

Q&As for Employees re COVID-19 “Coronavirus” Nationwide approach to absence, travel and infection control for employees and temporary workers (updated 02/06/20)

Our approach to this situation in the UK is informed by the latest information and advice from the World Health Organisation and from the UK Department of Health and Social Care and the Public Health agencies in the UK. This is an evolving situation and the UK's current approach is highly precautionary to limit the potential spread of infection and to isolate positive cases (“delay”). The risk to the UK is high.

THE LATEST INFORMATION ON COVID-19 WILL ALWAYS BE ON NHS site <https://www.nhs.uk/conditions/coronavirus-covid-19/>

More guidance for member-facing colleagues is available [here](#).

This document provides advice to employees. Section 10 and 11 provides advice to Temporary workers and Day Rate Contractors. The rest of this document does not apply to these colleagues.

If you are concerned that an employee should not be in work please refer to the [decision tree](#)

For information relating to the keying of absence please refer to the [keying guide](#).

Contents

1. [Guidance Relating to Coronavirus: Sickness & Absence queries](#)
2. [Guidance on Holiday and ‘bought’ holiday](#)
3. [Guidance for Employees returning from Travel abroad or due to travel abroad](#)
4. [Guidance for employees on preventative measures/ Infection control](#)
5. [Guidance on workplace adjustments & home working](#)
6. [Guidance for leavers](#)
7. [Guidance on school closures](#)
8. [Guidance for People Managers on Recruitment](#)
9. [Guidance on Becoming a Parent policy](#)
10. [Guidance for Temporary Workers](#)
11. [Guidance for Contractors \(DRC\)](#)
12. [Guidance on volunteering](#)
13. [Guidance on company cars](#)

1. Guidance Relating to Coronavirus: Sickness & Absence queries

<p>1.1 What should I do if I / my employee might have the symptoms of coronavirus (new persistent cough and/or fever and/or a loss or changed sense of normal smell or taste (anosmia))?</p>	<ul style="list-style-type: none"> • If you live alone and you have symptoms of coronavirus illness, however mild, stay at home for 7 days from when your symptoms started. • If you live with others and you are the first in the household to have symptoms of coronavirus, then you must stay at home for 7 days, but all other household members who remain well must stay at home and not leave the house for 14 days. The 14-day period starts from the day when the first person in the house became ill. • For anyone else in the household who starts displaying symptoms, they need to stay at home for 7 days from when the symptoms appeared, regardless of what day they are on in the original 14 day isolation period. • You (and anyone in your household who is symptomatic) should arrange to be tested as quickly as possible to ensure the effectiveness of the new test and trace process (see question 1.20) <p>It is likely that people living within a household will infect each other or be infected already. Staying at home for 14 days will greatly reduce the overall amount of infection the household could pass on to others in the community. If you can, move any vulnerable individuals (such as the elderly and those with underlying health conditions) out of your home, to stay with friends or family for the duration of the home isolation period. If you cannot move vulnerable people out of your home, stay away from them as much as possible.</p> <p>If you have coronavirus symptoms:</p> <ul style="list-style-type: none"> • do not come to work • do not go to a GP surgery, pharmacy or hospital • you do not need to contact 111 to tell them you're staying at home • testing for coronavirus is not needed if you're staying at home <p>More information from NHS online.</p> <p>Public Health England (PHE) guidance on self-isolation can be found here.</p> <p>Recording in My Team's Details:</p> <ul style="list-style-type: none"> • If you have symptoms and need to self-isolate contact your line manager and they will record your absence as "Sickness" & "Pandemic (Influenza)" in My Team's Details. • If you have pre-booked holiday during this period of sickness, we suggest that the remaining holiday is rescheduled after the period of self-isolation has finished. • If you are required to self-isolate for the 14 days but are not symptomatic AND you are unable to work remotely, your manager will need to record your absence as Pandemic Leave (PAID) (1. Paid leave – other).
<p>1.2 I have developed symptoms and need to self-isolate for 7 days... can I work from home?</p>	<p>We want to ensure that you have the time to recover from the symptoms to best support your long-term health. Hopefully you will then be able to return to work fully reinvigorated. We would therefore prefer you not to work from home for the period of the isolation and the 7 days will be recorded as sickness absence by your manager as "Sickness" & "Pandemic (Influenza)" My Team's Details.</p>

<p>1.3 When am I able to return to work?</p>	<p>If living with others, then all household members who remain well may end household-isolation after 14 days. The 14-day period starts from the day illness began in the first person to become ill. Fourteen days is the incubation period for coronavirus; people who remain well after 14 days are unlikely to be infectious.</p> <p>After 7 days, if the first person to become ill feels better and no longer has a high temperature, they can return to their normal routine. If any other family members become unwell during the 14-day household-isolation period, they should follow the same advice - that is, after 7 days of their symptoms starting, if they feel better and no longer have a high temperature, they can also return to their normal routine.</p> <p>Should a household member develop coronavirus symptoms late in the 14-day household-isolation period (for example, on day 13 or day 14) the isolation period does not need to be extended, but the person with the new symptoms has to stay at home for 7 days. The 14-day household-isolation period will have greatly reduced the overall amount of infection the rest of the household could pass on, and it is not necessary to restart 14 days of isolation for the whole household. This will have provided a high level of community protection. Further isolation of members of this household will provide very little additional community protection.</p> <p>At the end of the 14-day period, any family member who has not become unwell can leave household isolation.</p> <p>If any ill person in the household has not had any signs of improvement and have not already sought medical advice, they should contact NHS 111 online. If your home has no internet access, you should call NHS 111.</p> <p>The cough may persist for several weeks in some people, despite the coronavirus infection having cleared. A persistent cough alone does not mean someone must continue to self-isolate for more than 7 days.</p> <p>Further Guidance for line managers on return to work process can be found here.</p>
<p>1.4 What's the advice to those with long-term health conditions?</p>	<p>Public Health authorities are advising those who are at increased risk of severe illness from coronavirus to be particularly stringent in following social distancing measures. If you have any of the following health conditions, you are clinically vulnerable, meaning you are at higher risk of severe illness from coronavirus. You continue to be advised to stay at home as much as possible and, if you do go out, take particular care to minimise contact with others outside your household.</p> <p>If you have the capability to work from home then this option should be discussed with your manager.</p> <p>Clinically vulnerable people are those who are:</p> <ul style="list-style-type: none"> • aged 70 or older (regardless of medical conditions) • under 70 with an underlying health condition listed below (that is, anyone instructed to get a flu jab as an adult each year on medical grounds): • chronic (long-term) mild to moderate respiratory diseases, such as asthma, chronic obstructive pulmonary disease (COPD), emphysema or bronchitis • chronic heart disease, such as heart failure • chronic kidney disease • chronic liver disease, such as hepatitis • chronic neurological conditions, such as Parkinson's disease, motor neurone disease, multiple sclerosis (MS), or cerebral palsy • diabetes • a weakened immune system as the result of certain conditions, treatments like chemotherapy, or medicines such as steroid tablets • being seriously overweight (a body mass index (BMI) of 40 or above) • pregnant women

	<p>If you need more specific guidance please ask your manager to Create a Case using Ask HR to seek further advice</p> <p>The advice remains that if you are unable to work from home the line manager will need to record the absence as “Disability Leave” in My Team’s Details up to 30 June 2020. This is paid leave and not classified as sickness. We will continue to review this advice as further guidance is published by PHE as lockdown restrictions are eased.</p> <p>Where employees are taking one week’s leave during this period, the disability leave needs to be ended so that the holiday period can be keyed. Once the holiday has finished the disability leave will need to be keyed for the remaining period up to 30 June 2020.</p> <p>However, if you have caring responsibilities for a vulnerable person, if you are unable to work from home, this absence will need to be recorded as “Emergency Dependent Leave” in My Team’s Details. This is paid leave and not classified as sickness. You will receive full pay for four weeks, but your manager can consider extending this for four weeks at a time if your circumstances continue and you are unable to return to work.</p>
1.5 What is the advice for the extremely vulnerable?	<p>There are some clinical conditions which put people at even higher risk of severe illness from coronavirus (those considered clinically extremely vulnerable). Shielding is a measure to protect people who are clinically extremely vulnerable by minimising all interactions. People who are shielding remain extremely vulnerable and should continue to take precautions but can now leave their home if they wish, as long as they are able to maintain strict social distancing. If people in this category choose to spend time outdoors, this can be with members of their own household. If they live alone, they can spend time outdoors with one person from another household. Ideally, this should be the same person each time. This guidance will be kept under regular review.</p> <p>People falling into this group are those who may be at particular risk due to complex health problems such as:</p> <ul style="list-style-type: none"> • Solid organ transplant recipients. • People with specific cancers: <ul style="list-style-type: none"> ○ people with cancer who are undergoing active chemotherapy or radical radiotherapy for lung cancer ○ people with cancers of the blood or bone marrow such as leukaemia, lymphoma or myeloma who are at any stage of treatment ○ people having immunotherapy or other continuing antibody treatments for cancer ○ people having other targeted cancer treatments which can affect the immune system, such as protein kinase inhibitors or PARP inhibitors ○ people who have had bone marrow or stem cell transplants in the last 6 months, or who are still taking immunosuppression drugs • People with severe respiratory conditions including all cystic fibrosis, severe asthma and severe COPD. • People with rare diseases and inborn errors of metabolism that significantly increase the risk of infections (such as SCID, homozygous sickle cell). • People on immunosuppression therapies sufficient to significantly increase risk of infection. • Women who are pregnant with significant heart disease, congenital or acquired. <p>The advice remains that if the employee in this category is unable to work from home (and/or has not been not set up to work from home prior to receiving confirmation of the shielding requirements) the line manager will need to record the absence on as “Disability Leave” in My Team’s Details up to 30 June 2020. This is paid leave and not classified as sickness. We will continue to review this advice as further guidance is published by PHE as lockdown restrictions are eased.</p> <p>Where employees are taking one week leave during this period, the disability leave needs to be ended so that the holiday period can be keyed. Once the holiday has finished the disability leave will need to be keyed for the remaining period up to 30 June 2020.</p> <p>If you live with someone who is clinically extremely vulnerable, you are not required to adopt the extent of shielding measures. The latest PHE advice to protect all parties can be found here.</p> <p>However, if you have caring responsibilities or have a dependant who is an extremely vulnerable person, we will support you to adopt the shielding measures. If you are unable to work from home, this absence will need to be recorded as “Emergency Dependent Leave” in My Team’s Details up to 30 June 2020. This is paid leave and not classified as sickness.</p>
1.6 What is “Social Distancing” and how would it apply if I had a long-term health condition/ was pregnant?	<p>Social distancing measures are steps you can take to reduce the social interaction between people to help reduce the transmission of coronavirus. This guidance was originally published by the government prior to the announcement on 23 March 2020.</p>

