

Q&As for Employees re COVID-19 “Coronavirus” Nationwide approach to absence, travel and infection control for employees and temporary workers (updated 25/01/2021)

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](#).

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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 10 full 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 and all other household/support bubble members must stay at home for 10 full days. You (and anyone in your household or support bubble who is symptomatic) should arrange to be tested as quickly as possible to ensure the effectiveness of the new test and trace process <p>It is likely that people living within a household or support bubble will infect each other or be infected already. Staying at home for 10 full days will greatly reduce the overall amount of infection that could be passed 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 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 <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 10 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 10 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 10 days will be recorded as sickness absence by your manager as "Sickness" & "Pandemic (Influenza)" My Team's Details.</p>
<p>1.3 My employee is off with symptoms, can they be tested?</p>	<p>If you have coronavirus symptoms, you need to get a test done as soon as possible. You need to get the test done in the first 5 days of having symptoms. 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>Please be aware that employees requiring a test should continue to check the site for new appointments should suitable ones not be available immediately. Should further help be required, please phone 119 for any queries relating to testing.</p>
<p>1.4 My employee has informed me that they have been tested, received positive results and shared this with me. What happens next?</p>	<p>Please confirm the result with the employee and 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 Health and Safety and Absence 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."</i></p> <p>Further details on how we use employee information can be found here.</p> <p>Once you have spoken with the employee please Create a Case with AskHR via the AskHR Support page. You will be able to choose the category 'Coronavirus', and then select 'Test Result'.</p> <p>When logging the case, please ensure you attach the completed Positive Covid-19 Test Result – reporting to AskHR form which you can find via HR Help Point. This will help ensure the right information is provided first time and enable us to provide you with the right advice in the circumstances if required. When completing this, please ensure only relevant information about Nationwide employees is included.</p> <p>The employee will need to remain in isolation as per the guidance in section 1 until they are fit to return to work. If the test is negative, please discuss 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>
<p>1.5 Can Nationwide make a referral for testing on an employee's behalf?</p>	<p>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.</p>
<p>1.6 What is the contact tracing systems?</p>	<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>There are two main ways that have been introduced, the manual telephone-based service and the smartphone app.</p> <p>We'd encourage all colleagues to consider downloading the relevant app to their smart phones, if they have one. Employees may be told at short notice to self-isolate or get tested via the app, and leaders should support employees with responding to any instruction. If you are working across borders, please use the relevant app for that country. For example, if you travel between Scotland and England you'll need to use both the Protect Scotland app and the NHS COVID-19 app.</p> <p>Once you've downloaded the app, it should be left on as much as possible. However, there are some specific workplace scenarios when you should pause the contact tracing feature. These are:</p> <ul style="list-style-type: none"> • when you are working behind a Perspex (or equivalent) screen • if you are putting your phone in storage, such as in a work locker, and it will not be on your person <p>Contact tracing can be paused within the app by moving the contact tracing toggle on the home screen. It's important you turn the contact tracing toggle back on as soon as you are not in one of the above scenarios, for example, when you retrieve your phone from your locker. To make it easier to remember to do this, you will be given the option to pause the feature for different time periods and you will then receive a reminder to turn the contact tracing feature back on. We've got some helpful guidance here.</p>

	<p>If an employee is notified of a contact and required to isolate, and is unable to work from home, line managers will need to record the absence as Pandemic Leave (PAID) (1. Paid leave – other). Employees should leave work as soon as possible, making arrangements to contact them when they've returned home. A screenshot of the notification can also be requested. Should the employee later test positive, or develop symptoms, please follow the guidance in 1.1.</p>
<p>1.7 My employee has been contacted by the NHS test and trace, what do I need to do?</p>	<p>Following a positive test result, if the employee in your team has been working from home in the 14 days prior to having symptoms when completing the NHS Test and Trace questionnaire, please ensure they include their home postcode when asked for their work address postcode. They'll only need to provide your normal branch/admin centre postcode if they have attended this site for work in that period.</p> <p>If the employee in your team is contacted by Test and Trace and informed to self-isolate as a close contact*, as a line manager, you must keep a record of this.</p> <ul style="list-style-type: none"> • If the employee can't work from home, key it into the PeopleSoft system as pandemic related paid leave – other. • If the employee develops symptoms, the absence reason must be changed to Sickness – 30 Pandemic Influenza on PeopleSoft. • If the employee develops symptoms and tests positive, a case needs to be raised with Ask HR (Coronavirus > Test result, see 1.4). <p>We need accurate records to be sure we are meeting our legal requirements.</p> <p>It's more important than ever that the right absence reasons are used – we use the figures to help establish and plan for emerging resourcing issues. If it's a Covid-19 related absence, the Manager Decision Tree explains what to do depending on the scenario.</p> <p>*A close contact means:</p> <ul style="list-style-type: none"> • having face-to-face contact with someone less than 1 metre away (this will include times where you have worn a face covering or a face mask) • having been within 2 metres of someone for more than 15 minutes (either as a one-off contact, or added up together over one day) • travelling in a car or other small vehicle with someone (even on a short journey) or close to them on a plane <p>An interaction through a Perspex (or equivalent) screen with someone who has tested positive for COVID-19 is not usually considered to be a close contact.</p>
<p>1.8 When can my team member return to work if tested and/or told to isolate by Test and Trace systems?</p>	<p>Part 1: for someone with symptoms of coronavirus</p> <ul style="list-style-type: none"> • isolate: as soon as you experience coronavirus symptoms, medical advice is clear: you must self-isolate for at least 10 days. Anyone else in your household must self-isolate for 10 days from when you started having symptoms • test: get a free NHS test immediately to check if you have coronavirus or call 119 if you have no internet access • results: if your test is positive, you must complete the remainder of your 10-day self-isolation. Anyone in your household must also complete self-isolation for 10 days from when you started having symptoms. Failure to self-isolate for the full time-period can result in a fine, starting from £1,000. If your test is negative you will no longer be required to self-isolate, though you may wish to do so if you still feel unwell and have symptoms similar to coronavirus. If your test is negative, other household members no longer need to self-isolate. • share contacts: if you test positive for coronavirus, NHS Test and Trace will send you a text or email alert or call you with instructions of how to share details of people with whom you have had close, recent contact and places you have visited. It is important that you respond quickly and accurately so that we can give appropriate advice to those who need it. You will be told to do this online via a secure website or you will be called by one of our contract tracers. If NHS Test and Trace contact tracers are unable to contact you for 24 hours, they may pass your case to your local authority to follow up by phone or in person. <p>Part 2: if you are contacted by NHS Test and Trace because you have been in close contact with someone who has tested positive for coronavirus</p> <ul style="list-style-type: none"> • alert: you will be alerted by NHS Test and Trace if you have been in close contact with someone who has tested positive for coronavirus. The alert will usually come by text, email or phone call. You should then log on to the NHS Test and Trace website, which is normally the easiest way for you and the service to communicate with each other – but, if not, a trained call handler will talk you through what you must do. Under-18s will get a phone call and a parent or guardian will be asked to give permission for the call to continue • isolate: you will be told to begin self-isolation for 10 days from your last contact with the person who has tested positive. It's really important to do this even if you don't feel unwell because you could still be infectious to others. Failure to self-isolate for the full time period can result in a fine, starting from £1,000. Your household doesn't need to

