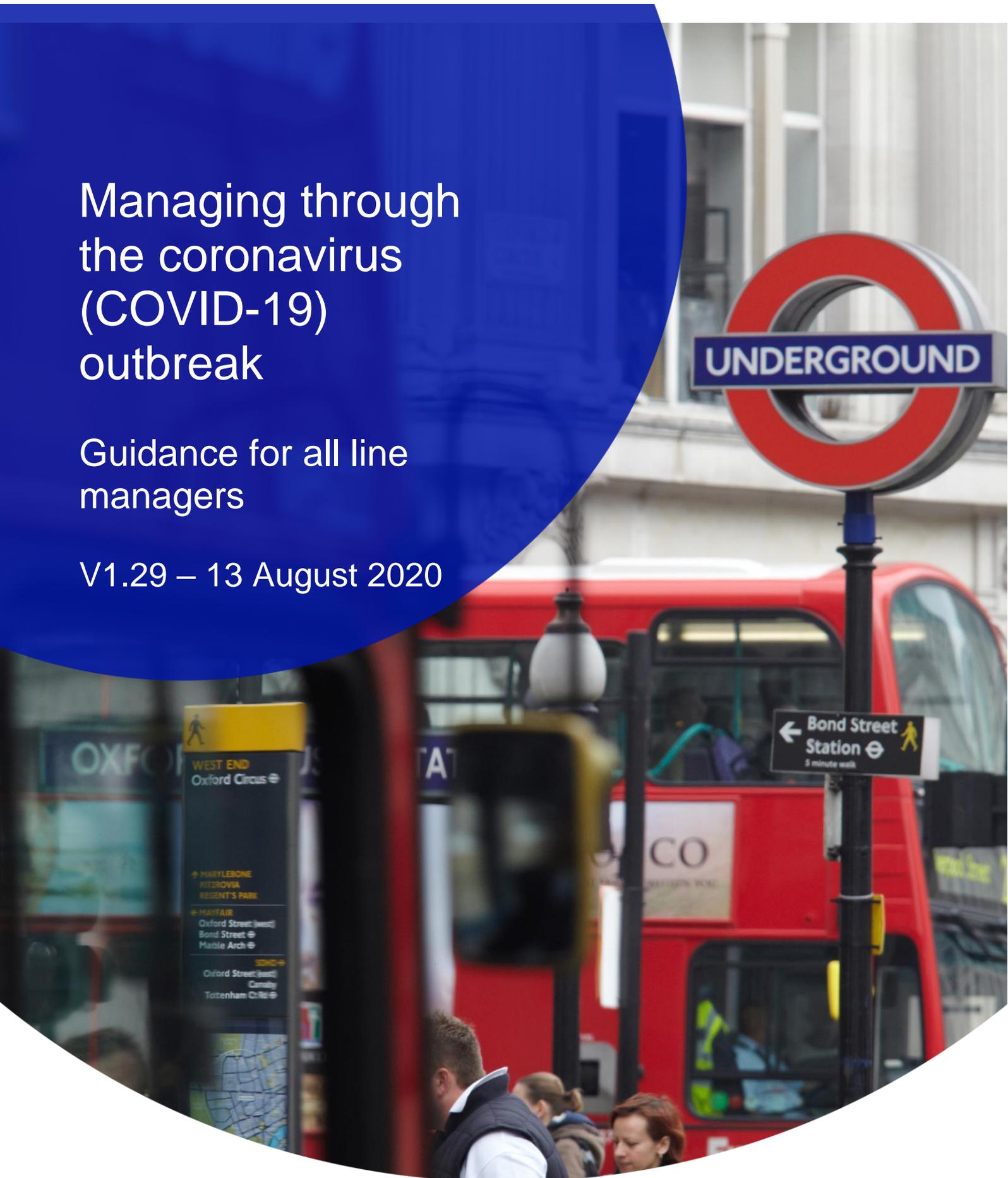


Managing through the coronavirus (COVID-19) outbreak

Guidance for all line
managers

V1.29 – 13 August 2020



This document is regularly updated, and the latest version is [only available to line managers](#) in the Coronavirus SharePoint site. It's uncontrolled if printed, emailed around or shared in other channels.



Contents

Section	Page
<u>Introduction</u>	5
<u>Self-isolation, Social Distancing and Shielding</u>	5
- <u>Self-isolation</u>	5
- <u>Self-isolation – living with others</u>	6
- <u>Social Distancing</u>	6
- <u>Shielding</u>	7
<u>Vulnerable groups</u>	7
- <u>Clinically Vulnerable</u>	7
- <u>Clinically Extremely Vulnerable</u> - UPDATED	8
<u>Who should I contact for HR advice?</u>	11
<u>Pay and absence duration</u> - UPDATED	12
<u>Self-isolating more than once</u>	19
<u>Returning from overseas</u>	19
<u>Schools</u>	20
<u>Dependant Leave</u>	21
<u>Annual leave</u>	21
<u>Furloughing</u> - UPDATED	22

<u>Call up of reservists and Special Constables</u>	28
<u>Informing other team members</u>	28
<u>Staying in touch with your employees</u>	29
<u>Returning to work</u>	30
<u>Staff Travel - UPDATED</u>	30
<u>Redeployment</u>	33
<u>Fixed Term Contracts</u>	33
<u>NHS Volunteer Responders</u>	34
<u>Key worker identification letter</u>	34
<u>Managing the probation period</u>	34
<u>Occupational Health</u>	34
<u>Resumption of individual case management - UPDATED</u>	35
<u>Motor and home insurance</u>	37
<u>Support in the event of a death of a colleague</u>	37
<u>Working from home</u>	39
<u>COVID-19 Testing</u>	40
<u>Face coverings</u>	47

<u>Supporting Neuro-divergent employers</u>	47
<u>Retirement Events</u> - UPDATED	48

Please note: In addition to this management guidance you can also [access the management FAQ through this link](#).

Introduction

The following guidance is based on advice from Public Health England (PHE) and is correct as of 13 August 2020.

This guidance for managers is subject to ongoing review as advice from the Government and PHE is updated and as the situation progresses. This guidance may therefore change at short notice and managers should ensure that they are referring to the most up-to-date version.

In all cases, your employees are required to discuss their personal circumstances with you and for those that need to be at home, you'll need to agree ongoing and regular contact arrangements for every employee.

Self-isolation, Social distancing and Shielding

Social distancing is not the same as **Self-isolation** or **Shielding**. Social distancing is about steps we should all take to reduce social interaction between people in order to reduce transmission of COVID-19. Self-isolation is used for individuals with symptoms of a high temperature, a new and continuous cough and/or a loss or change to their sense of smell or taste and other members of their household. Shielding is a measure to protect people who are clinically extremely vulnerable by minimising all interaction between them and others.