	<ul style="list-style-type: none"> • Avoid contact with someone who is displaying symptoms of coronavirus. These symptoms include high temperature and/or new and continuous cough and/or a loss or changed sense of normal smell or taste (anosmia) • Avoid non-essential use of public transport when possible • Work from home, where possible. • Avoid large and small gatherings in public spaces, noting that pubs, restaurants, leisure centres and similar venues are currently shut as infections spread easily in closed spaces where people gather together. • Avoid gatherings with friends and family. Keep in touch using remote technology such as phone, internet, and social media • Use telephone or online services to contact your GP or other essential services <p>Everyone should be trying to follow these measures as much as is pragmatic.</p> <p><u>For those who are over 70, have an underlying health condition or are pregnant</u>, (ctrl +click for link) the government strongly advise you to follow the above measures as much as you can, and to significantly limit your face-to-face interaction with friends and family if possible. This advice is likely to be in place for some weeks.</p>
1.7 What if I live with someone who has been advised to follow social distancing measures due to an underlying health condition, is over 70 or is pregnant	<p>The latest PHE advice can be found here</p> <ul style="list-style-type: none"> • Minimise as much as possible the time any vulnerable family members spend in shared spaces such as kitchens, bathrooms and sitting areas, and keep shared spaces well ventilated. • Aim to keep 2 metres (3 steps) away from vulnerable people you live with and encourage them to sleep in a different bed where possible. If they can, they should use a separate bathroom from the rest of the household. Make sure they use separate towels from the other people in your house, both for drying themselves after bathing or showering and for hand-hygiene purposes. • If you do share a toilet and bathroom with a vulnerable person, it is important that you clean them every time you use them (for example, wiping surfaces you have come into contact with). Another tip is to consider drawing up a rota for bathing, with the vulnerable person using the facilities first. • If you share a kitchen with a vulnerable person, avoid using it while they are present. If they can, they should take their meals back to their room to eat. If you have one, use a dishwasher to clean and dry the family's used crockery and cutlery. If this is not possible, wash them using your usual washing up liquid and warm water and dry them thoroughly. If the vulnerable person is using their own utensils, remember to use a separate tea towel for drying these. • We understand that it will be difficult for some people to separate themselves from others at home. You should do your very best to follow this guidance and everyone in your household should regularly wash their hands, avoid touching their face, and clean frequently touched surfaces.
1.8 If I am pregnant, am I more at risk from catching Coronavirus / does it pose additional risks? Should I come to work?	<p>The UK Public Health authorities are advising those who are at increased risk of severe illness from coronavirus to be particularly stringent in following social distancing measures. <u>This group includes those who are pregnant</u>.</p> <p>The Royal College of Obstetricians and Gynaecologists, confirm that there is currently no data suggesting an increased risk of miscarriage or early pregnancy loss in relation to coronavirus. There is a useful FAQ for pregnant women and their families here</p> <p>The NHS and Government guidance advises that pregnant women should engage in usual preventive actions to avoid infection, like washing hands often and avoiding people who are sick. If anyone come into close contact with someone with confirmed coronavirus, they should use the NHS 111 online coronavirus service to find out what to do</p> <p>If you are unable to work from home the line manager will need to record the absence as "Disability Leave" in My Team's Details up to 30 June 2020. This is paid leave and not classified as sickness. Where employees are taking one week's leave during this period, the disability leave needs to be ended so that the holiday period can be keyed. Once the holiday has finished the disability leave will need to be keyed for the remaining period up to 30 June 2020.</p>
1.9 My team member/ or my child/s school or day care centre is closed for "infection control" reasons? What should I do?	<p>Report the absence as normal, inform the line manager about the likely length of the closure and continue to update the line manager on a daily basis, preferably before the working day if possible.</p>

	<p>You/the employee will only need to self-isolate if you/they have developed a new persistent cough and/or a fever a loss or changed sense of normal smell or taste (anosmia)</p> <p>The line manager will need to record the absence as “Emergency Dependant Leave” in My Team’s Details. This is usually no more than 48-72 hours.</p>
1.10 If the workplace closes / has to close due to coronavirus infection control will I continue to be paid?	<p>In the first instance, we would look to invoke our contingency plans to avoid that happening or to relocate staff to other locations/ recovery sites if possible. The current PHE advice is that the building should be reopened once appropriate cleaning of workplace has been completed so this is likely only to be for short period (48-72 hours). During this short period, we would continue to pay employees as if they had been at work.</p>
1.11 Do I need to provide a medical certificate/isolation note for the period of absence?	<p>As a temporary measure we will only require a medical certificate for sickness absence that exceed 14 days. It is likely that you will find it difficult to get certification from your GP and discretion will be applied. You can now legally self-certify from Day1-14 of the absence.</p> <p>If you have been told to self-isolate by the NHS website, NHS 111 online, NHS inform, NHS Direct Wales, Covid-19 NI App or Public Health Agency (Northern Ireland), you can get an isolation note, albeit as with fit notes, this is not a requirement for absences for up to 14 calendar days.</p> <p>Please ensure you follow normal sickness absence reporting procedures.</p>
1.12 If need to look after a dependent who is required to “self-isolate” due to illness and I am unable to work, what should this be keyed as?	<p>Unless you are suffering from symptoms (persistent cough and/or fever and/or a loss or changed sense of normal smell or taste (anosmia)), this should be recorded by your line manager as “Emergency Dependent Leave” in My Team’s Details for 14 days. This is paid leave.</p>
1.13 What if your employee is due to return to work from illness on a phased return to work, but they have a long-term health condition (listed in 1.3/1.4) and/or pregnant, what will happen?	<p>Please make sure you are speaking with the employee to keep them updated. If they are unable to work from home, this should be recorded as “Disability Leave” in My Team’s Details. This is paid leave and not classified as sickness absence.</p> <p>You must inform the HR Case Consultant in Case Management of this change.</p> <p>Further information related to return to work can be found here.</p>
1.14 What is the new contact tracing system that is being introduced in the UK?	<p>The NHS test and trace service will help to manage the risk of the virus re-emerging as restrictions on everyday life are eased, as far as it is deemed safe to do so.</p> <p>From 28 May 2020, anyone in England who tests positive for coronavirus will be contacted via text, email or over the phone and asked to log onto the NHS Test and Trace website, where they’ll be asked for details of people with whom they’ve been in close contact with. This could include household members but extends to anyone they have been within 2m of for more than 15 minutes.</p> <p>When someone first develops symptoms and orders a test, they will be encouraged to alert the people that they have had close contact with in the 48 hours before symptom onset. If any of those close contacts are co-workers, the person who has developed symptoms may wish to (but is not obliged to) ask their employer to alert those co-workers. At this stage, those close contacts should not self-isolate, but they:</p> <ul style="list-style-type: none"> • must avoid individuals who are at high-risk of contracting COVID-19, for example, because they have pre-existing medical conditions, such as respiratory issues • must take extra care in practising social distancing and good hygiene and in watching out for symptoms • will be better prepared if the person who has symptoms has a positive test result and if they (the contact) receive a notification from the NHS test and trace service explaining they need to self-isolate <p>If the person who has symptoms has a positive test result for COVID-19, the NHS test and trace service will ask them to share information about their close recent contacts.</p>