	<p>self-isolate with you, if you do not have symptoms, but they must take extra care to follow the guidance on social distancing and handwashing and avoid contact with you at home</p> <ul style="list-style-type: none"> test if needed: if you develop symptoms of coronavirus, other members of your household must self-isolate immediately at home for 10 days and you must get a test to check if you have coronavirus or call 119 if you have no internet access. If your test is positive, you must continue to stay at home for at least 10 days and we will get in touch to ask about your contacts since they must self-isolate. If your test is negative, you must still complete your 10-day self-isolation period because the virus may not be detectable yet – this is crucial to avoid unknowingly spreading the virus. <p>Managers should help employees to self-isolate if required and should not share the identity of an employee who has tested positive with other colleagues.</p>
<p>1.9 When am I able to return to work?</p>	<p>If living with others, then all household, or support bubble, members who remain well may end household-isolation after 10 full days. The 10-day period starts from the day illness began in the first person to become ill.</p> <p>After 10 full 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 10-day household-isolation period, they should follow the same advice - that is, after 10 full 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, or support bubble, member develop coronavirus symptoms late in the 10-day isolation period, the isolation period does not need to be extended, but the person with the new symptoms has to stay at home for 10 full days. The 10-day isolation period will have greatly reduced the overall amount of infection the rest of the household/bubble could pass on, and it is not necessary to restart 10 full days of isolation for the whole household/bubble. This will have provided a high level of community protection. Further isolation of members of this household/bubble will provide very little additional community protection.</p> <p>At the end of the 10-day period, any member who has not become unwell can leave isolation.</p> <p>If any ill person in the household/bubble 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 10 days.</p> <p>Further guidance for line managers on return to work process can be found here. The NHS provides some useful resources for those who have suffered with Covid-19 which can be found here.</p>
<p>1.10 What is the advice for the clinically extremely vulnerable?</p>	<p>People who are defined as clinically extremely vulnerable are at very high risk of severe illness from coronavirus. There are 2 ways you may be identified as clinically extremely vulnerable:</p> <ul style="list-style-type: none"> You have one or more of conditions listed below, or Your clinician or GP has added you to the Shielded Patient List because, based on their clinical judgement, they deem to you be at higher risk of serious illness if you catch the virus. <p>People with the following conditions are automatically deemed clinically extremely vulnerable:</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 people with lung cancer who are undergoing radical radiotherapy

	<ul style="list-style-type: none"> ○ 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 that 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 <ul style="list-style-type: none"> ● people with severe respiratory conditions including all cystic fibrosis, severe asthma and severe chronic obstructive pulmonary disease (COPD) ● people with rare diseases that significantly increase the risk of infections (such as severe combined immunodeficiency (SCID), homozygous sickle cell disease) ● people on immunosuppression therapies sufficient to significantly increase risk of infection ● problems with your spleen, for example splenectomy (having your spleen removed) ● adults with Down's syndrome ● adults on dialysis or with chronic kidney disease (stage 5) ● women who are pregnant with significant heart disease, congenital or acquired ● other people who have also been classed as clinically extremely vulnerable, based on clinical judgement and an assessment of their needs. GPs and hospital clinicians have been provided with guidance to support these decisions <p>All employees considered clinically extremely vulnerable should be working from home. This is consistent with government advice across all 4 nations. Managers should complete the remote enablement process through the IT Hub, following the guidelines laid out on the intranet here. Within the business case/justification the line manager should indicate that this is for a colleague who meets the CEV criteria and is requiring a device in order that they can work from home.</p> <p>Until this point, managers should record the absence from work as Disability Leave with an end date of 26 February 2021 in My Teams Details, which is paid leave. This date can be amended when remote working is enabled.</p> <p>During heightened restrictions, the previous exception process to return clinically extremely vulnerable colleagues back to the workplace is no longer in operation – all CEV colleagues should remain at home as above.</p> <p>The clinically extremely vulnerable will get priority access to vaccination against COVID-19 before the general population. They will be contacted again by the NHS with more information on when and how they will be invited to get the vaccine.</p> <p>The vaccine is likely to make an important contribution towards protecting CEV employees from COVID-19. Even if a CEV employee (or any employee) have had both doses of the vaccine, they should continue to follow this advice (work from home/remain on "Disability Leave" until remote enabled), until further notice as the government continues to assess the impact of vaccination among all groups.</p>
<p>1.11 What is the advice if I'm pregnant?</p>	<p>If you are less than 28 weeks pregnant, you could be at higher risk of severe illness if you did catch Covid-19. You should be especially careful to follow the rules and minimise your contacts with others and should continue to wash your hands carefully and more frequently than usual and maintain thorough cleaning of frequently touched areas in your home and/or workspace. The New and Expectant Mothers Risk Assessment should be completed by you and your manager to help assess that it is safe and appropriate for you to remain in the workplace, considering the Covid-secure measures that have been implemented. This risk assessment should be revisited monthly or before if the Covid-19 risk/employee's circumstances changes.</p> <p>If you are 28 weeks pregnant and beyond, or if you are pregnant and have an underlying health condition that puts you at greater risk of severe illness from Covid-19 if you did catch Covid-19 at any point in your pregnancy, you should take a more precautionary approach and you are encouraged to work from home. If not already enabled, managers should complete the remote enablement process through the IT Hub, following the guidelines laid out on the intranet here. Within the business case/justification the line manager should indicate that this is for a colleague who meets the CEV/pregnancy criteria and is requiring a device in order that they can work from home.</p> <p>Until the point of remote enablement, managers should record the absence from work as Disability Leave with an end date of the day before maternity leave is due to commence in My Teams Details, which is paid leave. This date can be amended when remote working is enabled.</p> <p>This advice applies to all 4 nations.</p>