Self-isolation

Self-isolation involves: Staying at home, not going to work/school/public areas, and not using public transport or taxis. For more information about self-isolation go to:

<https://www.gov.uk/Government/publications/covid-19-stay-at-home-guidance/stay-at-home-guidance-for-households-with-possible-coronavirus-covid-19-infection>

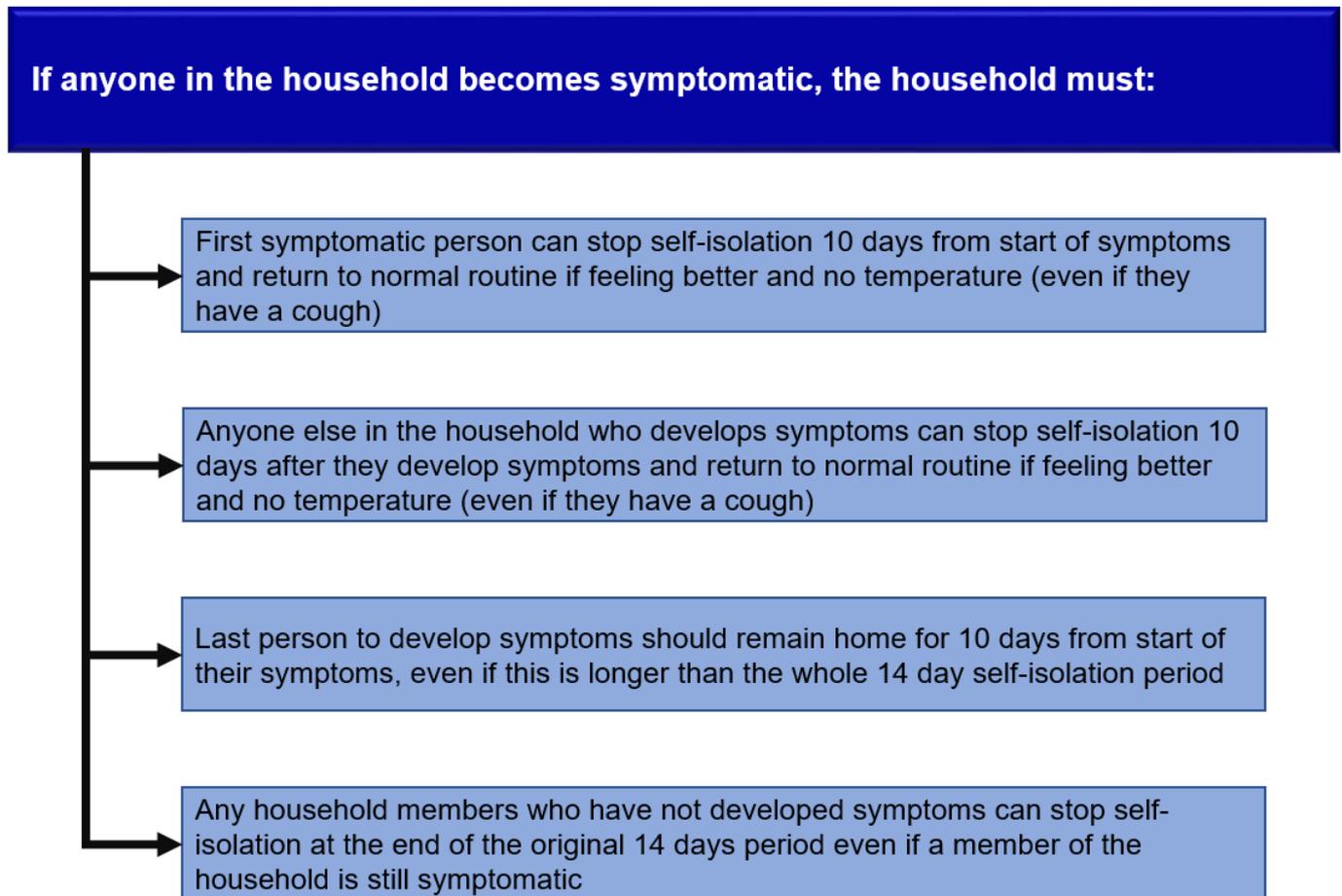
- If an employee has symptoms (i.e. a high temperature, a new and continuous cough and/or a loss or change to their sense of smell or taste) they self-isolate for 10 days.
- In cases where the employee lives with others, and someone else in the household has these symptoms but the employee does not have them, then the employee self isolates for 14 days. If the employee develops symptoms during this 14-day period of household isolation, then they should self-isolate for 10 days from the start of when they developed symptoms (irrespective of when during the 14-day period of household isolation they develop the symptoms).

As the NHS resumes non COVID-19 related operations, before being admitted to hospital, the individual undergoing surgery is likely to be asked to self-isolate for 3 days at home. Anyone who lives with the individual undergoing the operation will need to do the same.

Employees who have to self-isolate due to either themselves or a member of their household having an operation, will receive sick pay in line with other employees who need to self-isolate. Your employee will need to provide you, when available, with a copy of the letter from the NHS (or similar) clearly showing their home address, which advises them to self-isolate for 3 days (whether they are the person who is undergoing the operation or a household member). They should blank out the part of the letter that sets out the individual's name and what their particular medical condition / operation relates to. This is to ensure that they are not unnecessarily

providing sensitive and personal information to you. In order to be GDPR compliant, you should make a note of the fact that you have seen a copy of the letter and then immediately delete the actual letter.

Self-isolation – living with others



Social distancing

On 23 June 2020, the Government announced changes to lockdown measures that would apply from 4 July 2020. Guidance on what this means can be found [here](#).

In the meantime, employees should continue to follow the two-metre social distancing guidance, but where this is not possible, they should try to minimise the amount of time spent within two metres of others and have the appropriate PPE available.

Social distancing measures are steps a person can take to reduce the social interaction between people. This will help reduce the transmission of COVID-19.

They are:

1. Avoid contact with someone who is displaying symptoms of COVID-19. These symptoms include high temperature and/or new and continuous cough

2. Avoid non-essential use of public transport, varying travel times to avoid rush hour, when possible
3. Work from home, where possible. Please refer to [employer guidance](#) for more information
4. Avoid gatherings with friends and family. Keep in touch using remote technology such as phone, internet, and social media
5. Use telephone or online services to contact a GP or other essential services

Everyone should be trying to follow these measures as much as is practicable. This advice is likely to be in place for some time. If you require further specific occupational health advice on how your employee can safely social distance at work, email Pandemic@tfl.gov.uk

The Government has provided 11 key principles that should apply in different settings to make people safer. This will help reduce the transmission of COVID-19. You [can find a list of these here](#).