	<p>Those close contacts will then be contacted and told to stay at home for up to 14 days, EVEN if they do not have symptoms, to stop them unknowingly spreading the virus. While these contacts will have to self-isolate, unless they also develop symptoms, the rest of the household will NOT need to self-isolate alongside them.</p> <p>Northern Ireland already has its own version of tracing in place and Scotland is also launching its own system on 28 May 2020. Wales is due to start contact tracing in June 2020</p>
<p>1.15 My employee has been contacted by the NHS test and trace and been told to self-isolate, what do I need to do?</p>	<p>The NHS test and trace service will provide a notification that can be used as evidence that someone has been told to self-isolate. Please ask to see a copy of this text for verification, you do not need to keep a copy of this.</p> <p>If they are required to self-isolate for the 14 days but are not symptomatic AND are unable to work remotely, you will need to record the absence as Pandemic Leave (PAID) (1. Paid leave – other).</p>
<p>1.16 I am/will be working remotely with a laptop, I'm concerned that I will have to re-connect to the LAN every 30 days?</p>	<p>A connection via the VPN is considered to be a connection to the corporate LAN. This means that every day you connect, the clock is reset, be that 30 or 45 days.</p>
<p>1.17 We need to record an absence for an employee in line with this guidance, but the line manager is absent. How can we record this in My Team's Details?</p>	<p>Where an employee's absence needs to be recorded in My Team's Details, but their line manager is also absent, the line manager's manager (senior manager) has access to record this in their My Team's Details.</p> <p>It is very important people leaders record absences correctly on My Team's Details.</p> <p>Further information related to return to work can be found here.</p>
<p>1.18 My team member continues to feel unsafe about being in work, what options are available?</p>	<p>In the first instance, please discuss the recent support and measures we have taken over the last week. This includes; increased availability of hand sanitiser and disposable gloves; the provision of protective screens in branches; shorter branch and contact centre opening hours; and increased social distancing measures coupled with lunch and hot drinks provisions.</p> <p>It's important that we understand exactly what is driving the person to continue to feel unsafe and that they participate fully in these discussions. Please explore what you can do together to change this situation., e.g. enable remote working, temporary change to working patterns etc.</p> <p>However, if they continue to feel unsafe and you have exhausted all opportunities to resolve this, you will need to record the absence on Peoplesoft as "Domestic Leave" in My Team's Details up to 4 weeks. This is paid leave not sickness absence. In exceptional cases where the circumstances continue, you can extend this absence for four weeks at a time.</p> <p>It's important that contact is maintained during this period to check what more can be done to resolve the issues.</p>
<p>1.19 You've just announced 4 weeks paid leave for coronavirus related reasons, is this on top of the 2 weeks leave I have already had?</p>	<p>No, the announcement is for up to 4 weeks so any previous absence will be included within this. Your manager will be checking in regularly with all absent employees to see if your situation has changed and you will work together to facilitate returning to work</p>
<p>1.20 I have caring responsibilities, what support is available?</p>	<p>If you have caring responsibilities for anyone within your household then please discuss your requirement with your manager. Nationwide uses the carers passport which can be found here and will support your conversation.</p> <p>If it is possible for you to work from home and / or agree changes to your normal working pattern to accommodate both your caring needs and undertake your role responsibilities, please do discuss this with your line manager in the first instance. We want to do all we can to support you.</p>

	<p>There is the provision to take Emergency Dependent Leave. If it supports your personal circumstances, you can break emergency dependant leave into hours or days to facilitate your working and caring needs. Please speak with your manager about what is best for you. Your manager will need to key each part of the Emergency Dependant Leave onto My Team's Details. Please speak to your line manager to discuss this further.</p> <p>Emergency Dependent Leave can be considered up to four weeks, in exceptional cases where the circumstances continue, you can extend this absence for four weeks at a time.</p> <p>More support and guidance can be found through the Society's Working Carers Network (WCN) found here</p>
<p>1.21 My employee is off with symptoms, can they be tested?</p>	<p>You can ask for a test:</p> <ul style="list-style-type: none"> • for yourself, if you have coronavirus symptoms now (a high temperature, a new, continuous cough, or a loss or change to your sense of smell or taste) • for someone you live with, if they have coronavirus symptoms <p>This service is for people in England, Scotland and Northern Ireland.</p> <p>People in Wales can ask for a home test kit. For drive-through appointments at regional test sites in Wales, go to the coronavirus test bookings and process on the Welsh Government website.</p> <p>As a line manager we recommend you contact all of your team members who are self-isolating to let them know this testing is available (where the criteria can be satisfied). Employees should visit www.gov.uk/coronavirus in the first instance to book their test and to find out more information.</p>
<p>1.22 My employee has informed me that they have been tested, received their results and shared this with me. What happens next?</p>	<p>Firstly, please check that the employee consents to sharing this information with Nationwide and make sure to read the following declaration:</p> <p><i>"In relation to this testing for coronavirus, and because some of the information you give us might be sensitive (as it's about health-related matters), I need to share with you how we may use this information. We call this 'special category data'. We'll assume you're happy for us to make a note of this and log a case with AskHR, and would like to reassure you that we'll only use it to help us with understanding the spread of testing across the Society, to ensure our absence data and reporting is accurate and to ensure our employees and managers have access to appropriate support at this time. The data may also be analysed internally with other results to allow us to identify and understand any trends or patterns, but will only ever be shared anonymously. If you'd like to find out more, please see the employee privacy statement on the Employee Personal Information intranet page. Can you confirm that you consent to this?"</i></p> <p>Further details on how we use employee information can be found here.</p> <p>If they do consent, please Create a Case using Ask HR to seek further advice. You will be able to choose the category 'Coronavirus', and then select 'Test Result'.</p> <p>When logging the case, please ensure you provide the:</p> <ul style="list-style-type: none"> • Employee's name • P number • Key worker/non key worker • Frontline/non-front line. • Outcome of the test: positive or negative <p>along with all other relevant details of the case. This will enable us to provide you with the right advice in the circumstances.</p>

	<p>If the test is positive, the employee will need to remain in isolation as per the guidance in section 1 until they are fit to return to work.</p> <p>If the test is negative, please discuss further with the employee so we can facilitate their return to work (when well enough, and they have not had a high temperature for 48 hours and those living with them have tested negative). You will also need to change the absence reason in My Teams Details so it best reflects the symptoms the individual is experiencing.</p> <p>Further information related to return to work can be found here.</p>
1.23 Can Nationwide make a referral for testing on an employee's behalf?	Although the government has stated that an employer can make a referral, we anticipate that it will be easier and quicker for employees to do this directly themselves. An employer referral only generates an email to the employee with a link and code directly linked to the gov.uk site so therefore we are encouraging all employees requiring a test to self-refer as soon as possible.
1.24 My branch is temporarily closed due to Coronavirus and I am unable to work from home – what does this absence get recorded as?	In situations where branches have to close temporarily due to the coronavirus, AND individuals are unable to work from home AND there is no other reason for absence as covered in this document, the absence should be recorded line managers for each impacted employee as Pandemic Leave (PAID) (2. Branch Closure). This is paid leave and not classified as sickness.
1.25 I am only contracted to work Saturdays in my branch, but the branch is currently closed. Do I need to make the time back on a different day?	<p>If your branch is closed on the days you are contracted to work, you will not be expected to make the time back and your absence should be keyed by your line manager as Pandemic Leave (PAID) (2. Branch Closure). This is paid leave and not classified as sickness.</p> <p>If you are a Saturday only employee but you are able to work additional hours during the week to support branch resourcing and this is agreed by your line manager, you will be paid for this in line with the Branch Network Working Arrangements Policy.</p>
1.26 I am on an annualised hours contract and my branch is closed. Do I need to make the time back on a different day?	<p>Annualised hours are a contractual arrangement which specify the number of hours an employee is contracted to work over a whole year, rather than giving weekly working hours. It enables employees to work more hours when it's very busy and not come into work when there is less to do. The specific pattern of working hours will vary between different departments and should be agreed between you and your manager.</p> <p>If your branch is closed on the days you have agreed with your manager to work, you will not be expected to make the time back and your absence should be keyed by your line manager as Pandemic Leave (PAID) (2. Branch Closure). This is paid leave and not classified as sickness.</p> <p>It will be necessary for you and your manager to carefully consider how future hours will be rostered and what kind of flexibility may be needed to support resourcing in future.</p>
2. Guidance on Holiday, 'bought' holiday and sabbaticals	
2.1 If I have annual leave booked and I need to self-isolate, will I be able to cancel and rebook my annual leave?	Yes, you can ask your manager to cancel and rebook your holiday if you had holiday booked and then were unable to take it as you were required to "self isolate", or use the normal holiday booking process in your part of the business to cancel and request to rebook. If any holiday is cancelled, we would encourage managers to be proactive and try to agree a future date when this leave could be taken.
2.2 Am I required to take a certain amount of my holiday entitlement at the moment?	Previously, we encouraged employees following social distancing measures considered vulnerable or clinically extremely vulnerable, to take two weeks of their twelve weeks absence as holiday. We'd still like to encourage those who aren't able to work from home during the 12 weeks they're at home to take some holiday during the 12 weeks. We're equally asking everyone to aim to have used a reasonable proportion of their annual entitlement by the end of June 2020 and continue to book and take holiday as they would normally.
2.3 I no longer need the 'bought' holiday due to the impact of coronavirus, what can I do?	<p>We recognise that you may have 'bought' extra holiday for a specific purpose that cannot go ahead due to the ongoing coronavirus situation. Therefore, as a one-off exception for 2020, we are allowing anyone who has "bought" holiday through MyReward, to cancel their remaining deductions. This will leave you with the pro-rated amount of holiday that you have already paid for so far.</p> <p>A separate FAQ and guide can be found here</p>