<p>1.12 If I am clinically vulnerable, am I more at risk from catching Coronavirus?</p>	<p>If you are clinically vulnerable, you could be at higher risk of severe illness from coronavirus. You should be especially careful to follow the rules and minimise your contacts with others and should continue to wash your hands carefully and more frequently than usual and maintain thorough cleaning of frequently touched areas in your home and/or workspace. Clinically vulnerable people are those who are:</p> <ul style="list-style-type: none"> aged 70 or over (regardless of medical conditions) under 70 with an underlying health condition listed below (that is, anyone instructed to get a flu jab each year on medical grounds): <ul style="list-style-type: none"> 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 or medicines they are taking (such as steroid tablets) being seriously overweight (a body mass index (BMI) of 40 or above) pregnant <p>There is a useful FAQ for pregnant women and their families here. Further advice on pregnancy can be found in 1.11.</p>
<p>1.13 If the workplace closes / has to close due to coronavirus infection control will I continue to be paid?</p>	<p>Employees should be working from home unless it is not possible. For those employees who cannot reasonably work from home, 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> <p>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.</p>
<p>1.14 What happens if my branch continues to be closed on a Saturday?</p>	<p>Some branch locations continue to remain closed on a Saturday.</p> <ul style="list-style-type: none"> We may ask colleagues if they can work their 'normal Saturday hours' on a week day in their base branch We may ask colleagues if they can work their 'normal Saturday hours' in a nearby branch, that is open to members on a Saturday. This branch would be their 'Saturday base branch', and the guidance on supporting other branches should be followed as detailed in the Branch Covid-19 Branch Response Manual We may ask colleagues to continue to attend their base branch on a Saturday and undertake alternative suitable tasks (subject to 2+ colleagues in branch) <p>Regarding Saturday contracted colleagues (given the closure of branches on Saturdays for the 6 weeks from 9 January 2021), in some locations, colleagues will maintain their working pattern and whilst the branch isn't open to members, there will be activities such as Contact Centre Calls/BBMs/Administrative tasks etc to undertake. For branches where this isn't possible, Branch Managers will meet with Saturday colleagues to review their individual circumstances and discuss the possibility of "making up" their hours during the week and the support to Nationwide would be very much appreciated if this is possible. As the decision to close branches was taken by Nationwide, Saturdays colleagues will be asked to support on other weekdays depending on business needs, however, if this is not possible pay will not be deducted during this period.</p>
<p>1.15 Do I need to provide a medical certificate/isolation note for the period of absence?</p>	<p>Do not ask your GP for a fit note if you are off work because of Coronavirus. Instead, you can get an isolation note to submit to your manager as proof you need to stay at home, but must continue to follow normal Society sickness absence reporting procedures. The following instructions apply:</p> <ul style="list-style-type: none"> If you have Coronavirus symptoms, or you have been told to self-isolate by the NHS website, NHS 111 online, NHS inform, NHS Direct Wales, COVID 19 App or Public Health Agency (Northern Ireland), you can get an isolation note if required. You can return to your normal routine and stop self-isolating after 10 full days if your symptoms have gone, or if the only symptoms you have are a cough or anosmia, which can last for several weeks. If you still have a high temperature after 10 days or are otherwise unwell, stay at home and seek medical advice. Ongoing sickness absence from this point will require a Fit Note. If you have been informed to self-isolate for 10 days by the NHS Test & Trace team then you will receive a text message that you can share with your manager

	<ul style="list-style-type: none"> If you have been informed to isolate for 10 days by COVID-19 contact tracing app notification you will receive a notification that you can screenshot and share with your manager. <p>To find out more, see coronavirus self-isolation advice.</p>
1.16 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 deemed as clinically extremely vulnerable (listed in 1.10), what will happen?	If your employee is unable to work from home they must be keyed onto Disability Leave as per 1.10.
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>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>
1.18 My team member feels unsafe about being in work, what options are available?	<p>In the first instance, please discuss the recent support and measures we have taken. This includes the increased availability of hand sanitiser and disposable gloves; the provision of protective screens in branches, reusable face coverings and visors for member facing roles; revised opening hours; and increased social distancing measures in admin buildings.</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.</p> <p>It's important that contact is maintained during this period to check what more can be done to resolve the issues.</p>
1.19 Can I take leave to have the vaccination?	<p>We would encourage you to discuss with your line manager how you are able to work flexibly to support such an appointment.</p> <p>Where this is not possible, then you are able to take paid time off for a medical appointment in line with the Time Off Policy.</p> <p>The vaccine cannot give you Covid-19 infection, and 2 doses will reduce your chance of becoming seriously ill. We do not yet know whether it will stop you from catching and passing on the virus. So, it is important to follow the guidance in your local area to protect those around you. To protect yourself and your family, friends and colleagues you still need to practice social distancing, wear a face mask, wash your hands carefully and frequently and follow all current guidance.</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 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.
2.3	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 re-book and your manager will need to agree the new date.