Shielding

From 1 August 2020, the Government paused shielding unless the transmission of COVID-19 in the community starts to rise significantly.

Please note: should local lockdowns be introduced that affect our employees, the information contained in this guidance document may change.

Click on this [link](#) for the latest Government plans to ease restrictions for those shielding.

For more guidance on shielding, click on this [link](#).

Vulnerable groups

There are 2 main categories of vulnerable group;

Category 1 - Clinically Vulnerable (CV)

Public Health England (PHE) has advised those who are clinically vulnerable i.e. at increased risk of severe illness from COVID-19 to be particularly stringent in following social distancing measures.

People falling into this clinically vulnerable ('increased risk') group include:

- Aged 70 or older (regardless of medical conditions)
- under 70 with an underlying health condition listed below (i.e. anyone instructed to get a flu jab as an adult each year on medical grounds):
 - chronic (long-term) mild to moderate respiratory diseases, such as asthma, chronic obstructive pulmonary disease (COPD), emphysema or bronchitis
 - chronic heart disease, such as heart failure
 - chronic kidney disease
 - chronic liver disease, such as hepatitis

- chronic neurological conditions, such as Parkinson's disease, motor neurone disease, multiple sclerosis (MS), or cerebral palsy
- diabetes
- a weakened immune system as the result of certain conditions or medicines they are taking (such as steroid tablets)
- being seriously overweight (a body mass index (BMI) of 40 or above)
- those who are pregnant

Category 2 - Clinically Extremely Vulnerable (CEV) - *UPDATED*

Expert doctors in England have identified specific medical conditions that, based on what we know about the virus so far, place someone at greatest risk of severe illness from COVID-19.

CEV people may include the following people. Disease severity, history or treatment levels will also affect who is in the group:

1. Solid organ transplant recipients
2. People with specific cancers:
 - people with cancer who are undergoing active chemotherapy
 - people with lung cancer who are undergoing radical radiotherapy
 - people with cancers of the blood or bone marrow such as leukaemia, lymphoma or myeloma who are at any stage of treatment
 - people having immunotherapy or other continuing antibody treatments for cancer
 - people having other targeted cancer treatments which can affect the immune system, such as protein kinase inhibitors or PARP inhibitors
 - people who have had bone marrow or stem cell transplants in the last six months, or who are still taking immunosuppression drugs
3. People with severe respiratory conditions including all cystic fibrosis, severe asthma and severe COPD.
4. People with rare diseases and inborn errors of metabolism that significantly increase the risk of infections (such as SCID, homozygous sickle cell).
5. People on immunosuppression therapies sufficient to significantly increase risk of infection.
6. Women who are pregnant with significant heart disease, congenital or acquired.
7. Other people 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.

Managing the return to work of those who are Clinically Vulnerable and Clinically Extremely Vulnerable

The Government changed its advice from 1 August 2020. Those who are CEV and cannot work from home, can go to work, as long as the business is COVID-safe.

To date, we have used an Occupational Health (OH) risk assessment process based on an assessment of each individual's personal and medical factors to inform how we manage the return to work of those in the CV category.

Given the changes to the Government advice, we have further developed this process to provide a more nuanced approach with an increased focus on role-based advice,

All employees in the CV or CEV groups will need to undertake the **OH risk assessment process**. Subject to the outcome of this, they will be classified green and able to return to work, or red, and depending upon the outcome of a **role based COVID risk level assessment**, they may be able to return to work

OH (Medical Red-Green status) risk assessment process

If you have employees in the CV and CEV status you should now contact them (through the agreed contact arrangements) and request that they complete an Occupational Health (OH) Staff [Risk Assessment Questionnaire](#). This should include those in the CV status previously classified as amber or red.

Please note: They should complete and return the questionnaire directly to OH using their OneLondon email account wherever possible and notify you they have done so separately (not by copying the form to you) and include any shielding or other medical letters or history the individual feels are relevant to their health. Their completed form and associated information will be reviewed by OH, which may include a discussion over the phone with your employee to determine the level of risk of them returning to the workplace.

After assessing the information available and calling your employee if necessary, OH will make a recommendation **based on one of the two following outcomes**:

- **Green** – OH will advise your employee that they are able to return to the workplace with appropriate social distancing.

You should therefore work with your employee to manage their return to the workplace – this may be immediate or from 1 August if they are currently in the CEV status. If your employee is in this group, and they feel unable to return, they will be required to use their annual leave, and then, Special Leave (unpaid).

- **Red** OH will advise your employee will be able to return to work where the TfL role-based risk assessment permits (see below).

It is a requirement for employees to engage with Occupational Health to determine fitness to undertake their duties. If your employee refuses to complete an OH Risk Assessment Questionnaire they can request to take annual leave, and then special leave without pay. If your employee is currently on furlough and refuses to complete this assessment you will need to take them off furlough as there is no evidence that it is not safe for them to return to the workplace. Again, they will be able to request to take annual leave and then special leave without pay.

This situation cannot be sustained indefinitely, and you need to ensure that your employee understands this, as part of the review process (approximately every three weeks) it may be determined that their refusal can no longer be accommodated. Please contact an Employee Relations Adviser via the Covid19HRqueries@tfl.gov.uk inbox for further advice.

You should carry out a Role COVID risk level assessment to inform whether the employee can return to work from 1 August 2020 onwards.

Please note: The OH assessment ties in with the COVID-age risk assessment process. Click on this [link](#) for an overview of this process. Employees can access the COVID-age risk assessment questionnaire [here](#) and the specific management guidance [here](#). FAQs for line managers can be accessed [here](#). If your question is unanswered [contact Occupational Health by email](#).

Role-based COVID risk level assessment - **UPDATED**

This must be carried out by you through discussion with your employee to inform whether an employee with a 'Red' medical risk assessment can return to work, [using this form](#). This discussion can take place with the employee if they are on furlough leave.

