not normally meet. You are required by law to wear face coverings on public transport, and in shops, supermarkets, indoor shopping centres, banks, building societies, post offices, and indoor transport hubs.

It is still required that people stay at home as much as possible to reduce the risk of a resurgence or a “second wave”

This will help to protect you and anyone you come into contact with and is critical to keeping everyone safe.

These restrictions are still being enforced by the police and fines issued for noncompliance.

### **Risk Reduction and SDM Policies**

The Government are still requiring that those displaying even mild symptoms must self-isolate along with all those that they live with for 14 days.

If you or someone in your household or support bubble are showing coronavirus symptoms or if you have had a positive COVID-19 test result, everyone in your household or support bubble should stay home. If you or a member of your support bubble is contacted as part of the test and trace programme, the individual contacted should stay at home. If the individual becomes symptomatic, everyone in the support bubble should then isolate.

The logic being that this will continue to lessen & push out any increase in infections.

There are also steps we can all take on and off site to minimise risk whilst at work and in our daily lives.

The below is designed to reassure and advise, any changes or updates to this statement will be made as the official advice from Public Health England (PHE) and the Government changes or updates.

- 1.) We ask **ALL STAFF** to familiarise themselves with the guidelines for our industry issued from the Government via Public Health England (PHE) – see below link and attached to this statement in hardcopy.

### [PHE Guidelines](#)

2.) We understand that staff may have legitimate concerns around taking time off when they are ill under normal circumstances – whether that be workload related or financial, but if you ***genuinely*** believe you have contracted Covid-19, you must follow Public Health England Guidelines which state that you should call NHS 111 immediately and follow advice and instruction which will include not coming into your place of work.

The Government have updated the requirement to state that anyone with a persistent or new cough and/or a high temperature now self-isolate for 14 DAYS.

If you or someone in your household or support bubble are showing coronavirus symptoms or if you have had a positive COVID-19 test result, then everyone in your household or support bubble should stay home. If you or a member of your support bubble is contacted as part of the test and trace programme, the individual contacted should stay at home. If the individual becomes symptomatic, everyone in the support bubble should then isolate.

If you are ill with cold or flu-like symptoms, it is still much more likely that you have just that, a cold or a strain of flu. However, in line with Government advice we now *insist* that you DO NOT COME INTO WORK FOR 14 DAYS IF YOU ARE ILL WITH ANY OF THESE SYMPTOMS:

- Cough (new and persistent)
- difficulty in breathing
- fever / high temperature
- Sense of taste lost
- Sense of smell lost

Under new legislation brought in on 12 03 2020, Statutory Sick Pay (SSP) will be made available to all those self-isolate, and in an update to that legislation (16 03 2020), SSP is now paid from day 1 of a suspected Covid-19 infection. You do not have to visit your GP to obtain a sick note and can still self-certify for 7 days.

After 7 days of self-certification they then must contact NHS 111 and obtain a note from the NHS entitling them to SSP. Effectively they will be now be eligible for £94.25 per week.

These notes must be supplied to Alanna / Finance in order for SSP to be paid. Businesses can now also claim back any SSP payments through HMRC so they do not suffer financially.

Please be advised that this would apply only AFTER Company Sick has been used up.

However, we will not encourage or condone self-isolation for any longer than 14 days unless Public Health England (PHE) have officially required it, staff members who do otherwise cannot be entitled to company or statutory sick pay.

SDM's usual absence reporting requirements and pay HAVE NOT CHANGED.

- a.) All staff are to report any illness to their line manager via telephone in person if they are not able to report for work.
- b.) On return to work they must complete a Return to Work Form (RTW) or complete a Return to Work Interview if the staff member has been off work for longer than 2 consecutive days.
- c.) Statutory and Company Sick pay rules still apply. i.e. SDM have a 3-day company sick pay allowance in every 12-month period, after self-certification staff can receive statutory sick pay via payroll after 4 consecutive days sick but this now includes 7 day self-isolation if you display the symptoms as described above.