I've already booked a sabbatical but it hasn't started yet, can I cancel it and take it later?	
2.4 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 days holiday on top of their normal entitlement, and managers should make an informed decision when approving more than 5 days.
2.5 How much holiday can I carry over into next year?	<p>Employees can now carry over up to five working days of unused holiday allowance to be used throughout 2021. This will be calculated pro-rata based on weekly contracted hours. If you have 5 days holiday left at the end of this calendar year and you qualify for the extra day's holiday due to the closure of the NPF, your carry forward will automatically be increased to 6 days.</p> <p>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 2021.</p> <p>The change to carry over is now a permanent policy change.</p>
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?	<p>From 18 January 2021, all travel corridors have closed and you must self-isolate after arriving in the UK, even if you have tested negative. Most people travelling to the UK from abroad need proof of a negative coronavirus (COVID-19) test result. You need to have taken the test in the 3 days before you travel.</p> <p>During this quarantine period, if the team member is remote working enabled, they can work remotely as long as they comply with the self-isolation requirements. Otherwise, they will only be able to return to their normal workplace following the conclusion of the self-isolation period.</p> <p>Non-remotely enabled employees, who had booked their holiday abroad before lockdown (23 March 20) or when their holiday destination was on the exemption list:</p> <p>Please talk to them about whether they can be remotely enabled so they can work from home when they return from being abroad. If they can't be remotely enabled (i.e. can't work from home), they'll be entitled to paid leave during the quarantine period - which can be recorded as Pandemic Related (Paid) leave</p> <p>Non-remotely enabled employees with holiday booked abroad after lockdown (23 March 20):</p> <p>Please talk to them about whether they can be remotely enabled, so they can work from home when they return from being abroad. If they can't work at home for the 10 days following their return, they can request to take the quarantine time as either additional holiday or unpaid leave, if you can accommodate this in your resource plans.</p> <p>Although it might be tempting to wait until travel in the UK and abroad is an option, unfortunately there's no certainty around when travel corridors will open back up – and saving holiday up until later in the year might cause problems if lots of colleagues try to book the same days off. So, if possible, it's good to get in the habit of spreading days off throughout the year by trying to take a quarter of our holiday entitlement every three months and encouraging our teams to do this too.</p>
3.2 I am an employee due to travel internationally with work/business, should I be travelling?	All international business travel has been suspended.
3.3 I / my team member are due to go travel abroad, can I still travel?	<p>You can only travel internationally – or within the UK – where you first have a legally permitted reason to leave home. In addition, you should consider the public health advice in the country you are visiting.</p> <p>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.</p>

	<p>If legal permitted, 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)”</p>
<p>3.4 My team member has asked me if they can work from abroad, is this possible?</p>	<p>Unfortunately, we are unable to support these requests.</p> <p>The cost of provisioning for taxation and social security prohibits us from allowing employees to work abroad. It is a significant cost to the business to employ tax advisors and accountants to support these arrangements, especially if there is no requirement for the role to be performed in another country. All these arrangements would need to be calculated by external advisors and any other tax considerations paid for by Nationwide.</p> <p>There are also additional regulatory considerations that apply if you work inside or outside the UK as well as the requirement to provide technical support for remote access (which we cannot do for those in other countries – for example if employees encounter problems with laptops).</p> <p>Unfortunately for all these reasons we aren't in a position to support employees across many tax jurisdictions and agree to employees working abroad, unless Nationwide explicitly requires employees to be in those jurisdictions to support the operation.</p>
<p>3.5 A member of my team is already working abroad, what should I do?</p>	<p>If you have a member of your team currently working abroad, it is important that we are informed so the situation can be assessed with the relevant teams. Please Create a Case using Ask HR to seek further advice. You will be able to choose the category ‘Coronavirus’, and then select ‘Ask a question’.</p>
<p>4. Guidance for employees on preventative measures/ Infection control (More guidance for member-facing colleagues is available here.)</p>	
<p>4.1 What's the most important thing I can do to prevent catching the virus?</p>	<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
<p>4.2 Can I order or will Nationwide pay for anti-bacterial hand sanitiser?</p>	<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>
<p>4.3 Should I wear a face covering and will this help?</p>	<p>Two metres social distancing remains the most effective means of protecting ourselves and each other and must be observed at all times.</p> <p>Across the four Nations there are differing legal requirements for employees to wear face coverings. Please familiarise yourself with the requirements relevant to you.</p>

		Scotland	England	Wales	Northern Ireland
Banking Hall & Member Facing Areas	Face Covering A face covering must be worn when in the banking hall Face Shield When using a face shield you must also wear a face covering				
Back Office Areas <i>Including kitchen, staff rooms, non-member facing offices, corridors, stairs etc.</i>	Face Covering A face covering must be worn when walking around in a back office space, for example when walking through a corridor or stairs, walking around in the staff room or kitchen. When you are sat down and maintaining 2 metre social distancing e.g. eating your lunch, a face covering is not required.		Face covering Face coverings are not required in back office spaces, however you MUST always adhere to the 2 meter social distancing.		
When in the Banking Hall In England, Wales, Scotland and Northern Ireland all colleagues must wear a face covering in the banking hall during every member interaction; this is anywhere with temporary screens, for example, host desks, conversation tables, open meeting desks, private meeting rooms, open counters, rising screen counters etc.					
When behind a fixed closed counter Where you have a fixed closed counter position with permanent glass screens from the counter-top to the ceiling, fully enclosing you into a non-public area a face covering is not required. You may wear one if you choose to.					
Employees with an exemption Where employees are unable to wear a face covering due to having a valid exemption, we should be making reasonable adjustments to ensure they are not working in the banking hall.					
Face coverings for all members: Our policy for members remains unchanged. We do expect members to wear face coverings when in branch, but this is not a requirement that you are able to enforce. This is a matter for law enforcement. We should also remember that there are exemptions which mean that members do not have to wear a face covering. If a member comes into branch without a face covering we should continue to serve them as normal.					
Face coverings in our offices: From 24 th September face coverings must now be worn in premises that serve food or drink. This means that going forward, we must wear face coverings before entering the restaurants, cafés and shops across all our buildings, and until we've left the area. All our facilities are takeaway service only. However, if a colleague chooses to sit at a seating area, we can remove them to eat, and then will need to put our covering back on to leave the space. Extra signage has been installed around these facilities to remind people of the guidance.					
Further information for branch colleagues can be found in the Branch Covid-19 Response Manual available on the Intranet.					
4.4 Can I arrange for the location I work in to be cleaned?	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).				
4.5 My team member has a second job, should they continue to do this during the pandemic?	The advice provided in section 4 of this guidance is best practice for all employees on preventative measures/infection control. 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					