When considering the Role COVID risk level, you should consider all aspects of the role:

- | | |
|------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| High | A role where it is not possible to maintain 2 metres social distancing for most of the time in this role and avoidance of high levels of people contact. There are very few, if any of these roles in TfL. |
| Low | A role where it is possible to maintain 2 metres social distancing for most of the time -at work and on the journey to and from work. This does not include scenarios where an individual may have to walk past someone in a corridor or on a walkway, or as part of extenuating circumstances. It is important to note that this is on the assumption that we will continue to work to the other controls in place, e.g. good hygiene, cleaning, face coverings, etc. |

The manager's role is not to carry out an assessment of the medical or health risk to the individual. This has already been done by the Occupational Health team. The manager's role is to identify whether social distancing can be maintained so the employee can fulfil their role. In identifying whether social distancing can be maintained, key elements to consider are:

- *Time: will the person be in close contact with another person for longer than 15 minutes?*
- *Type of contact: where social distancing can't be maintained for short periods of time, will the individual be in close contact in a face-to-face situation?*
- *Type of contact: is there a risk that there might be any physical contact?*

Travel to and from work:

You must consider whether your employee will have challenges maintaining social distancing on the way to work. You should talk to your employee to understand their journey to work and whether it is categorised as high or low risk.

For some situations there may be value in temporarily making special arrangements to bring your employee to and from work where they cannot maintain social distancing on their journey to and from work

As a general rule the following may be considered.

- Always consider working from home first - it is recognised that this is unlikely to be possible for the majority of operational roles
- Consider a different shift pattern / different role / different location / different booking on arrangement to enable your employee to travel to and from work safely
- Consider the flexible furlough arrangement whereby employees can work part time (50% of their normal contractual hours) which may assist with avoiding peak times

- If none of the above can be applied and it is critical your employee returns to their role on or soon after 1 August 2020, you should consider whether support for travel via a payment of mileage for private car use (capped at £20 per day) for a limited period would enable them to return. Reimbursements for road user and parking charges may also be considered as expenses, subject to senior manager approval. You will need to keep this situation under review in line with the risks to the employee.

Guidance will be provided by your business area on which of the above can be supported in accordance with other existing support for travel which may be in place e.g. staff taxis. It remains the responsibility of the employee to ensure they can get to and from work.

Final outcome:

This role based risk assessment will allow you as the manager to determine whether your employee can return to their workplace with confidence that the controls that are already in place (e.g. social distancing, good hygiene, Type IIR masks), plus any additional mitigation measures identified through the assessment, can protect them, or whether they should stay at home. The OH team will recommend an appropriate timescale for review of this recommendation as part of their medical assessment.

Employees who have been in receipt of Special leave with pay due to being unable to work and who are not on furlough leave:

From 8 August 2020, if your employee is well but unable to work at home and cannot be put on furlough leave, they will be paid under the company sick pay scheme whilst they are absent from work due to being at high risk (from Covid-19). **You will need to make this change on SAP using SAP code: [sickness absence accepted] with sickness absence type [Influenza/Flu].** This is a temporary code until a new one has been created.

This is consistent with the approach we are now taking with those employees who need to self-isolate.

This period of absence will not count as a sickness absence item.

As part of these arrangements, your employee will need to be reassessed approximately every three weeks to determine when they are able to return to the workplace.

Please contact an Employee Relations Adviser via the Covid19HRqueries@tfl.gov.uk inbox for further advice on next steps, including considering alternative duties.

Who should I contact for HR advice?

The Covid19HRqueries@tfl.gov.uk inbox will be monitored Monday to Friday between the hours of 09:00 and 17:00. Leave your contact details and brief a description of your enquiry, then an Employee Relations Adviser (ERA) or an Employee Relations Partner (ERP) will contact you to help you with your enquiry. We appreciate that there are regular changes to our guidance to reflect the most recent Government advice and that this can sometimes be challenging for you as a line manager to keep on top of. Also, not every situation is covered in this document, with some of your employees experiencing multiple challenges which makes it difficult for them to

attend work. We encourage you to seek the support of the ERA/ERPs who are here to help you with these complex cases.

Pay and absence duration - **UPDATED**

Please note that some employees within these classifications will now be on furlough leave. Therefore, please also refer to the Furloughing section later in this document as well as any local guidance, if applicable.

Also, it is **essential** that you make contact with your employees where their pay and absence arrangements have changed e.g. moving from Special leave with pay to sick pay for self-isolation cases.

Situation	Arrangements
1. Employees who can work from home	- The employee will receive contractual salary as normal. This is not recorded on SAP.
2. Employees over 70 years old, or who are Clinically Vulnerable (CV)	<p>Refer to the Occupational Health risk assessment and role-based risk assessment processes on pages 10 & 11</p> <p>From 1 August 2020, the status outcome will be:</p> <p>Red (High risk) – remain at home. If the employee is in this group and they have already been furloughed, they should remain on furlough. If they have not been furloughed previously, they will be required to stay at home. With effect from 8 August 2020, company sick will be provided in these circumstances, until further notice. You will need to make this change on SAP using SAP code: [sickness absence accepted] with sickness absence type [Influenza/Flu].</p> <ul style="list-style-type: none"> • Red (Low risk) – You will advise your employee that they are able to return to the workplace with social distancing (and any necessary reasonable adjustments). If your employee is in this group, and they choose not to return, they will be required to use their annual leave and then Special leave without pay

	<ul style="list-style-type: none"> • Green – Occupational Health will advise your employee that they are able to return to the workplace with social distancing (and any necessary reasonable adjustments). If your employee is in this group, and they choose not to return, they will be required to use their annual leave and then Special leave (unpaid).
<p>3. Employees who are Clinically Extremely Vulnerable (CEV) who were required to Shield and employees who care for a named person who is classified as being in the clinically extremely vulnerable group. <u>In both cases the employee should have received a letter addressed to them directly from the NHS or Government.</u></p>	<p>Refer to the Occupational Health risk assessment and the Role based risk assessment processes on pages 10 & 11</p> <p>From 1 August 2020, for all employees in this category, except those who care for a named person, the outcome will be:</p> <p>Red (High risk) – remain at home. If the employee is in this group and they have already been furloughed, they should remain on furlough. If they have not been furloughed previously, they will be required to stay at home. With effect from 8 August 2020 company sick will be provided in these circumstances, until further notice. You will need to make this change on SAP using SAP code: [sickness absence accepted] with sickness absence type [Influenza/Flu].</p> <ul style="list-style-type: none"> • Red (Low risk) – You will advise your employee that they are able to return to the workplace with social distancing (and any necessary reasonable adjustments). If your employee is in this group, and they choose not to return, they will be required to use their annual leave and then Special leave without pay. • Green – Occupational Health will advise your employee that they are able to return to the workplace with social distancing (and any necessary reasonable adjustments). If your employee is in this group, and they choose not to return, they will be required to use their annual leave and