2.4 I was planning to take my sabbatical this year but haven't booked anything yet. Can I take it next year instead?	Of course, there's no time limit on when you can take your sabbatical once you're eligible. But remember that sabbaticals are taken at a date mutually agreed with your manager, normally with at least 6 months' notice, and though your manager will try to accommodate your request, they'll need to consider the needs of the business and the rest of the team.
2.5 I've already booked a sabbatical but it hasn't started yet, can I cancel it and take it later?	Yes, you can, ask your manager to cancel the booking on My Details [PeopleSoft]. Remember you'll normally need to give 6 months' notice when you want to rebook and your manager will need to agree the new date.
2.6 I'm currently on a sabbatical but my plans have changed because of the current situation, can I return to work?	Yes you can. A sabbatical can only be keyed once on My Details [PeopleSoft] for the full 6 weeks, so you've got 2 options. You can either: A) Ask your manager to cancel the sabbatical in My Details and re-key the time already taken as holiday, letting you take the full 6 weeks sabbatical at a later date. B) Leave the 6 weeks already booked on PeopleSoft, and manage the time not taken yet informally between you and your manager - the rest of the time should be taken in just one additional block. If you chose this option, you might want to keep some confirmation from your manager of what you're doing, in case you change manager before you take the rest of the time. Splitting a sabbatical in option B only applies in this situation and you won't normally be allowed to take your sabbatical in more than one block.
2.7 Will my employee still be able to buy holiday for next year?	Yes, employees will still be able to buy up to 5 days holiday without manager approval. But, if they're already carrying over 5 days, and also requesting to buy more than 5, the recommendation is that employees should only have a maximum of 12 additional holidays on top of their normal entitlement, and managers should make an informed decision when approving more than 5 days. We'll remind employees and managers prior to and during 2021 the MyReward Choices enrolment window in October.
2.8 How much holiday can I carry over into next year?	Employees can now carry over up to five working days of unused holiday allowance to use throughout 2021. This will be calculated pro-rata based on weekly contracted hours. We appreciate the government has said that up to 20 holiday days can be carried over through the next two years for those where it's not been reasonably practical to take time off due to work requirements as a result of coronavirus. We don't expect this to have much impact for Nationwide, as it remains key that we all take time off throughout the year for ourselves and we expect that this will be possible throughout 2020 for most.
3. Guidance for Employees returning from Travel abroad or due to travel abroad	
3.1 I / someone in my team is travelling back from abroad, can they return to work?	If you/your employee is due to travel back to the UK from abroad, you/they can return to work as normal, unless you/ they are suffering with a new persistent cough and/or fever and/or a loss or changed sense of normal smell or taste (anosmia). The advice outlined in section 1.1 then applies.
3.2 I am an employee due to travel internationally with work/business, should I be travelling?	All international business travel has been suspended. Any exception must be agreed by NLT Community Leader.
3.3 I/ my team member are due to go travel abroad, can I still travel?	The current advice from the Foreign and Commonwealth Office should be followed and can be found at https://www.gov.uk/guidance/travel-advice-novel-coronavirus . If you have an underlying health condition you should assume that you may need to get treatment while you are away, and that treatment will be very difficult to access. Check with your travel insurer if you will be covered for travel to your destination / and for curtailment of any holiday. Comprehensive travel insurance is advised. You should take the contact details for your line manager with you in case you need to contact them while you are away and update your own emergency contact details on Peoplesoft. Check FCO advice whilst you are away and UK Public Health advice before you return. Any employee unavoidably detained in a "quarantine area" is entitled to additional paid "Pandemic related" leave until it is safe for them to return to the country. The line manager should record the leave on Peoplesoft as "Pandemic Related (Paid) (1. Paid leave – other)"
3.4 Will I have to quarantine after my travel and what will I be paid?	The government have announced a 14-day quarantine period after all international travel. We are waiting for further details on this and will update shortly.

4. Guidance for employees on preventative measures/ Infection control (More guidance for member-facing colleagues is available here .)	
4.1 What's the most important thing I can do to prevent catching the virus?	<p>The single most important thing you can do is to regularly wash your hands regularly and thoroughly. To best protect yourself and others, please continue to follow the public health advice:</p> <ul style="list-style-type: none"> • Always carry tissues with you and use them to catch your cough or sneeze (you can buy & expense tissues for branch use (Category: Miscellaneous) • Bin the tissue, and to kill the germs, regularly and thoroughly wash your hands with soap for at least 20 seconds. • If you want to use an antibacterial hand gel, you should do so as well as washing your hands regularly, the hand gel must contain alcohol (60%) to be effective
4.2 Where Nationwide have provided hand sanitiser what are the ingredients?	<p>Following further guidance, the hand sanitiser being delivered to branches will contain alcohol and is confirmed to be effective against the coronavirus. Please remember to continue to wash your hands with soap and water regularly.</p>
4.3 Can I order or will Nationwide pay for anti-bacterial hand sanitiser?	<p>Yes, employees can buy hand sanitisers, where available, and claim back the costs using the expenses process (Category: Miscellaneous). Please be aware some people may be sensitive to some products. Use of hand sanitiser is not as effective as washing your hands with soap and water regularly and thoroughly.</p> <p>FOR BRANCH NETWORK:</p> <p>The following items can be ordered through Information Station, talk to your line manager if you are unable to access the system:</p> <ul style="list-style-type: none"> • Screen and keyboard cleaning kit G344 • Telephone wipes G676/G677 <p>All necessary cleaning equipment will be supplied as part of the cleaning contract. Consumables such as soap can be ordered through the Property Services Helpline http://www.nationwideintranet.co.uk/My-Nationwide/Life-at-Nationwide/Log-a-Fault-Request/property-services-helpline</p>
4.4 Can I catch the virus by touching surfaces / money etc?	<p>It is most likely that the virus is spread by close contact with someone carrying the virus, particularly when they cough or sneeze.</p> <p>Current Public Health advice in the UK does not specify the use of gloves when handling money.</p> <p>To best protect yourself and others, please continue to follow the public health advice:</p> <ul style="list-style-type: none"> • Wash your hands regularly and thoroughly with soap and water. • Always carry tissues with you and use them to catch your cough or sneeze. • Bin the tissue, and wash your hands thoroughly and regularly • Use wipes to clean desks/ keyboards work surfaces
4.5 Should I wear a face mask / covering and will this help?	<p>The current PHE advice is that if you can, wear a face covering in an enclosed space where social distancing isn't possible and where you will come into contact with people you do not normally meet. This is most relevant for short periods indoors in crowded areas, for example, on public transport or in some shops.</p> <p>Evidence suggests that wearing a face covering does not protect you. However, if you are infected but have not yet developed symptoms, it may provide some protection for others you come into close contact with.</p> <p>Face coverings do not replace social distancing. If you have symptoms of the coronavirus, you and your household must isolate at home: wearing a face covering does not change this. It is important to use face coverings properly and wash your hands before putting them on and taking them off.</p> <p>Our branches have all been issued with protective screens and full face visors should our employees wish to wear them. Individual employees choosing to provide and wear their own face covering are of course able to do so as an alternative. Limited supplies of face coverings have now been provided to the Branch Network and supplies are available for admin centres at reception desks.</p>

	It is additionally recognised that the Scottish government in particular have advocated the wearing of some form of covering for the nose and mouth for individuals in enclosed public spaces where contact is with multiple different people. Our branches have all been issued with protective screens and full face visors should our employees wish to wear them. Individual employees choosing to provide and wear their own face mask are of course able to do so as an alternative.
4.6 Can I catch the virus by touching someone else?	<p>Government guidance tell us that Coronavirus is not something that people can get from casual contact. It is likely that a person must be in close contact with an infected person to be able to inhale the virus, for example if a person coughs or sneezes in front of them. Close contact is currently defined as less than 2 m for a period of 15 minutes or more. Coronavirus is not something that comes through the skin.</p> <p>To best protect yourself and others, please continue to follow the public health advice:</p> <ul style="list-style-type: none"> • Always carry tissues with you and use them to catch your cough or sneeze. • Bin the tissue, and to kill the germs, regularly wash your hands thoroughly with soap and water.
4.7 Can I arrange for the location I work in to be cleaned?	<p>All Nationwide locations are cleaned on a regular basis. Extra cleaning is being carried out in admin sites and all branches are receiving a daily clean. If any branch requires sanitised cleaning for suspected or confirmed cases of coronavirus, then please raise this through your local director who will need to contact Property Services by calling 08452 668 668 (option 3).</p> <p>The advice provided in section 4 of this guidance is best practice for all employees on preventative measures/infection control.</p>
4.8 My team member has a second job, should they continue to do this during the pandemic?	Many employees may have second jobs, and the current situation is no reason in itself for that to change. It is important that all employees are following the published social distancing guidelines inside and outside of work, and therefore supporting their own wellbeing and that of their colleagues.
5. Guidance on workplace adjustments & home working	
5.1 I have been provided with workplace adjustments at my place of work, do I need these at home?	<p>If you are able to work at home, we want you to do so as safely as possible. We will consider specific requests to enable you to continue working where-ever we can but as we need to reduce infection control, we are limited in the support we can provide.</p> <p>In the first instance please follow the online guidance for setting up your workstation at home but, if you continue to have concerns with your workstation, you should discuss this with your line manager who can get further advice by Create a Case using Ask HR to seek further advice.</p> <p>More information on workplace adjustments through this pandemic and in general can be found here.</p>
5.2 I am working from home, can I take my chair or monitor from the office to my home?	<p>We are currently compiling information on the numbers of employees we need to safely accommodate in our offices. Please do not remove any equipment from the office until 5 June when we hope to communicate information about how equipment can be safely collected or delivered to home addresses. This will prevent our admin buildings from becoming inoperable.</p> <p>As your homeworking set up will be different from an office set up, employees are encouraged to work through the advice on the Workstation Set Up Guide. This guide provides useful tips on workstation set up, how to make the best of the facilities you have, and some helpful mobilisation stretches to help you work from home safely.</p> <p>If you are experiencing discomfort working from home there may be support available to you, please visit the workplace adjustments site for further information.</p>