<p>5.1 I have been provided with workplace adjustments at my place of work, do I need these at home?</p>	<p>If you're able to work at home, we want you to do so as safely as possible. 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 the AskHR Support page to seek further advice.</p> <p>More information on workplace adjustments through this pandemic and in general can be found here.</p>
<p>5.2 I am working from home. Can I take my equipment from the office to my home?</p>	<p>Please do not personally remove any equipment from the office.</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>You can also now have a 15-minute Teams chat with an ergonomist, from System Concepts, to work through any small changes you can introduce to your existing set up, habits, routines to support working in the best way with what they have.</p> <p>This is self-service just click on the link and select a date and time and a Teams invite be sent to your inbox. https://outlook.office365.com/owa/calendar/SystemConcepts1@SystemConcepts112.onmicrosoft.com/bookings/</p> <p>Everyone working from home should complete a home workstation checklist. If a requirement for extra equipment is identified on this checklist, you'll get an email from Property Services with a request to fill out an equipment list form. There, you'll be able to choose from any of the items below and identify whether you're able to collect it from their nearest admin site, or if you'll need it delivering to your home.</p> <ul style="list-style-type: none"> • Keyboard • Mouse • Laptop Stand • Monitor • Desk Chair <p>When the equipment list is complete, a collection appointment will be generated from your local admin site and sent to you. If you've opted for home delivery, we'll send more information directly to you on when you can expect to receive your items.</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 now have a 15 minute Teams chat with an ergonomist, from System Concepts, to work through any small changes you can introduce to your existing set up, habits, routines to support working in the best way with what they have.</p> <p>This is self-service just click on the link and select a date and time and a Teams invite be sent to your inbox. https://outlook.office365.com/owa/calendar/SystemConcepts1@SystemConcepts112.onmicrosoft.com/bookings/</p> <p>If you have a specific condition that is being made worse by working from home do discuss with your manager about alternative locations to work, if this is not an option, support is available on the workplace adjustments site.</p>
<p>5.4 Will Nationwide pay the £6 HRMC 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. 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>

5.5 Will my home insurance policy be affected if I have not told my insurer that I'm working from home?	<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>
5.6 How do I book a desk in an admin location if I need to work on site?	<p>Our expectation remains that if you can work remotely, you should continue to do so. Through the workplace location process, you will have discussed and agreed with your line manager your expected location of work during these unprecedented times.</p> <p>However, there is now a mechanism for colleagues to request a desk in our admin sites on an ad hoc basis where absolutely necessary, which can be found using this link.</p> <p>If you feel you need to work on site full time, you'll need to talk to your manager and fill in an exceptions form so arrangements can be made for you.</p>
6. Guidance for leavers	
6.1 Someone in my team is leaving Nationwide. What do I need to do regarding return of their equipment?	<p>Please ensure that you follow the Managers Leavers checklist and see below guidance regarding their assets.</p> <ul style="list-style-type: none"> 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
7. Guidance regarding Key (Critical) Workers and those with childcare/caring responsibilities <p>There is a range of time off options to support parents and carers needing to balance work and home responsibilities. Further details of how these policies have been adapted temporarily to support employees during the pandemic are detailed in this section and throughout the FAQs.</p>	
7.1 Am I a Key (Critical) Worker?	<p>Financial Services is on the list of Key (Critical) Workers whose children will be prioritised for schooling during general closures. Some roles are classed as Key (Critical) Worker roles. We have updated our list of Key (Critical) Worker roles – you can view the up to date list here.</p>
7.2 My child has been sent home from school due to displaying symptoms, what should I do?	<p>If the child is the first in the household to have symptoms of coronavirus, then they and all other household/support bubble members must stay at home for 10 full days. The 10-day period starts from the day when the first person in the house became ill.</p> <p>For anyone else in the household or support bubble who starts displaying symptoms, they need to stay at home for 10 full days from when the symptoms appeared, regardless of what day they are on in the original 10 day isolation period.</p> <p>You should arrange for the child (and anyone else symptomatic) to be tested as quickly as possible to ensure the effectiveness of the new test and trace process (see question 1.20)</p> <p>Further information on isolation and keying absence can be found in section 1.</p>
7.3 My child has been told to isolate as someone within in their year group bubble has contracted the virus, what should I do?	<p>If your child has been told to isolate, they should follow the guidance in section 1, namely that they must stay at home and not leave the house for 10 days. Assuming they remain asymptomatic, there is no requirement for other members of the household (of the household support bubble) to isolate throughout this period. Should they become symptomatic, the approach in 7.4 applies.</p> <p>If you need to refrain from work to care for your child during this period of isolation, and are unable to work from home, there is the provision to use Emergency Dependent Leave in agreement with your line manager. Your manager will need to key Emergency Dependent Leave onto My Team's Details and this is paid leave.</p>
7.4 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>

7.5 My partner also works for Nationwide, is Emergency Dependant Leave a shared entitlement?	No, this entitlement is for all employees when there are no further options available to support your childcare needs.
7.6 Do I need a Key (Critical) Worker certificate?	<p>If you are considered a key (critical) worker, you'll only require a certificate if you are asked to evidence your key (critical) worker status in securing a school place for your child if this is essential, whilst schools are closed. You do not need to carry a key worker certificate to travel to and from work, or use public transport. The certificate will evidence to the school that Nationwide has deemed you to be undertaking a key worker role, although schools may be adopting local approaches to how places are prioritised depending on capacity.</p> <p>If you have previously received a certificate and are still considered a Key (Critical) Worker, you will have automatically received a renewed certificate via email to your Nationwide email address. New certificates have been issued valid from 1 January to 31 May 2021.</p> <p>If you've not received one previously, require one and are considered a key (critical) worker, there is a process you can follow here.</p>
7.7 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 your line manager about the likely length of the closure and continue to update your 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>
7.8 I have caring responsibilities, what support is available?	<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 you 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>
7.9 I am a carer can I take time off to support someone I care for to have a vaccination?	<p>Yes, 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>Where this is not possible, there is the ability to take paid time off to undertake this activity using Family Support Leave. Please speak to your line manager to discuss and agree this.</p>
7.10 My child's school/nursery is returning later than planned, following the Christmas break. What support is available to me and can I request to be furloughed?	<p>England is entering a new national lockdown from Tuesday 5 January 2021 which will see all primary and secondary schools until after the half term break at the earliest. Nurseries will remain open.</p> <p>In Wales, schools and colleges in Wales will stay closed to most pupils until the February half term unless there is a "significant" fall in Covid cases.</p> <p>In Northern Ireland, pupils will not be returning to classrooms until the mid-term break.</p> <p>In Scotland, with the introduction of a new lockdown, all schools and nurseries are expected to be closed until mid-February.</p> <p>In most locations, these changes do not apply for children of Key (Critical) Workers or vulnerable children who will be able to return as planned.</p>