	<p>then Special leave without pay.</p> <p>All employees in this category who care for a named person but are not CEV themselves, can return to work and are not required to undertake an OH or a Role-based risk assessment.</p>
<p>4. Employees living with an individual who is classified as being in the clinically extremely vulnerable group (who are required to Shield) but has <u>not received a letter addressed to them directly from the NHS or Government as the carer of a named person who is clinically extremely vulnerable.</u></p>	<ul style="list-style-type: none"> - If the employee is well and able to work from home because their role allows it – they will receive contractual salary as normal. This is not recorded on SAP. - If the employee is unable to work from home, they should return to work and social distance or take annual leave and then can request Special leave with pay for up to five days and then Special leave without pay. Only one spell of Special leave with pay will be granted during the remainder of the 2020 calendar year, unless already taken.
<p>5. Employees who have COVID-19 symptoms (i.e. a high temperature, a new and continuous cough and/or a loss or change to their sense of smell or taste) OR they have received a positive COVID-19 test result, they must self-isolate for 10 days.</p>	<ul style="list-style-type: none"> - If the employee feels well and is able to work from home because their role allows it – they will receive contractual salary as normal. This is not recorded on SAP. - If the employee feels well but is unable to work from home because their role doesn't allow it – they will be paid company sick pay whilst they are absent from work due to self-isolation. Please note that this period of absence will not count as a sickness absence item. - If the employee feels unwell or has tested positive for COVID-19, they should be classified as being off work through sickness and normal sick pay arrangements and processes apply. Please note that this period of absence will not count as a sickness absence item. - If the employee has tested negative and they feel well enough, they should return to work. - If the employee has tested negative, but are unwell, they should remain at home until they have recovered. This is treated as normal sickness and the usual sick pay arrangements and processes apply.

	<p>If the employee has symptoms but chooses not to take a test, despite Government and TfL advice, then their absence will be treated as normal sickness and the usual sick pay arrangements and processes apply.</p>
<p>6. Employees who live with others, and someone else in the household has COVID-19 symptoms but the employee does not have them, then the employee self isolates for 14 days. If the employee develops symptoms during this 14-day period of household isolation, then they should self-isolate for 10 days from the start of when they developed symptoms (irrespective of when during the 14-day period of household isolation they develop the symptoms).</p>	<ul style="list-style-type: none"> - If the employee is able to work from home because their role allows it – they will receive contractual salary as normal. This is not recorded on SAP. - If the employee is unable to work from home because their role doesn't allow it - they will be paid company sick pay whilst they are absent from work due to self-isolation. Please note that this period of absence will not count as a sickness absence item. - If the employee's household member(s) opts to take one of the COVID-19 testing options (Drive thru / home test kit) and the result of that test comes back negative, the employee can therefore return to work. If they remain at home, they will receive Special leave without pay.
<p>7. Employees who receive a notification from the NHS test and trace service informing them to self-isolate</p>	<ul style="list-style-type: none"> - The employee will need to provide evidence that they have received a notification to self-isolate from the NHS test and trace service. - If the employee feels well and is able to work from home because their role allows it – they will receive contractual salary as normal. This is not recorded on SAP. - The employee will need to immediately self-isolate for 14 days from the point of most recent contact with the person who has tested positive for COVID-19. The employee will be paid company sick pay whilst they are absent from work due to self-isolation. Please note that this period of absence will not count as a sickness absence item. - If the employee develops symptoms, they should order a test as soon as possible, either via the website or by calling the service on 119. - If the employee develops symptoms and chooses not to take a test, despite Government

	<p>and TfL advice, then their absence will be treated as normal sickness and the usual sick pay arrangements and processes apply.</p>
<p>8. Employees returning to the UK from overseas from a country where they are required to quarantine for 14 days. This applies from 8 June 2020.</p>	<p>- If the employee is well and able to work from home because their role allows it, they will receive contractual salary as normal. This is not recorded on SAP.</p> <p>- If the employee is unable to work from home, they should quarantine (self-isolate) and following discussion with their manager, they can request to take annual leave, and then Special leave without pay. The reason for this approach is that it is assumed any international travel is a personal choice. See the 'Returning from Overseas' section for more information.</p> <p>Please note: Any employee who travelled to Spain (including the Balearic and Canary Islands), from the UK before the Government reinstated the quarantine rules on Saturday 25 July 2020, unable to work from home, the 14-day quarantine period (commencing the day they returned) will be Special Leave with pay.</p> <p>See the 'Returning from overseas' section for more detail.</p> <p>Note: if a member of the employee's household returns to the UK from overseas, the employee should social distance and can attend work as usual.</p>
<p>9. Childcare - Employees who cannot work from home and therefore are required to be at their workplace but decline to do so due to issues with childcare arrangements (including concerns about their child's health and safety at school/ nursery).</p> <p>OR</p> <p>10. Childcare - Employees whose children's school/ nursery remains closed and the employees cannot work from home because their job doesn't allow for it.</p>	<p>The employee will be expected to seek alternative childcare arrangements or request to take their annual leave and then Special leave without pay.</p> <p>Additionally, the existing policy provision of up to 5 days Special leave with pay can be taken. Only one spell of Special leave with pay can be taken during the remainder of the 2020 calendar year, unless already taken.</p> <p><u>Note:</u> The provision for 12 weeks Special leave with pay is no longer available from 14 June 2020, unless an employee was granted Special leave with pay after 23 March 2020 (in which</p>

	<p>case the 12 weeks Special leave with pay will continue until exhausted).</p> <p>Note: Parental Leave – this must be granted if requested. Unpaid parental leave is available to employees who have, or expect to have, parental responsibility for a child. Employees are entitled to 18 weeks of unpaid parental leave for each child up until the child’s 18th birthday. During the pandemic outbreak, a maximum of six weeks parental leave can be taken in 2020 in respect of each child which must be taken in blocks of one or more weeks. Parents of disabled children can take leave in blocks of one or more weeks or multiples of one day and for longer periods if required. If your employee has parental leave booked during their furlough period, they are permitted to request a postponement of this leave until after furlough.</p>
<p>11. Childcare - Employees who are unable to work from home and cannot work their usual shift pattern, due to schools revising teaching arrangements e.g.:</p> <ul style="list-style-type: none"> • Schools splitting classes into two (AM and PM) • Schools opening on alternate days • Schools varying opening and closing times <p><u>OR</u></p> <p>12. Childcare - Employees who are unable to work from home and their children are different ages (e.g. one child is in Reception, Year 1 or 6 and is due to go back to school, whilst the other/s are not in these groups).</p>	<p>- The employee will be expected to seek alternative childcare arrangements or request to take their annual leave and then Special leave without pay, for those days where there is a clash between childcare arrangements and work.</p> <p>- If the employee has not previously taken Special leave with pay, they can request Special leave with pay for up to 5 days. They can also request to take their annual leave and then Special leave without pay. Only one spell of Special leave with pay can be granted during the remainder of the 2020 calendar year, unless already taken.</p> <p>- The employee can discuss alternative work arrangements with you and temporary revised working arrangements can be implemented where this is feasible, in order to assist the employee with childcare.</p> <p>Note: The provision for 12 weeks Special leave with pay is no longer available from 14 June 2020, unless an employee was granted Special leave with pay after 23 March 2020 (in which case the 12 weeks Special leave with Pay will</p>