<p>5.3 I am experiencing discomfort and/or aches and pains since working from home, what support is available?</p>	<p>If you're feeling uncomfortable at your workstation it's likely to be poor posture or working practices. That means you can fix it, with help from your manager, by working through the advice on the Workstation Set Up Guide. This guide provides useful tips on workstation set up and some helpful mobilisation stretches to help you work from home safely.</p> <p>You can also access a wide range of information, advice and support on the Workplace Adjustments Site if you're experiencing ongoing problems, or if you have any specific health and wellbeing needs.</p>
<p>5.4 Will Nationwide pay the £6 HMRC working from home allowance?</p>	<p>If you are a formal home worker and have a home working contract, you will already be in receipt of the home working allowance.</p> <p>Nationwide does not pay an allowance for those working from home informally or for a temporary period.</p> <p>You may be able to claim tax relief directly from HMRC and you can make a claim here</p>
<p>5.5 Will my home insurance policy be affected if I have not told my insurer that I'm working from home?</p>	<p>If you are an office-based worker and need to work from home because of government advice or because you need to self-isolate, your home insurance cover will not be affected. You do not need to contact your insurer to update your documents or extend your cover.</p> <p>If individuals are receiving visitors to their home on business matters, they should check with their insurer. In some cases, there may be some restrictions in cover, such as loss of money and theft being excluded, unless there is evidence of forcible and violent entry to the property.</p> <p>The business equipment used (e.g. Laptop) is likely not to be covered. However, in most cases the employer would be liable for ensuring their equipment is insured away from the office. Any broken items or non-returned items will be the business area's responsibility to replace</p>
<h2>6. Guidance for leavers</h2>	
<p>6.1 Someone in my team is leaving Nationwide. What do I need to do regarding return of their equipment?</p>	<ul style="list-style-type: none"> • Please ensure that you follow the Managers Leavers checklist and see below guidance regarding their assets. • Managers must raise a Decommission Desktop or Laptop Computer request via the IT Hub. • Due to these unprecedented circumstances, Nationwide can arrange a secure courier to pick up the IT equipment to return to Nationwide House. The desired remote pick up location details need to be noted on the decommission request. • Line managers must fill in a Pass Termination form and forward to the Access Control mailbox. The leaver will need to destroy their terminated access pass. • If any additional support is needed, in relation to device returns, or Asset allocation details, please contact Returns@nationwide.co.uk">ITHardware>Returns@nationwide.co.uk
<h2>7. Guidance on school closures</h2>	
<p>7.1 Am I a critical (key) worker?</p>	<p>Financial Services is on the list of critical (key) workers whose children will be prioritised for schooling during general closures so some roles are classed as key worker roles. We have updated our list of key roles – you can view the up to date list via a link on the intranet news article. The definition of key workers is evolving and there is further potential for local decisions to prioritise access and employees should talk to their line manager if this happens to discuss the options available.</p>
<p>7.2 My school / local authority is asking for proof that I am a critical worker, how can I provide this</p>	<p>We're providing a 'certificate' that employees can print off (or keep on their personal device electronically) to present to their school/childcare provider to support their request for childcare – this is accessible via a link on the intranet news article.</p> <p>If you have previously received a Key Worker certificate and are still classed as a Key Worker (approved by your Community Leader) then you will automatically receive an updated copy prior to the 31st May with a new end date of 31st July. If you need a Key Worker certificate and haven't previously received one please follow the process set out via the intranet news article.</p>
<p>7.3 I need to find to find new childcare arrangements – what support is available to me?</p>	<p>If it is possible for you to work from home and agree changes to your normal working pattern to accommodate both your childcare needs and undertake your role responsibilities, please do discuss this with your line manager in the first instance. We want to do all we can to support you with your childcare.</p>

	<p>If you require additional support, please speak to your line manager to discuss this further. There is the provision to take some Emergency Dependent Leave in agreement with your line manager. If it supports your personal circumstances, you can break emergency dependant leave into hours or days to facilitate your working and childcare needs. Your manager will need to key each part of the Emergency Dependent Leave onto My Team's Details.</p> <p>Emergency Dependent Leave can be considered up to four weeks, and the line manager should record the leave on Peoplesoft as "Emergency Dependent Leave" and this is paid leave.</p> <p>In exceptional cases where the circumstances continue, Emergency Dependent Leave can be extended for four weeks at a time. This may be considered in the following circumstances:</p> <ul style="list-style-type: none"> • If you are arranging new childcare provision • If you are the sole provider of childcare with no or limited options of support • If you are the main provider of childcare to a disabled child or vulnerable adult <p>Please note, if you require more flexibility with your working hours as a result of reduced wrap around provision or phased hours of provisions (i.e. no breakfast/after-school clubs or enforced reduced nursery opening times), then please discuss this with your manager in the first instance to see whether changes to your normal working pattern can be temporarily accommodated as an alternative to using some emergency dependant leave.</p>
7.4 My child/children are being sent to a school that is further away, can I change my working hours?	Yes, you can change your hours on a temporary basis. Please discuss this with your line manager to accommodate any increased travelling time and disruption.
7.5 My children are entitled to a school/nursery/childcare provision place from 1 June 2020 / I am a critical worker with access to a school/nursery place but I do not want to send my child/children. What are my options?	Emergency dependant leave will not be available if you choose not to send your children to school/nursery where a place is available. We understand this remains a personal decision for parents. Annual leave may be considered in this instance, along with the other types of Family Friendly leave and Career Break options available.
7.6 Can I adjust my hours at home to work around the needs of my children?	<p>Yes, some employees will need to adopt temporary working patterns to balance childcare and work. Discuss this with your line manager and agree pattern that works for you both bearing in mind the needs of the rest of your team also.</p> <p>With some schools potentially reopening in England in June, people leaders may start to receive formal flexible working requests from team members to adjust working patterns. We anticipate there will be significant issues with schools attempting to reopen and variation in days and hours offered to parents as schools test new arrangements with possible closures at short notice. Managers should try to accommodate temporary working arrangements wherever possible until the end of School summer term rather than encouraging employees to submit formal flexible working requests that may need to be frequently revised.</p>
7.7 My children are teenagers and don't need me at home all day, can I work flexibly to check in on them?	Yes, please discuss flexible working patterns with your line manager.
7.8 Can I use some of my holiday during this time?	Yes, we encourage you to continue booking your holiday as normal, so you get proper rest and a good break from work. We'd therefore encourage you to take at least a week of holiday (pro rata) over the next few months.
7.9 Should I take my sabbatical now?	We are currently reviewing our approach to sabbaticals and will provide an update shortly.

<p>7.10 I'm a critical worker but my partner isn't, can I still send my child/children to school</p>	<p>Children with at least one parent or carer who is critical to the coronavirus response can attend school if required. However, many families with a parent or carer working in critical sectors will be able to ensure their child is kept at home. Every child who can be safely cared for at home should be, to limit the chance of the virus spreading.</p> <p>Arrangements are being made in local areas to ensure that your child can still attend school if required. If your school hasn't already informed you about those arrangements, please contact your local authority. They will be working with regional school commissioners and neighbouring providers to make alternative arrangements.</p> <p>In the unlikely event that your local authority has been unable or unwilling to source this provision for you, you will need to explore other opportunities to balance your childcare requirements with your partner. If you have no other opportunities for childcare, please speak with your line manager to explore this further. In exceptional circumstances, emergency dependent leave may be considered.</p>
<p>7.11 My child/children are in the category of "children of who are vulnerable" but I'm not a critical worker, how does this apply to me?</p>	<p>The government definition of children who are vulnerable are those who are supported by social care, those with safeguarding and welfare needs, including child in need plans, on child protection plans, 'looked after' children, young carers, disabled children and those with education, health and care (EHC) plans. If your child/children fall within the category of vulnerable children, your local authority should be able to confirm a school place. Contact your local authority for further guidance.</p>
<p>7.12 My partner also works for Nationwide, is Emergency Dependant Leave a shared entitlement?</p>	<p>No, this entitlement is for all employees when there are no further options available to support your childcare needs.</p>
<p>7.13 My current certificate is due to expire, what do I do?</p>	<p>If you have already received a certificate and are still classed as a key worker, you will automatically receive a renewed certificate before the expiry date via email to your Nationwide email address.</p>
<p>8. Guidance for People Managers on recruitment</p>	
<p>8.1 I have a vacancy I need to interview for – what shall I do?</p>	<p>All interviews regardless of whether a critical key role or not should be carried out virtually/by phone. Please liaise with your Resourcing Consultant / Manager who will help you arrange these.</p>
<p>8.2 If I do a virtual interview with a candidate who needs to provide right to work documents, how do I obtain them?</p>	<p>The Home Office have announced temporary measures for right to work checks due to coronavirus (COVID-19). If you are interviewing a candidate who needs to provide us with right to work documentation you and the candidate will need to:</p> <ul style="list-style-type: none"> • Candidate to submit a scanned copy or a photo of their original documents to the interviewer via email or using a mobile app • During the video interview, the candidate will need to hold up the original documents to the camera and the interviewer needs to check them against the digital copy of the documents • The interviewer will need to record the date they made the check and mark it as "adjusted check undertaken on [insert date] due to COVID-19" • If the worker has a current Biometric Residence Permit or Biometric Residence Card or status under the EU Settlement Scheme interviewers can use the online right to work checking service while doing a video call - the applicant must give permission to view their details <p>Please check the guidance on ID collection to ensure you obtain the documents that we will need in order to start their pre-employment screening checks if successful.</p> <p>Documentation should be shared with your resourcing consultant or manager as normal following the interview. Please make sure you delete your copies straight afterwards in line with GDPR guidelines.</p>
<p>8.3 Does my new starter still need to provide the originals of their right to work documents?</p>	<p>We can't legally employ new starters if they haven't provided the originals of their right to work documents and so Line Managers will need to verify the original physical documents on the new starter's start date. However, as part of the temporary measures the Home Office have introduced, where this can't happen, we are able to do this retrospectively within 8 weeks of when the Home Office announce the temporary measure is lifted.</p> <p>Before your new starters first day we'll:</p> <ul style="list-style-type: none"> • remind them that they need to bring their original documents and • remind you as their Line Manager to make sure they're collected, certified and returned to People & Culture via email to Recruitment Services (for non-Exec roles) or Specialist Handling (for Exec roles).