	<p>We appreciate these last-minute changes are difficult to manage, and we want to do all we can to support you with your childcare if this is required. If you require additional support during this period, please do discuss with your line manager in the first instance to see whether any short term changes to your normal working pattern to accommodate both your childcare needs and undertake your role responsibilities can be supported.</p> <p>Nationwide still doesn't feel that it's appropriate for the Society to access government funding via the Job Retention Scheme (furlough) and as such, will not be 'furloughing' any colleagues. We are however, offering various other flexible options to support you with your childcare needs. Please speak with your line manager so they can understand your specific needs.</p> <p>If you have fully explored all options for providing flexibility and a suitable solution cannot be found, then there is the provision to use Emergency Dependent Leave and this is paid leave. The provision to take some Emergency Dependent Leave should be 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 in exceptional cases where the circumstances continue and no other options are available, you can extend this absence for four weeks at a time.</p> <p>Please note emergency dependant leave will not be available if you choose not to send your children to school where a place is available. Annual leave may be considered in this instance, along with the other types of Family Friendly leave available.</p>
<h2>8. Guidance for People Managers on Recruitment & Change</h2>	
8.1 I have a vacancy I need to interview for – what shall I do?	<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>
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>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>
8.3 Does my new starter still need to provide the originals of their right to work documents?	<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

	<ul style="list-style-type: none"> 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 in a non-critical key role, how do they obtain their new equipment	If you need to order IT equipment for your new starter such as a laptop or mobile device, please read the information on the Technology for You 'Desktops & laptops' page specifically around ordering devices during the coronavirus outbreak.
8.5 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 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.
8.6 I have recently been through a change programme and have moved to a new role with a trial period. What impact will Coronavirus have on my trial period?	Where you move into a suitable alternative/alternative role you will normally be entitled to a trial period of 4 – 13 weeks, depending on the level of re-training or development that you need in that new role. The length of your trial period will be discussed and agreed with you. Every effort will be made to support you in being successful in your new role and during these times we would expect a higher degree of flexibility from line managers to ensure that people are treated fairly. If you require additional support during this period or have any concerns relating to your trial period, please discuss this with your line manager to understand how your normal working pattern or role responsibilities can be adapted in the short term, this could include agreeing an extension to your trial period.
9. Guidance on Becoming a Parent policy (also see 1.11)	
9.1 Will my team member's maternity/adoption pay be affected if they are required to isolate?	No, if they're required to isolate during the period used for calculation, they'll be on full pay, so it won't impact maternity/adoption pay.
9.2 My team member is nearing their return date, should they come back to work as planned?	Yes, they can return to work as planned unless they are deemed as clinically extremely vulnerable, in which case, please follow the advice in question 1.10.
10. Guidance for Temporary Workers	
10.1 I am a temporary worker if I have to self-isolate because I have potential symptoms of coronavirus, or I live, or are in a support bubble, with someone who has the virus, or I've been identified by the NHS or through the Government's "Test & Trace" system as someone who needs to isolate as a precaution. Will I be paid for the time I am not at work?	<p>We will continue to pay you for a single period of up to 10 days absence (10 working days), to cover any initial period of self-isolation or household (support bubble) "self-isolation" (or for childcare reasons) as if you have been at work.</p> <p>Once these days have been used; if you're asked to self-isolate through "Test & Trace" and you're unable to work from home, you may be eligible for statutory sick pay (SSP) for your period of absence. All other periods of "self-led" isolation or any absence related to childcare issues will be unpaid (if you're unable to work from home), or you can book annual leave to cover some or all of the period of absence.</p> <p>Please follow the following guidance if you, or someone you've had contact with, has been exposed to the virus or is symptomatic:-</p> <ul style="list-style-type: none"> If you live alone and you have symptoms of coronavirus illness, however mild, stay at home for 10 full 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 and all other household/support bubble members must stay at home for 10 full days. for anyone else in the household or bubble who starts displaying symptoms, they need to stay at home for 10 full days from when the symptoms appeared, regardless of what day they are on in the original 10-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	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.

I am a temporary worker, if my child's school/ day care centre closes will I continue to be paid?	<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, do I still to complete a timesheet for the period that I have to self-isolate?	Yes, please complete your timesheet as normal as if you had been in work. You manager will need to approve as normal.																				
10.5 I need to add expenses to my timesheet, what do I do?	<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>																				
11. Guidance for Contractors (DRC)																					
11.1 Where can I find general up to date guidance?	If you live with someone, or are in a support bubble, 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.																				
11.2 What is the reporting procedure for reporting sickness or precautionary self-isolation?	<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"> <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>	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	
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Date of first day of absence																					

	<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.
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. 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.</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. 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.</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?	See section 1.9 for information on assessing health in order to return to work.
11.6 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>
11.7 I have a DRC new starter due to commence assignment shortly and is required to isolate	<p>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</p> <ul style="list-style-type: none"> If a worker has started and is symptomatic or required to self-isolate the guidance in section 1 applies. 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 The DRC may wish to consider applying for Universal Credit. <p>Please visit the Government sites 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 10 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.

	<ul style="list-style-type: none"> 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
12. Guidance on company cars	
12.1 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>Mileage reviews (that are conducted typically in six monthly intervals) are currently being suspended until the end of the year due to the ongoing travel restrictions.</p> <p>If your current car contract is due to expire within the next six months, you will not be able to place a new order until the mileage reviews have recommenced. Instead the options available to you are:</p> <ul style="list-style-type: none"> Remain in your current vehicle Return your current vehicle & move to the taxable cash allowance (£319 gross per month) Seek to purchase your current vehicle & move to the taxable cash allowance If there is a safety reason that you can't retain your current vehicle, you may select a vehicle from the Nationwide pool (subject to availability) <p>These changes have been agreed in conjunction with the NGSU and aim to offer you greater stability during these unusual circumstances. We hope this also gives you the time and the chance to shape how you want to work in the future, and consider whether travel as you did previously will be needed.</p> <p>Please note, if you have already received a notification of your car removal due to not reaching the mileage threshold then this will still progress.</p>
12.2 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. Guidance on volunteering	
13.1 What volunteering leave is available to me?	This year we are continuing to extend paid volunteering leave (from 2 days to 5 days, pro rata) for our employees wishing to help the country respond to the challenges being faced in the current Coronavirus situation, such as volunteering to support with mass testing in schools and the vaccination roll out. These additional days are also 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, and NHS Responders.
13.2 Can I use my company car in the course of my volunteering (i.e. for giving lifts, delivery prescriptions etc)?	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.
13.3 Will my private vehicle insurance cover me?	We suggest you check the specific advice given at the time you are looking to use your vehicle for this purpose.
13.4 Do I need to do a risk assessment?	<p>Yes. 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.</p> <p>The government has also published some guidance on enabling safe and effective volunteering during coronavirus.</p>
13.5	As with any second job, paid or unpaid, please speak to your line manager and get their agreement to you starting your volunteering role.