	<p>continue until exhausted).</p> <p>Note: Parental Leave – this must be granted if requested. Unpaid parental leave is available to employees who have, or expect to have, parental responsibility for a child. Employees are entitled to 18 weeks of unpaid parental leave for each child up until the child’s 18th birthday. During the pandemic outbreak, a maximum of six weeks parental leave can be taken in 2020 in respect of each child which must be taken in blocks of one or more weeks. Parents of disabled children can take leave in blocks of one or more weeks or multiples of one day and for longer periods if required. If your employee has parental leave booked during their furlough period, they are permitted to request a postponement of this leave until after furlough.</p>
<p>13. Employee is unable to attend work due to stress/anxiety brought on by COVID-19</p>	<p>This is treated as normal sickness and the usual sick pay arrangements and processes apply.</p>
<p>14. Employees who have to self-isolate for 14 days prior to an operation due to either themselves or a member of their household requiring surgery - UPDATED</p>	<p>- If the employee is able to work from home because their role allows it – they will receive contractual salary as normal. This is not recorded on SAP.</p> <p>- If the employee is unable to work from home because their role doesn’t allow it - they will be paid company sick pay whilst they are absent from work due to self-isolation. Please note that this period of absence will not count as a sickness absence item.</p> <p><i>- You should ask your employee for a copy of the guidance sheet they will have received from the NHS Trust / surgeon’s office, as there may be occasions where the period of self-isolation required is less than 14 days.</i></p>
<p>15. Employees who refuse to work on H&S grounds</p>	<p>If the employee is unable to work from home and is required to be at their workplace but refuses to do so due to health & safety concerns, yet a full risk assessment has determined the work to be undertaken is Covid-19 safe – they will receive special leave without pay.</p>

Please note: For all of the above situations, you or whoever is responsible need to update SAP. Previously, you were also required to complete an online COVID-19 absence form and update it

as the employee's status changes. This was in addition to logging the item on SAP as it provided a greater level of detail required for tracking purposes. This tool has now been turned off. We are in the process of reconfiguring SAP so you will be able to record the extra level of detail that is required in one place. We hope this will be completed by end of July and we will then work with you and the admin teams to refresh the data. [Interim SAP codes for you to use can be found here](#). Note: Working from home does not need to be logged on SAP.

Self-isolating more than once

Employees may need to self-isolate more than once. If your employee is unable to work from home because their role doesn't allow it – they will be paid company sick pay whilst they are absent from work due to self-isolation. Normal sick pay arrangements and processes apply, except that this period of absence will not count as a sickness absence item.

As their line manager, you'll need to have a conversation with your employee to help them identify reasons behind their multiple absences, what steps they can take and what support TfL can provide to mitigate further absences. If you wish to discuss this with an ER Adviser (ERA) please contact [COVID-19 inbox](#).

Returning from overseas

As the level of infection in the UK reduces, and the Government prepares for social contact to increase, it will be important to manage the risk of transmissions being reintroduced from abroad. Therefore, to keep overall levels of infection down and in line with many other countries, the Government has introduced a series of measures and restrictions at the UK border. This will contribute to keeping the overall number of transmissions in the UK as low as possible.

If your employee has travelled overseas and arrives back in the UK on or after 8 June 2020, unless they are returning from one of the countries identified as exempt from the quarantining requirements, they will not be allowed to leave the place they're staying for the first 14 days to quarantine (self-isolate). This is because it can take up to 14 days for COVID-19 symptoms to appear.

Following the Government announcement to reinstate the 14-day quarantine rule for those returning from Spain (including the Balearic and Canary Islands), we have reviewed our position with regard to pay and absence arrangements for our employees who are required to quarantine immediately on their return to the UK from Spain.

This applies to any employee who travelled to Spain (including the Balearic and Canary Islands), from the UK before the Government reinstated the quarantine rules on Saturday 25 July 2020. For those employees unable to work from home, the 14-day quarantine period (commencing the day they returned) will be Special Leave with Pay.

Once your employee has confirmed that they travelled to Spain (including the Balearic and Canary Islands), prior to the Government announcement, you should enter the absence code 'Special/Domestic' in SAP for those days where Special Leave with Pay is taken.

Please note: this is a one-off arrangement. For all future occasions where the Government unexpectedly establishes or reinstates quarantine rules for a specific country, any employee in that country at the time quarantine is reinstated will need to speak to their line manager to request additional annual leave and/or special leave without pay for the 14-day quarantine period, if they are unable to work from home.

Employees who are unable to work from home should not travel abroad to a country that requires 14-day quarantine on their return to the UK. Before booking/travelling, employees should check the latest advice from the Foreign and Commonwealth Office (FCO).

See 'Pay and absence' section for details of pay and absence entitlement whilst self-isolating.

The table below provides a guide for employees that self-isolate after arriving from overseas, including examples of when they have COVID-19 symptoms:

The people your employee is staying with do not need to stay at home, unless they travelled with them. They should avoid contact with the person self-isolating and minimise the time they spend in shared spaces, like kitchens, bathrooms and sitting areas.

For more details on self-isolating after travelling back from overseas click [here](#).

Please note: further information regarding employees returning from overseas will be provided in future updates as the Government publishes further details on this matter.

Schools

Children of key workers

The Government has made it clear that [transport workers are included in the list of those whose work is critical to the COVID-19 response](#). This means that if your employee's children cannot be cared for at home, they should be able to attend school.

The Government recently announced detailed plans for all children and young people to return to full-time education from September. We are currently reviewing the impact of these plans on our employees and our service provision. Further information will be provided in future updates.

Please discuss with your employee any challenges or concerns they may have regarding schools or before/after school services. Where you are able to, consider flexible working arrangements to assist your employee in resolving these issues.

Dependant Leave

If an employee unexpectedly needs time off due to unforeseen circumstances relating to a dependant at their home address who is elderly or in the vulnerable groups (as defined above by PHE), they can apply for paid leave of up to 5 days. After this, and depending on the situation, you may then want to consider agreeing annual leave, and subsequently Special leave unpaid to enable the employee to deal with the situation.