**HOWEVER – If you are officially diagnosed with Covid-19 or have been in direct contact with someone who has, after contacting NHS 111 – you must inform the business as soon as possible so we can effectively mitigate and contact other members of staff you may have been in contact with – this is in line with advice and protocol from Public Health England and the NHS.**

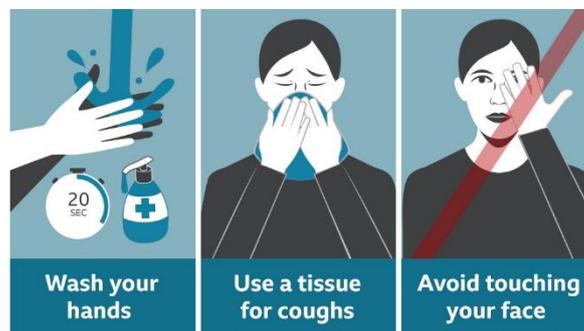
- 3.) We have made specific process updates to minimise the risk of transmission for our drivers and clients and other SDM staff by proxy:
  - We have cancelled face to face meetings in groups where ever possible and moved them to remote meetings.
  - We ask that staff do not travel between sites unless absolutely necessary
  - We ask that clients and third parties only visit our sites by pre-appointment after we have established they are following appropriate restrictions and advice.
  - We have Covid-19 signage at all SDM sites which details our Hygiene Procedures and expectations for all Staff and visitors on our sites.
  - We will carry out Covid-19 specific Risk Assessments where we deem it necessary regards working practices or visits to our sites.
  - We have asked staff that feel their roles that can be successfully performed from home continue to work from home – after reading the Working from Home Protocol.
  - Our drivers have hand sanitiser available in each and every vehicle. They will clean their hands before and after every collection/retrieval of records.
  - Where drivers will wear face masks in all public areas and client’s premises if required.
  - Clients will no longer be requested to sign for retrieved records. Instead, our driver will ask for a name and fill it in themselves.
- 4.) We now have a number of HYGIENE STATIONS at each site with hand sanitiser / hand sanitising wipes, anti-bacterial wipes, disposable gloves and masks available. These stations are a requirement and their use before and after ALL work-based activities is enforced. Each station has instructions for use and staff and visitors must strictly follow these instructions.

Whilst there was already anti-bacterial soap available in the toilets and hand sanitiser in most site areas, we have provided additional wipes and soap for use in

the kitchens & other communal areas – as per the Covid-19 signage, the protocol is “if you touch it, you wipe it”.

- 5.) We have restricted the use of communal areas at all SDM sites and separated out their use wherever possible to the minimum members of staff.
- 6.) We are asking ALL STAFF to be mindful of personal and work area hygiene both on and off SDM premises. WE ALL NEED TO TAKE PERSONAL RESPONSIBILITY FOR THIS.

Handwashing after using the toilet and before eating or preparing food should be common sense but it is especially important in the current climate, we encourage staff to wash their hands and use hand sanitiser / wipes FREQUENTLY.



We ask that ALL STAFF keep their work stations clean (using sanitising wipes provided) **DAILY** if you work at a desk, this includes phone receivers. Otherwise clean the keypad of the PC, the mouse and the handset of the phone you frequently use / steering wheel of the vehicle you drive (using sanitising wipes provided) **DAILY**. This also applies to work kitchens.

**WE ASK THAT ANY HYGIENE PRODUCTS PROVIDED BY THE COMPANY ARE NOT TO BE REMOVED FROM SITE / COMPANY VEHICLES.**

**HAND SANITISER IS NOT A SUBSTITUTE FOR THOROUGHLY WASHING YOUR HANDS WITH SOAP & WATER FOR AT LEAST 20 SECONDS - PLEASE USE WASHROOM FACILITIES WHERE AVAILABLE.**

- 7.) As per Government advice, all communal areas (TOILETS / KITCHENS) are to be cleaned TWICE A DAY, EVERY DAY. Dedicated members of staff have been selected to carry out these tasks.
- 8.) We request that the Site Supervisor of each site arranges a deep clean of the kitchen area, the door handles on site and any other areas (chairs etc) that are in regular contact – these are to be cleaned with antibacterial wipes at least twice a week for the foreseeable future.

9.) On Wednesday 11<sup>th</sup> March, senior and Line Management staff attended a Business Continuity Exercise to review how, as a business, we make sure that SDM continues to function as normally as possible for our staff and clients

The results of this exercise have been made available to staff and we have updated our processes and advice to you via a separate document – **Staff Business Continuity Information – PLEASE ENSURE YOU HAVE ALL READ THIS.**

SDM intends to have an update to this exercise in September 2020 which will involve the wider business – the intention of this is to prepare for a “potential 2<sup>nd</sup> wave” in the Autumn / Winter 2020.

If we ALL take some personal responsibility, behave in line with advice given by Public Health England and use some good old-fashioned common sense - we can all support each other, the business and our clients through this difficult time.

If you have any concerns regards Covid-19 or are concerned about your working conditions at any point, please speak to your line manager in the first instance.

Thank you all.

Marc Chauveau