Do I need to ask permission to volunteer in my own time?	
13.6 How do I request paid volunteering leave, and do I need to record where I've used the time?	You'll need to request your paid volunteering leave via My Details (under the Holiday and Absence link) and gain your manager's approval. 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.
13.7 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.

We've reopened our AskHR phones lines! Remember, calls into AskHR should only be made for complex HR queries and we ask that for non-complex queries you continue to refer to the HR Help Point first and then Create a Case if needed. This helps us to provide you the best service in the most efficient way.

Unless employees do not have access to a Nationwide system, all Coronavirus queries should continue to be logged via Create a Case as directed in these FAQs.

Update log

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

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.

Coronavirus Q&A's for All Nationwide employees for intranet 25/01/2021

Author: People & Culture

- 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
- 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

Coronavirus Q&A's for All Nationwide employees for intranet 25/01/2021

Author: People & Culture

- 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

Updated 02/06/2020

- Question 1.11 has been updated to reflect evidence by NHS Test and Trace team
- Question 1.14 has been updated with government guidance on close contacts
- Question 2.8 has been updated to reflect that carry over of 5 days is now a permanent policy change

Updated 05/06/2020

- Question 4.5 updated regarding the compulsory wearing of face coverings on public transport in England from 15 June 2020
- Questions 5.1, 5.2 and 5.3 have been updated regarding workplace adjustments and homeworking arrangements

Updated 22/06/2020

- Question 1.27 added regarding attending elective admissions in hospitals.
- Question 3.1 has been updated following revised travel advice for those returning to the UK from abroad
- Question 3.4 has been updated to reflect the Quarantine position
- Questions 5.2 and 5.3 have been updated regarding additional ergonomic support for those currently working from home

Updated 23/06/2020

- Question 1.4 has been updated regarding vulnerable employees
- Question 1.5 & 10.4 have been updated following revised dates for shielding (extremely vulnerable employees)
- Question 5.6 has been added regarding booking desks in admin sites

Updated 24/06/2020

- Question 1.4 has been updated regarding the return to work process for vulnerable employees who are, or have been, keyed as Disability Leave.

Coronavirus Q&A's for All Nationwide employees for intranet 25/01/2021

Author: People & Culture

Updated 01/07/2020

- Question 1.1, 1.3, 10.1 & 11.1 have been updated to include support bubbles when self-isolation is required.
- Question 2.8 has been updated to confirm that holiday carry over can be used throughout 2021
- Question 7.9 updated to reflect approach with sabbaticals and childcare

Updated 08/07/2020

- Question 1.5 has been updated to reflect the changes to shielding expected on 1st August 2020
- Question 1.6 has been deleted
- Question 1.7 has been updated to reflect government guidance on living with vulnerable people
- Question 1.8 has been updated to include return to work process for pregnant employees
- Question 1.7 to 1.26 has been renumbered
- Question 1.13 has been updated to reflect return to work process for employees absent from non COVID-19 ill health
- Question 1.19 has been deleted
- Question 1.20 -1.27 have been renumbered
- Question 10.1 updated to reflect all reasons for isolation for temporary workers.
- Question 3.1 has been updated to reflect the new travel corridors and quarantine measures in England
- Question 3.4 has been deleted
- Question 9.1, 9.2 & 9.3 have been updated to reflect lockdown easing and restrictions on pregnant employees returning to work
- Section 14 has been added to set out our approach to local lockdowns

Updated 13/07/2020

- Removed question 1.11 and renumbered section 1.
- Question 3.1 has been updated to reflect Scotland's travel corridors
- Question 7.3 has been updated to reflect the range of flexible options which should be considered regarding childcare requirements

Updated 22/07/2020

- Question 1.4 updated to rename the Return from Disability Leave Checklist to the COVID Safe Checklist and provide updated information on vulnerable employees in Northern Ireland
- Question 1.5 updated regarding revised government advice for those considered extremely vulnerable
- Question 3.4 added to set out approach to working in a different country

Updated 27/07/2020

- Question 3.1 updated to reflect the change to quarantine requirements for people returning to the UK from Spain, July 2020
- Question 4.5 updated to reflect the latest advice on face coverings
- Question 7.1 & 7.2 have been updated to update the new Key worker certification process

Updated 30/07/2020

- Question 3.1 updated with corrected dates for Spain
- Section 14 title change from Guidance on Local Lockdowns
- Question 14.5 added regarding the difference between local lockdown and local restrictions

Updated 30/07/2020 v2

- Question 1.1, 1.2, 1.3, 10.1 & 11.10 have been updated to reflect the updated 10 day self-isolation period

Updated 07/08/2020

- Question 2.3 has been removed

Coronavirus Q&A's for All Nationwide employees for intranet 25/01/2021

Author: People & Culture

- Section 2 has been renumbered
- Question 3.5 added regarding employees working abroad

Updated 14/08/2020

- Question 3.1 updated to reflect France being removed from quarantine exemption list

Updated 26/08/2020

- Question 7.2 has been updated to reflect the updated Key worker certification process
- Question 14.3 has been updated to confirm Emergency Dependant Leave will be available to those impacted by local lockdowns

Updated 07/09/2020

- Updated AskHR contact details due to phone lines reopening 07/09/2020.