Annual leave

Employees who fall ill with COVID-19 during any periods of booked annual leave should inform their Line Manager as soon as possible so that their leave can be cancelled in order for them to take it at a later date. This is because they are now sick as opposed to being on annual leave.

Those on long term sickness will not be required to take any annual leave that is booked or has been allocated/rostered for them, unless they choose to do so (this includes bank holidays).

If your employee has already booked annual leave or has it allocated/rostered for them, this should be taken as booked/allocated/rostered in order to support their wellbeing, ensure business resilience and minimise the risk of compression in 2020 and subsequent years.

For roles where annual leave is not rostered, if your employee has yet to book their leave, you should ask them to book and take their 2020 annual leave quota during the course of the 2020 leave year, again to support their wellbeing, ensure business resilience and minimise the risk of compression in 2020 and subsequent years. If your employee has outstanding rostered leave, you should discuss with them when this leave will be rostered.

If your employee who has had their leave allocated/rostered for them and is currently on Special leave with pay due to school/nursery closures, social distancing or self-isolating, (and are not exhibiting any of the COVID-19 symptoms), they will take their leave as allocated/rostered.

The carry over arrangements announced by Government recently, state that employees may carry forward up to four weeks' holiday where it is not reasonably practicable for them to take it in the annual leave year due to effects of COVID-19. This does not mean that there is an automatic entitlement to carry forward 20 days' leave (or some other amount of leave of the employee's choosing).

The Government guidance sets out the relevant factors which should be taken into account when determining whether or not it is reasonably practicable for leave to be taken in the current leave year. These reasons focus on where there is such pressure/demand within the business requiring employees to work that it is not possible for leave to be taken by those employees. It is envisaged in such cases that the employer would tell the employees that they cannot take their leave.

In any cases within TfL where this is the case, we will make the employees aware that they are unable to take leave for reasons relating to their workload. We anticipate that these cases will be few in number as these circumstances will be exceptional and driven by business demand.

The Government guidance covers those situations whereby annual leave cannot be taken for business reasons. In the majority of business areas, it is unlikely that there will be operational

reasons why annual leave cannot be taken in 2020. Therefore, you should discuss how your employee will be taking their annual leave throughout 2020 to ensure their wellbeing. For all employees, we already have provision in place for employees to carry over five days' annual leave into the next leave year and all employees should be encouraged to take their leave during regular intervals during the 2020 leave year if at all possible.

Furloughing - *UPDATED*

The Government extended the Coronavirus Job Retention Scheme (CJRS) until 31 July 2020 on its current terms and thereafter until the end of October 2020 on different terms.

We are continuing our participation in the CJRS until 31 October 2020. However, in line with Government guidance, we are unable to add new employees to the scheme after 10 June 2020, unless the employee is returning from family leave or they are a returning reservist.

Background

COVID-19 has had a huge impact on our business and in fully supporting the Government's social distancing strategy, we proactively discouraged people from using our services and instead advised customers to stay at home wherever possible and save lives. Our efforts led to a dramatic drop in ridership across our services, as intended, which positively contributed to the fight against the spread of coronavirus. This has, of course, meant that our revenue has been hit significantly and we are now facing a significant financial challenge. We therefore decided to make use of the CJRS to help alleviate our financial position and so we are furloughing eligible colleagues to ensure we can still afford to carry out activity that is critical to running our network.

What is furlough?

Furloughing is designed to support businesses that have been detrimentally affected financially by coronavirus. Furlough leave has been temporarily introduced by the Government in response to the unprecedented situation presented by the COVID-19 pandemic to provide employers with an option to keep employees on the payroll. The Government will use the CJRS to help pay the wages of people who can't do their jobs as a result of the COVID19 outbreak and its impacts on businesses. This will help employers retain team members. Under the CJRS arrangement, until 31 July 2020 the Government pays 80% of furloughed employees' monthly wages up to a maximum of £2,500 per person per month before tax for the time that they are not working. We will top up any amount over £2,500 so that furloughed colleagues receive their contractual pay and pension contributions and will continue to receive their full employee benefits during this period.

The terms of the CJRS change from 1 August 2020 until the end of October 2020, with the introduction of flexible furlough, but we will continue to top up colleagues' pay to 100% in the same way we have to date, even though the level of Government contribution to the scheme will be reducing.

Flexible Furlough

We have introduced flexible (part-time) furlough from 13 July 2020, to help support the business and the wellbeing of our people. This part time arrangement is on the basis of being furloughed for 50% of normal contractual hours. This arrangement is in addition to the full-time furlough

arrangement that we have had in place since 27 April 2020. Both arrangements will continue until the end of October 2020.

Please note: If your employee moves between full and part-time furlough or vice-versa, they should remain on the relevant furlough arrangement for a minimum of two weeks.

For details on flexible furlough, a guidance pack is now available on the [COVID-19 line manager SharePoint site](#). This pack details how the flexible furlough scheme works and the actions you must take when placing a team member on flexible furlough

Examples of employee groups we have not furloughed

The following criteria were used to determine this:

- Those that are safety critical
- Critical operational roles and those running our services for essential workers
- Roles required for recovery planning
- People on short term sick – they remain on short term sick leave and cannot be furloughed
- Maternity/adoption leave – remain on maternity leave and cannot be furloughed but could be furloughed on their return
- Paternity leave – cannot be furloughed while on paternity leave but could be furloughed upon return.

What you as a line manager can and can't do once a team member has been furloughed:

When you furlough an employee, this means that they are no longer allowed to undertake any work for our organisation until their furlough period ends. The most important thing to be aware of is that you cannot ask our employees to do work while they are on furlough. We must all continue to keep in regular contact and check on our people's wellbeing. Here are a few other things you need to be aware of:

- Although employees on furlough cannot work they can access online training and development tools
- It's really important to keep in regular contact with your employee to check on their wellbeing, you may want to ask how they would prefer this to happen?
- When keeping in touch it's important to remember you can't ask them to do any work while they are furlough
- Employees on furlough can still access their oneLondon account and look at Yammer
- If you have a mix of furlough and non-furlough employees, then you will need to make sure that non-furloughed employees are aware that those on furlough cannot work and also, who has been furloughed in their teams, so they don't chase for work or information

If you're unable to find the information you need in this guidance or [FAQs](#), please contact HR via email at FurloughHRQueries@tfl.gov.uk.