8.4 I have a new starter due to start in the next few weeks – should they go ahead?	Branch Network and Contact Centre - training is currently continuing as normal for all new starters If you have a new starter in a different critical (key) role outside of the Branch Network and Contact Centre - it is an operational decision as to whether you go ahead with the planned start date and when making that decision, Line Managers should consider how the start date will take place, any training and support the individual requires and whether the essential equipment (laptop, phone etc) will be able to be provided to the individual. If a new starter isn't happy to start right now, we can delay their start date where appropriate but the new starter won't be paid until they start with us.
8.5 I have a new starter due to start in the next few weeks in a non-critical key role, how do they obtain their new equipment	We are working on an alternative way to get equipment to new starters who should not be coming into work and will update this guidance as soon as possible
8.6 I have a new starter due to start and they have told me they are experiencing symptoms of Coronavirus	If a new starter confirms to us they are showing symptoms prior to their first day – they shouldn't attend work in a role where they are not able to self-isolate and therefore should stay at home. We will pay them from their original start date. Where possible, the Line Manager should contact them to verbally confirm their symptoms are Coronavirus related, agree keeping in touch points and then key the absence accordingly on PeopleSoft. You may also need to update any relevant training teams on new starters who are unable to start.
9. Guidance on Becoming a Parent policy	
9.1 A member of my team is currently pregnant, should they be carrying out social distancing measures?	If they are unable to work from home you will need to record the absence on Peoplesoft as "Disability Leave" in My Team's Details up to 30 June 2020. This is paid leave and not classified as sickness.
9.2 Will my team member's maternity/adoption pay be affected if they are following social distancing measures?	No, if they're following social distancing measures during the period used for calculation, they'll be on full pay, so it won't impact maternity/adoption pay.
9.3 Can my team member delay the start of their planned leave or start it earlier due to carrying out social distancing?	We wouldn't normally expect the current situation to impact the dates of leave. If you feel you do need to change the dates of your leave linked to becoming a parent, you'll need to talk to your line manager first, and normally put it in writing at least 28 days before the intended start date where possible. You will need to let us know by either adding a note to the open maternity leave case, or if this is closed, Create a Case using Ask HR to make us aware of the new date.
9.4 My team member is on maternity leave/adoption leave/Shared Parental Leave that's unpaid and have informed me that they have symptoms of Coronavirus, or need to carry out social distancing measures. Should they receive sick pay/paid leave while at home?	If they're sick and need to self-isolate (or have a health condition which means they need to follow social distancing measures) while they're on leave whether paid or not, they're not expected to work during that time and so won't be entitled to receive any sick pay (including Statutory Sick Pay) or paid leave.
9.5 My team member is nearing their return date, should they come back to work as planned?	Yes, they can return to work as planned, however please ensure you are following the guidance set out in the FAQs. If they need to work from home when their leave ends, they can visit their normal place of work to collect the items they need to facilitate homeworking. If they are considered vulnerable, you'll need to put in place arrangements for their equipment to be provided to them in a safe manner.
9.6	Speak to your line manager, your manager should make contact with the team member due to return to work so that arrangements can be made. Please process technology requests as per normal.

My team member is due to return to work, but I am currently out of the business. What should they do?	
10. Guidance for Temporary Workers	
10.1 I am a TEMPORARY WORKER, if I have to self-isolate because I have symptoms of coronavirus, or I live with someone who does, will I be paid for the time I am not at work?	<p>Yes, we will continue to pay you for a single period of up to 14 days absence, to cover any period of self-isolation or household "self-isolation" (or for childcare reasons) as if you have been at work.</p> <p>If you live alone and you have symptoms of coronavirus illness, however mild, stay at home for 7 days from when your symptoms started.</p> <ul style="list-style-type: none"> if you live with others and you are the first in the household to have symptoms of coronavirus, then you must stay at home for 7 days, but all other household members who remain well must stay at home and not leave the house for 14 days. The 14-day period starts from the day when the first person in the house became ill. for anyone else in the household who starts displaying symptoms, they need to stay at home for 7 days from when the symptoms appeared, regardless of what day they are on in the original 14 day isolation period. <p>You should inform the Workforce Supply management team or ask your line manager to inform them. Mailbox address is: workforcesupplymanagement@nationwide.co.uk. Please keep them informed to avoid any misunderstandings resulting in you not being paid.</p> <p>The latest advice will on how to access NHS 111 support is here: https://www.nhs.uk/conditions/coronavirus-covid-19/</p>
10.2 I am a TEMPORARY WORKER, if my child's school/ day care centre closes will I continue to be paid?	<p>Yes, you will be paid in the event that your child's school has to be closed for a short time due to "infection control" reasons. This is normally for a period of up to 72 hours.</p> <p>You should inform the Workforce Supply management team or ask your line manager to inform them should you need to. Mailbox address is: workforcesupplymanagement@nationwide.co.uk</p> <p>Please keep them informed to avoid any misunderstandings resulting in you not being paid.</p>
10.3 I am a TEMPORARY WORKER, if the workplace closes / has to close for a short time due to coronavirus will I continue to be paid?	<p>In the first instance, we would look to invoke our contingency plans to avoid that happening or to relocate staff to other locations/ recovery sites if possible. The current PHE advice is that the building should be re-opened once appropriate cleaning of workplace has been completed so this is likely only to be for short period (48-72 hours).</p> <p>During this short period, we would continue to pay Temporary Workers as if they had been at work.</p>
10.4 I am a TEMPORARY WORKER and I can't attend work as a result of a health condition identified as "high risk" by the NHS. What support is available to me?	<p>If you have a medical condition that makes you extremely vulnerable to Coronavirus and the NHS has sent you a letter to advise that you must 'shield' for 12 weeks; firstly, please explore with your manager on whether it's possible for you to work from home.</p> <p>If it's not possible to work from home in the job that you do, the Society can place you on paid leave from Monday 4 May to Tuesday 30 June (inclusive). Any extension to this timeframe will be reviewed depending on Government advice nearer the time.</p> <p>Your Manager must report your absence by emailing workforcesupplymanagement@nationwide.co.uk who will advise how to proceed. You may be asked to present your NHS letter to agree the terms of your absence. See Government guidance on health conditions considered high risk and for more information on shielding and protecting people who are at high risk.</p>
10.5 I am a TEMPORARY WORKER, do I still to complete a timesheet for the period that I have to self-isolate?	<p>Yes, please complete your timesheet as normal as if you had been in work. Your manager will need to approve as normal.</p>

<p>10.6 I need to add expenses to my timesheet, what do I do?</p>	<p>Please let the Temporary Worker Support Team know that you need to add some expenses. A line will then be added onto your timesheet to record your expenses that you wish to claim. Submit the timesheet and attach receipts. Once your manager has approved the expenses will be paid with your normal weekly pay.</p> <p>Please note, we may not be able to process your expenses if you do not have the receipts that relate to your claim</p>																				
<p>11. Guidance for Contractors (DRC)</p>																					
<p>11.1 Where can I find general up to date guidance?</p>	<p>If you live with someone who has been diagnosed with Coronavirus, and/or is displaying Coronavirus symptoms, and/or feels unwell, please follow the Government advice on what to do, and the Government "Stay at Home" Guidance information.</p>																				
<p>11.2 What is the reporting procedure for reporting sickness or precautionary self-isolation?</p>	<p>It's crucial that Nationwide tracks all potential Coronavirus related absences including those undertaking precautionary self-isolation. Please email the @Workforce Supply Management mailbox to report any reported absences related to the Coronavirus outbreak and please provide the following information:-</p> <table border="1" data-bbox="562 568 1809 1094"> <tr><td>Name</td><td></td></tr> <tr><td>C or T number</td><td></td></tr> <tr><td>Cost Code</td><td></td></tr> <tr><td>Line Manager</td><td></td></tr> <tr><td>Location</td><td></td></tr> <tr><td>Team</td><td></td></tr> <tr><td>Community</td><td></td></tr> <tr><td>Detail of absence</td><td><i>Do they have symptoms / no symptoms / underlying health problem? / caring responsibility</i></td></tr> <tr><td>Are they working or not working</td><td><i>E.g. are they working from home or not working</i></td></tr> <tr><td>Date of first day of absence</td><td></td></tr> </table> <p>Other information:</p> <ul style="list-style-type: none"> Please report all cases related to the virus, even if the worker is well enough to work in isolation throughout their symptoms or period of illness. If you need to provide evidence that you need to stay at home due to having symptoms of coronavirus, an Isolation a note can be obtained from NHS 111 online. If you live with someone that has symptoms, an Isolation note can be obtained from the NHS website. Some cases of Coronavirus will only display mild symptoms and the worker may feel they are able to continue working at home (if they have the facility to do so), however, this will still be logged as an absence related to sickness so that we can track properly. 	Name		C or T number		Cost Code		Line Manager		Location		Team		Community		Detail of absence	<i>Do they have symptoms / no symptoms / underlying health problem? / caring responsibility</i>	Are they working or not working	<i>E.g. are they working from home or not working</i>	Date of first day of absence	
Name																					
C or T number																					
Cost Code																					
Line Manager																					
Location																					
Team																					
Community																					
Detail of absence	<i>Do they have symptoms / no symptoms / underlying health problem? / caring responsibility</i>																				
Are they working or not working	<i>E.g. are they working from home or not working</i>																				
Date of first day of absence																					