Updated 10/09/2020

- Question 1.24 has been updated to reflect that some hospitals do not require isolation period before procedures depending on local process
- Section 7's title has changed to reflect key worker certificates, childcare responsibilities and school related issues
- Question 7.4 has been deleted and replaced with a new question related to children being sent home with symptoms of Covid-19
- Question 7.5 has been deleted and replaced with a new question related to year group bubbles and isolation
- Question 7.10 & 7.11 have been deleted and 7.12 & 7.13 have been renumbered.
- Question 10.4 has been deleted & questions 10.5 & 10.6 have been renumbered.
- Question 13.1 has been updated to reflect the new position for Essential Car users
- Question 13.2 & 1.4 have been deleted & 13.3 has been renumbered

Updated 16/09/2020

- Question 1.8 & 1.17 has been moved to section 7 and is now 7.12 & 7.13 respectively
- Question 1.9 has been updated regarding employees receiving notifications via the contact tracing apps
- Questions 1.9 to 1.25 have been renumbered.
- Question 1.11 has been amended to remove past dates
- Question 1.13 has been added to provide more detail on the contact tracing apps available and our position
- Question 1.17 has been updated regarding testing issues
- Question 2.2 has been amended to remove past dates

Updated 21/09/2020

- Question 1.24 introduced to clarify requirements regarding testing and self-isolation

Updated 28/09/2020

- Question 1.24 updated to reference fines for failing to isolate when required in England
- Question 4.5 updated regarding the change in requirements for face coverings in branches

Updated 30/09/2020

- Questions 1.21 and 1.22 replaced with new question 1.21, “*What happens if my branch continues to be closed on a Saturday?*”, and remaining questions in section 1 renumbered
- Question 4.5 has been updated to reflect new guidance on face coverings in our offices
- Question 14.2 has been updated to update position in local lockdowns for employees classed as vulnerable or extremely vulnerable
- Question 14.3 has been updated to reflect position of schools shutting in local lockdown

Updated 08/10/2020

- Question 1.13 has been updated regarding the use of the Contact Tracing apps in the workplace
- Question 1.18 updated regarding the process to log Positive Covid-19 test results with AskHR
- Question 1.23 updated regarding the requirements to self-isolate

Updated 09/10/2020

- Question 1.12 updated regarding test and trace manager guidance

Updated 19/10/2020

- Question 4.5 updated regarding new legislation in Scotland regarding face masks

Updated 05/11/2020

Section 1 – Coronavirus – sickness & absence

- Updated information on “extremely clinically vulnerable”
- Updated “Test & Trace” information and combined with the details on the Test & Trace app
- Removed any duplication of information
- Reordered questions to create better flow

Section 2 – Holiday and “bought holiday”

- Removed information no longer relevant
- Added information around NPF additional holiday day to the holiday carry over advice

Section 3 – Employees travelling abroad or due to travel abroad

- Updated information for travelling back from abroad

Section 4 – Preventative Measures and Infection Control

- Removed information no longer relevant
- Updated face covering information

Section 7 – Key workers with childcare responsibilities

- Removed some childcare questions which are no longer relevant given educational/childcare provisions are open

Section 9 – Becoming a Parent

- Removed out of date advice around return to work and maternity start dates

Section 12 – Volunteering

- Removed – no longer relevant

Updated 06/11/2020

- Section 8 has been updated to reflect the current process for Resourcing.
- Question 8.4 has been deleted
- Question 8.4 to 8.5 have been renumbered
- Question 8.4 has been updated to reflect the correct process for ordering equipment for a new starter
- Question 10.1 has been updated to reflect the SSP payable to temps.

Updated 01/12/2020

- Question 1.10, 13.2 and 13.5 updated regarding advice for the clinically extremely vulnerable across all 4 nations

Updated 03/12/2020

- Question 1.10 updated to correct the year from 2020 to 2021.

Updated 14/12/2020

- Questions 1.1, 1.8, 1.9, 3.1, 7.2, 7.3, and 10.1 have been updated to reflect the change in self isolation period from 14 to 10 days.

Updated 21/12/2020

- Question 1.10 has been updated following the introduction of Tier 4 restrictions in parts of England.
- Question 1.18 added to reflect medical appointments.
- Question 7.9 added to ensure covers advice for attending vaccinations for carer responsibilities.

Updated 04/01/21

- 1.10 – updated to reflect where the CEV exception process cannot apply
- 1.11 – new question regarding advice for those who are pregnant
- 1.12 – updated regarding new advice for pregnant employees
- 1.15 – updated fit note guidance for those with Covid-19 symptoms
- 1.19 – updated regarding paid time off for the vaccination
- 7.6 – updated regarding the new key (critical) worker certificate dates
- 7.10 – updated regarding delayed primary school returns in 2021

Updated 05/01/2021

Coronavirus Q&A's for All Nationwide employees for intranet 25/01/2021

Author: People & Culture

- 1.10 – updated to reflect that the CEV exception process no longer currently applies
- 1.11 – updated regarding advice for women who are pregnant under 28 weeks
- 3.1 / 3.3 – updated regarding revised travel advice
- 7.10 – updated regarding the announcement of the Scotland and England national lockdowns, and further changes in Wales.
- Removal of section 13 as all questions are addressed elsewhere in the document

Updated 07/01/2021

- 1.10 – updated to reflect updated conditions which are automatically deemed clinically extremely vulnerable
- 7.10 – updated regarding Northern Ireland school returns and furloughing

Updated 08/01/2021

- 1.7 – updated question and answer regarding the test and trace questionnaire for those testing positive
- 1.10 – updated guidance regarding CEV employees who have received the vaccine
- 1.19 – updated regarding the requirement to continue to follow all guidance once vaccinated
- 7.6 – updated regarding when you may require a key worker certificate
- 7.10 – updated regarding the position with schools in Wales

Updated 12/01/2021

- 1.7 – updated regarding updated definition of a close contact
- 1.8 – updated regarding test and trace requirements
- 7.8 – updated with link to the Emergency Time of for Dependents policy

Updated 13/01/2021

- Section 13 regarding volunteering added

Updated 19/01/2021

- 1.9 – updated regarding NHS resources for those who have suffered with Covid-19
- 1.15 – updated regarding Isolation and Fit notes
- 3.1 – updated regarding the closure of travel corridors
- 8.6 – updated regarding trial periods following change programmes during the pandemic

Updated 21/01/2021

- 1.4 – updated regarding the revised process for logging positive Covid-19 test results
- 7.10 – updated regarding revised school closure timescales in Scotland

Updated 25/01/2021

- 1.14 - updated regarding Saturday branch closures
- 3.1 – updated regarding taking holiday during travel restrictions