11.3 I need to self-isolate and/or I am showing symptoms, do I get paid?	<p>If you are working from home during any period of self-isolation you will be paid. But please do not work if you are unwell and need to rest and please ensure that you have suitable equipment to work from home safely.</p> <p>If you're not able to work from home, then you may need to pause in supplying services to Nationwide for a period so you will not be able to invoice this period to Nationwide. <u>HMRC will be in touch with any self-employed workers who are eligible for a taxable grant under the HMRC's Self Employed Income Support Scheme. If you are not eligible for this scheme, you may wish to consider applying for Universal Credit.</u></p> <p>Also, to help the self-employed, the Government have deferred the next round of self-assessment tax payments scheduled for July 2020, to January 2021.</p>
11.4 Given the recent Government advice I am concerned about coming into work and I would rather stay at home. Will I get paid?	<p>If you're able to work from home, please do so.</p> <p>If you are not able to work from home, then you may need to pause in supplying services to Nationwide for a period so you will not be able to invoice this period to Nationwide. <u>HMRC will be in touch with any self-employed workers who are eligible for a taxable grant under the HMRC's "Self Employed Income Support Scheme". If you are not eligible for this scheme, you may wish to consider applying for Universal Credit.</u></p> <p>Please visit the Government sites in the links above for more information on eligibility. Nationwide cannot provide advice on this scheme or its operation.</p>
11.5 What's the return to work process?	<p>See section 1.3 for information on assessing health in order to return to work.</p>
11.6 I have a vulnerable health condition and/or I have an underlying health condition and I need to stay at home for up to 12 weeks. Will I get paid?	<p>You may have a role where you can work from home in which case you can continue to work, and your invoices will be paid. If you don't have the facility to work at home, then you can take unpaid leave.</p> <p><u>HMRC will be in touch with any self-employed workers who are eligible for a taxable grant under their "Self Employed Income Support Scheme". If you are not eligible for this scheme, you may wish to consider applying for Universal Credit.</u></p> <p>Please visit the Government sites in the links above for more information on eligibility. Nationwide cannot provide advice on this scheme or its operation.</p>
11.7 I'm pregnant and I need to self-isolate, will I get paid?	<p>You may have a role where you can work at home in which case you can continue to work and be paid during your period of self-isolation. If you don't have the facility to work from home, then you then you may need to pause in supplying services to Nationwide for a period so you will not be able to invoice this period to Nationwide.</p> <p>HMRC will be in touch with any self-employed workers who are eligible for a taxable grant under their "Self Employed Income Support Scheme". If you are not eligible for this scheme, you may wish to consider applying for Universal Credit.</p> <p>Nationwide cannot provide advice on these schemes or its operation.</p> <p>Your maternity leave will begin as scheduled during any period of self-isolation, and if you are eligible to receive any Maternity leave benefit, this will begin from the start of your maternity leave.</p>
11.8 My child's school is shut. Will I get paid?	<p>You can work at home (if you have the facility to do so) during periods of school closure, as long as you are well and able to do so with suitable equipment. Alternatively, you may need to pause in supplying services to Nationwide for a period so you will not be able to invoice this period to Nationwide.</p>
11.9 New starter advice	<ul style="list-style-type: none"> • If a new starter contacts us ahead of their work assignment start date because they are symptomatic, or unable to work due to self-isolation or caring responsibilities, you may wish to consider revising their start date accordingly • If a worker has started, and is symptomatic or required to self-isolate the above rules apply (see section 8.0 for the Government advice links) • The Line Manager and worker must determine whether work is available for the worker on their agreed return to work • In cases where work is no longer available, the contract with the Day Rate Contractor (DRC) may be ended

	<ul style="list-style-type: none"> The DRC may wish to consider applying for Universal Credit. <p>Please visit the Government sites in the links above for more information on eligibility. Nationwide cannot provide advice on Government schemes or its operation.</p>
11.10 My contract is coming to an end and I am in isolation – what do I do?	<ul style="list-style-type: none"> Any return of passes and equipment can be managed once you have come out of isolation and/or when you are <u>not symptomatic</u> (which is a minimum of 7 days from first becoming unwell with Coronavirus) Please wipe down any equipment with a disinfectant wipe before you return it Please ensure that you follow the Managers Leavers checklist Managers must raise a Decommission Desktop or Laptop Computer request via the IT Hub. Due to these unprecedented circumstances, Nationwide may be able to arrange a secure courier to pick up the IT equipment to return to Nationwide House. The desired remote pick up location/address details need to be noted on the decommission request. Line managers must fill in a Pass Termination form and forward to the Access Control mailbox. The leaver will need to destroy their terminated access pass. If any additional support is needed, in relation to device returns, or Asset allocation details, please contact Returns@nationwide.co.uk">ITHardware>Returns@nationwide.co.uk
11.11 What's happening with IR35?	<p>Following the government's announcement that they are pausing the changes to the off payroll working rules for one year; we have concluded that Nationwide will implement the IR35 changes on April 6th, 2020, as planned rather than defer until 2021.</p> <p>We're committed to The Code of Practice on Taxation for Banks and in ensuring our workforce pay the correct amount of tax and National Insurance.</p> <p>Whilst we understand that these are challenging times, we intend to ensure any worker who has been assessed as "inside IR35", will be subject to PAYE and National Insurance deductions where workers are considered employed for tax purposes.</p>
11.12 My contract is coming to an end, will it be extended	<p>Your contract will expire without further notice on its end date unless you or your company have been added to extend the period of services for any extraordinary reason.</p>
11.13 If my contract ends early or is paused for a reason related to the coronavirus, can I be furloughed?	<p>Furlough and the Coronavirus Job Retention Scheme (CJRS), is a scheme in place for employees and workers paid via PAYE only so will not apply to all DRCs.</p> <p>The Self Employment Income Support Scheme (SEISS) offers support which is similar to furlough for sole traders/self-employed depending on the business model you have in place. HMRC will, in due course contact the individuals they believe are eligible and will invite them to apply for the scheme online.</p> <p>Please visit the HMRC guidance for more information on eligibility. Nationwide cannot provide advice on these schemes, or their operation.</p>
12. Guidance on volunteering	
12.1 Can I use my additional paid volunteering leave for any type of volunteering?	<p>The Government are calling for an "army of volunteers" to help the country respond to the challenges being faced in the current Coronavirus situation. These additional days are designed to help those of our employees who have existing volunteering commitments such as special constables with the Police and Red Cross and St John's Ambulance volunteers, who're most likely to be called upon to support the national emergency services over the coming weeks. Additionally, this leave can be used for employees volunteering as NHS Responders.</p>
12.2 Can I use my company car in the course of my volunteering (i.e. for giving lifts, delivery prescriptions etc)?	<p>Yes, you can. However, if you will be transporting people in your vehicle then there is a stipulation that there should be no element of payment or reward for this, including payment in kind, other than fuel reimbursement at HMRC published rates. Also, our Insurer has asked us to keep a list of who is using their company car for volunteering purposes, so you will need to email insuranceriskmanagement@nationwide.co.uk to let them know which organisation you are using your car to volunteer for. Please be aware that we will share this data with the insurer if they ask for it. If you are using your company car then you will also need to complete a risk assessment for your volunteering, even if it's being done in your own time.</p>
12.3	

Will my private vehicle insurance cover me?	As at the 31/3/20 the advice on www.abi.org.uk confirms that if you are using your own car for voluntary purposes to transport medicines or groceries to support others who are impacted by COVID-19, your cover will not be affected. You do not need to contact your insurer to update your documents or extend your cover. We suggest you check the specific advice given at the time you are looking to use your vehicle for this purpose.
12.4 Do I need to do a risk assessment?	Yes please. It is important that a risk assessment is produced before you start your volunteering activity so that you can show that risks have been identified and controls put in place. Risk assessments don't have to be complicated; we've provided a generic assessment that covers the majority of risks we have so far identified so please complete the checklist accordingly. If you identify additional risks to those mentioned please add them in. The organisation you are volunteering with should also have documentation to help you identify how best to manage the risks you could face.
12.5 Do I need to ask permission to volunteer in my own time?	As with any second job, paid or unpaid, please speak to your line manager and get their agreement to you starting your volunteering role.
12.6 How do I request paid volunteering leave, and do I need to record where I've used the time?	<p>You'll need to request your paid volunteering leave via My Details (under the Holiday and Absence link) and gain your managers approval. We're busy updating the system to reflect the additional 3 days (pro rata) so you won't be able to request those until after 13th April, but if you haven't already used your existing 2 days (pro rata) then they're there waiting for you to request.</p> <p>We also love it if you would then log the full details of your volunteering via the link on the Social Investment Hub (actual hours doing volunteering please, not just being available "on-call"). This is so we can see what all you brilliant people have been doing - even if it's about volunteering in your own time! We love to know how our people are out there making a difference in our Community. You can also post your activities in our new Social Investment Yammer group for all things Social Investment using #InItTogether.</p>
12.7 I'd like to do more than 5 days volunteering and have heard about Emergency Volunteer Leave, can I take this?	<p>Recent legislation to support this unprecedented situation has introduced a right that enables employees to take Emergency Volunteer Leave in blocks of 2, 3 or 4 weeks' statutory unpaid leave – one period in every 16 weeks.</p> <p>To support our employees, we have enhanced our paid volunteering leave entitlement from 2 to 5 days (pro rata) and are encouraging employees to use holiday if they want to fit in even more temporary volunteering.</p> <p>If you want to take a longer break from work to volunteer, then you can request a Short break to enable you to do that.</p> <p>We've made some tweaks to the Short Break scheme – for example, we've waived the requirement to have worked for with us for 12 months before you can apply, we've also reduced the minimum duration of the break from 4 weeks to 1 week. We also realise you might not be able to give the full notice in this situation.</p> <p>The process for applying for a Short Break is relatively informal. You should discuss with your manager why you want to take a period of leave and how long you would like it to last. If your manager is able to approve your request, the agreed dates should be entered as an Absence Request through My Details and your manager will then approve this in the usual way. You can find all the information about the Short Break Scheme and how this affects your teams and conditions at Nationwide on HR Policy Point.</p> <p>If you volunteer unpaid (as part of a Short Break) and have suitable medical or social care skills and experience you may qualify for an Emergency Volunteering Certificate (EVC) from a relevant authority. The process for EVC's is still being developed by the Government, but if, when they are implemented, you have an EVC, please contact AskHR to let them know. At that time, we'll let you know the address to send it to so we can make arrangements to pay the Pension contributions you'd be entitled to under that scheme.</p>
12.8 I'm not able to volunteer, how else can I support local communities?	Our Social Investment team has pulled together a useful guide of things that you can do to help our charity partners and local communities whilst at home.
12.9 What is the "standard" volunteering policy?	Every calendar year employees have up to 14 hours volunteering leave during working hours (pro rata for part time employees). You need to seek your line manager's approval before you volunteer during working hours. In response to the current Covid-19 situation we have increased the amount of time available for the remainder for 2020 to up to 35 hours (pro rata for part-timers) and relaxed some of the other rules around eligibility (such as length of service).

13. Guidance on company cars	
13.1 I am an essential user and won't be completing any business mileage due to the current travel restrictions – will this affect my entitlement?	<p>We will still be completing essential user mileage reviews during this time. However, in light of the current situation we are in, where travel has been restricted due to enforced lockdown/social distancing measures, we will discount the months that this would have impacted and pro-rate the mileage threshold. For example, if we were looking at a 12 month period from March 2019-March 2020, we would discount March 2020, and the mileage threshold would be reduced down to 9166 (10,000/12 x11).</p> <p>Once we've conducted your review, if the results were to suggest a removal of your entitlement, we would then discuss with your line manager and Community Partner to understand future requirements before issuing a letter of removal.</p>
13.2 I am currently a company car user, but about to leave the scheme during the current lockdown OR should have left the scheme already. Are there any changes to the normal process?	<p>Due to the current restrictions in place, it is likely that the collection of your company vehicle will be delayed. If this is the case, you will need to take a photograph of your odometer on the date the car should have been collected, and email this to Zenith to retain. Their email address is nationwide@zenith.co.uk.</p> <p>Zenith will de-allocate the vehicle from your original collection date and stop the Private use contributions (trade-up) or trade down payments. Where you still have car eligibility your record will then switch to cash.</p> <p>Further details regarding the normal process can be found here.</p>
13.3 I am awaiting delivery of my new company car, is there any change to the normal process as a result of the current lockdown?	<p>Due to the current restrictions in place, the delivery of your new company vehicle and the collection of your old company vehicle may be delayed. If this is the case, you will continue with your current vehicle and charge until such a time that your new car can be delivered.</p> <p>There is no change for employees awaiting delivery of new vehicles. Vehicles will still be delivered during this period, and if there are any changes to delivery timeframes, you will be informed as soon as this is known.</p>
13.4 My new company car has been delivered, but my old one has not been collected yet – what should I do?	<p>From the date the new car is delivered, the old vehicle will be de-allocated and the new private use contributions (trade-up) or trade down payments applied. You will be asked to provide a photograph of the odometer and provide this to Zenith to retain, as well as for later reconciliation.</p>

Please note, with effect from Monday 23 March 2020 and our move to an on-line service offering from AskHR e.g. Webchat and Create a Case, it's even more important that Line Managers are keeping in contact with their Team's who are on leave from the business, e.g. maternity, adoption, short break etc. Going forward Line Managers will need to raise a case or webchat on behalf of the absent employee if there are queries to be raised, or in exceptional cases where this is not possible, an email can be sent to the AskHR email address: AskHRINOREPLY@nationwide.co.uk **Please note that should only be used by users without access to Nationwide systems.**

Updates 19/03v1:

- Addition of question 1.3 regarding returning from leave, 1.15 regarding end of year reviews, and 1.16 regarding working on laptops remotely
- Addition of a timescale for disability leave in questions 1.4 and 1.6
- Renumbering of previous questions 1.3-1.13

Updates 19/03 v2

- Section 6 added to in relation to Day Rate Contractors

Updates 20/03 v1

- Section 7 added
- Question 1.6 added to include updated government advice on living with someone who is carrying out social distancing measures

Updates 20/03 v2

- Sections 1.1, 1.3, 4.1, 6.2 and 6.5 updated to reflect latest PHE advice on self-isolation.
- Section 1.1 regarding holiday booking

Updates 23/03 v1

- Updated section 7 with further guidance on critical workers and extended emergency dependants leave
- Section 6 temporarily removed
- Section 7 renumbered as section 6

Updates 24/03 v1

- Addition of 'Should I come into work' section
- Amends to sections 1.3-1.7, 1.9 and 6.8 to reflect new government announcement on 23 March 2020

Updates 24/03 v2

- Keying leave defined in 'Should I come into work' section
- Addition of 1.5 regarding shielding and clarity of how carer's absence should be keyed
- Renumbering of previous questions 1.5-1.13

Updates 26/03 v1

- Refined 'Should I come into work' section to align further to Joe's video message
- Clarification of cancelling holiday in section 1.1
- Updated section 1.6 following revised PHE guidance
- Addition of question 1.17 regarding recording absence in My Team's Details
- Introduction of section 6: Guidance for leavers
- Renumbering of previous section 6 to section 7

Updates 30/03 v1

- Refined 'Should I come go work' section to align to CMO's advice
- Addition of section 8 regarding recruitment
- 3.7 has been updated with the latest update on cleaning
- Cover page, 1.3 & 1.14 have been updated to include link to return to work process

Updates 01/04 v1

- Reference to isolation notes in section 1.11
- Additional clarity of process regarding branches requesting sanitised cleans in section 3.7
- Revisions to sections 8.2 and 8.3 following the latest Home Office advice
- Removal of section 8.4, and renumbering of 8.5-8.7

Updates 07/04 v1

- Added a contents section to first page
- Removed to 'Should I come into work' section
- Clarity added regarding occupational sick pay in section 1.1
- Question 1.18 added
- Revision of 1.4, 1.5, 1.8, 7.2, 7.3 and 7.8 regarding potential end dates of absence
- Introduction of question 1.17 regarding feeling unsafe at work
- Introduction of section 2 (Holidays), and renumbering of following sections
- Introduction of sections 9 (Guidance on Becoming a Parent), 11 (DRCs) and 12 (Volunteering)

Updates 08/04 v1

- Question 7.9 answer regarding sabbaticals has been updated
- Coronavirus Q&A's for All Nationwide employees for intranet 02/06/2020

Author: Employee Relations

Updates 14/04/2020

- Question 1.17 has been updated to include the missing words '4 weeks'

Updates 15/04/2020

- Question 1.19 added to give details on employees with caring responsibility
- Question 10.7 added for guidance on temporary workers claiming expenses

Updates 20/04/2020

- Question 7.13 added to provide clarity on expired key worker certificates
- Question 5.1 updated to reflect new approach to workplace adjustments.

Updates 22/04/2020

- Section 2 has been amended to link to the new bought holiday FAQs and employee guide.
- Question 5.1 has been amended to include a link to the workplace adjustments intranet site

Updates 24/04/2020

- Section 2 has been amended to add in questions related to holiday and self-isolation

Updates 27/04/2020

- Question 1.20, 1.21 & 1.22 have been added in regard to the testing of key workers

Updates 30/04/2020

- Links fixed
- Question 5.3 added in regard to comfort at home workstation

Updated 05/05/2020

- Questions 1.1 and 3.3 updated to provide additional clarity on Pandemic Leave (Paid)
- Question 1.5 updated regarding home working arrangements
- Question 1.20 and 1.21 updated regarding testing and employee consent
- Introduction of question 1.23 regarding keying absence in the event of temporary branch closures
- Question 4.5 updated to provide additional clarity regarding wearing face coverings in Scotland
- Question 4.8 added regarding second jobs
- Introduction of Section 13 regarding company cars

Updated 06/05/2020

- Question 7.10 updated to reflect considerations should school provision not be honoured for key workers

Updated 12/05/2020

- Question 1.4 amended with updated health conditions from PHE
- Question 1.5 amended to show extension of shielding measures to 30th June
- Question 10.5 added regarding advice to temporary workers who are required to shield
- Renumbering of previous questions 10.5-10.7

Updated 18/05/2020

- Question 1.5 has been amended to correct 23rd June to 30th June

Coronavirus Q&A's for All Nationwide employees for intranet 02/06/2020

Author: Employee Relations

- Questions 2.4, 2.5 & 2.6 have been added in regard to sabbaticals
- Question 3.4 has been added in relation to the 14-day quarantine period after international travel
- Question 5.4 added to reflect home working allowance from HMRC
- Question 7.2 has been amended to reflect extension to key worker certificate end date
- Question 7.3 reference to Easter holidays has been removed.
- Question 10.4 & 10.6 have been deleted & section 10 has been renumbered
-

Updated 18/05/2020 v2

- Question 1.1, 1.9, 1.12 & 3.1 have been updated to reflect the new advice that loss of smell and taste has been added to the symptoms that require self-isolation.
- Question 4.5 has been updated to show the latest position on face coverings and Nationwide's response

Updated 18/05/2020 v3

- Link in question 5.4 has been corrected

Updated 19/05/2020 v1

- Question 1.20 has been updated with the new guidance on who can be tested

Updated 20/05/2020

- Question 1.24 added regarding Saturday only employees in the Branch Network
- Question 2.7 added regarding employees buying holiday for 2021
- Question 7.3 has been updated to provide more clarity regarding Emergency Dependent Leave
- Question 7.6 has been amended in light of the planned reopening of schools in England in June 2020

Updated 22/05/2020

- Question 5.2 updated to reflect new approach to office equipment
- Question 5.5 added to provide information on home insurance requirements

Updated 01/06/2020

- Question 1.1 and 1.20 have been updated following the increased coverage of testing
- Question 1.25 has been added regarding annualised hours contracts
- Questions 7.3 and 7.5 have been updated in line with the proposed reopening of schools in England in June 2020.
- Question 1.14 has been removed (regarding end of year performance management) and replaced with a new question regarding contact tracing

Updated 02/06/2020

- Questions 1.4 and 1.5 advice updated regarding clinically vulnerable and extremely clinically vulnerable people
- Question 2.8 has been added to clarify position on carrying over holiday
- Question 1.15 has been added to provide information on employees required to self-isolate following contact by NHS test and trace team.
- Question 1.16 – 1.26 have been renumbered