As the furlough scheme continues, you should consider rotating furloughing across teams with interchangeable team members where their current workload has reduced significantly to alleviate the overall impact of furlough, e.g. if only 50% of the normal workload exists, you can

consider splitting the team into two groups. One group could be furloughed for a minimum of 2 weeks and then switch with the other group of employees.

As per the scheme rules, you can re-furlough/rotate employees on furlough or flexible (part-time) furlough as long as you have previously furloughed these employees for at least three consecutive weeks prior to 30 June. Employees who have been on family leave are exempt from this rule and can be furloughed even if their first period of furlough falls after 10 June.

When agreeing furlough rotations, you should follow the usual guidance around the business reasons for furloughing and employees who should / shouldn't be considered to be furloughed.

Furloughing employees who are on long term sickness

Consideration for furloughing all employees who are long term sick should be given (based on Occupational Health / medical advice and where possible a discussion with the employee) where there is no likelihood of them returning to work for the foreseeable future, unless the employee:

- is hospitalised with COVID-19 (in order that we can support the employee and their family sensitively)
- is on half or no sick pay so that we can continue to manage these long-term sickness absence cases and because to do otherwise would not be within the spirit of the Scheme
- and/or their manager wishes to proceed with their sickness absence case
- wishes to discuss options for returning to work, including possible reasonable adjustments, in which case the usual return to work process would apply

You should continue to maintain contact with employees who are absent from work (for any reason) to ensure their wellbeing.

Medical certificates are not be required whilst the employee is on furlough leave.

Sick pay will be paused when the employee goes on furlough and will resume from where it was, on their return from furlough (if they remain on long term sick).

All of the above will be kept under review to ensure there is no adverse employee impact.

Health & wellbeing for furloughed workers - NEW

There are lots of resources available from home for employees who are on furlough or working remotely to support them. These are included in Occupational Health & Wellbeing (OH&W Home Help leaflet).

Particular highlights are:

- Wellbeing Wednesdays - a series of 60-minute classes running every Wednesday. They'll be led by an OH&W physiotherapist, or a member of the Mental Health team. We've also put together a leaflet with more information about what the classes involve. Your employees can sign up by contacting the OH&W team by email or by calling 0343 222 1177.
- Kaido is the wellbeing app launched on 27 July – encourage your employees to try the 'Around the World in 40 days' team challenge – join or start a team (teams of 4

or more) and increase their activity levels and complete wellness tasks along the way.

Please emphasise that we want everyone to be included, whether they are struggling or thriving.

Returning to work from furlough

Please use the [guidance in this link](#) to support you to manage employees returning from furlough leave. Re-boarding employees back into the workplace is not a new challenge, as we've had plenty of experience of preparing returners from parental leave, long term absence or sabbaticals. The guidance will help ease your employee back into their work.

Additional guidance for Apprentices and Graduates returning to work from furlough

In addition to the above guidance, Apprentices and Graduates should be considered for safe return from furlough where work is un-paused and adequate support is in place, including placement inductions, which can be virtual where working from home. Particular consideration should be given where Apprentices continuing furlough would have a detrimental impact on completing their apprenticeship, and Graduates who are in their final year.

Additional guidance for those returning from family leave (i.e. maternity, shared parental, adoption, paternity or parental bereavement leave) after 10 June 2020.

You can furlough an employee returning from statutory family leave after 10 June even if you are furloughing them for the first time. You may do this provided that;

- the employee you wish to furlough for the first time started maternity, shared parental, adoption, paternity and parental bereavement leave before 10 June and has returned from that leave after 10 June 2020
- the employee was on our PAYE payroll on or before 19 March 2020. This means an RTI submission notifying payment in respect of that employee to HMRC must have been made on or before 19 March 2020

Annual leave arrangement during furlough

Employees can take annual leave whilst on furlough. Employees must not be placed on furlough for a period simply because they are on holiday for that period.

It is important to remember the context in which all decisions are being made at present, including our recent decision on annual leave during furlough. TfL is facing serious financial challenges as a direct result of the current pandemic and the impact on our services. The decision to access the CJRS is designed to help offset some of the losses we've seen due to the reduction in ridership across our network, whilst also helping to protect our organisation during these unprecedented times. Against this background, we have to make decisions that balance the needs of our employees with the needs of the business.

Requiring employees to use a proportion of their annual leave entitlement in a reasonable way throughout the annual leave year (whether they are working or on furlough) to avoid compression in the latter part of the year (which would disrupt the business' recovery). This is one way in which we are seeking to protect our business in a proportionate and reasonable manner.

If your employee has leave booked when they are on furlough, that leave will not be cancelled and will be considered taken. This is the same as for anyone not on furlough – booked annual leave for this year should now be taken as planned.

When your employee is furloughed on a full-time basis for more than their initial three-week furlough period, you will need to allocate a proportion of their annual leave from their 2020 entitlement to be taken during their furlough period as follows. It should be noted, for the avoidance of doubt that week 1 was week commencing 27 April 2020;

- For weeks 4, 5 or 6, you will need to allocate two days annual leave to be taken during their furlough period
- For weeks 7, 8 or 9, you will need to allocate two days annual leave to be taken during their furlough period
- For weeks 10,11,12,13 or 14 you will need to will allocate two days annual leave to be taken during their furlough period
- For weeks 15, 16, or 17 you will need to will allocate two days annual leave to be taken during their furlough period
- For weeks 18, 19 or 20 you will need to will allocate two days annual leave to be taken during their furlough period
- For weeks 21, 22 or 23 you will need to will allocate two days annual leave to be taken during their furlough period

For weeks 24, 25, 26 or 27 you will need to will allocate two days annual leave to be taken during their furlough period

** Guidance on how you allocate this annual leave can be found [here](#) **

** For guidance on how you allocate this annual leave for employees who work compressed hours, please email the [Furlough HR Queries inbox](#) where an ER Adviser will be able to help you**

Any employee that was on long term sick prior to being furloughed, is not required to have annual leave allocated for them as described, nor do they need to take any leave that they had booked/allocated/rostered for them during the furlough period.

Any employee who is currently at work but has been furloughed before, and then is re-furloughed on a full-time basis on or after 13 July 2020, will be treated as starting at week 12 in the cycle above. This is because they will have already had three consecutive weeks of furlough without any annual leave having been allocated (when they were first furloughed) and we are now several weeks into our use of the scheme.

If your employee has had their furlough period backdated, the above annual leave allocations will only apply from the date their actual furlough started (not when it was backdated to).

If your employee works part time the above calculation will be pro-rated accordingly.

Annual leave arrangement during flexible (part-time) furlough:

When your employee is furloughed on a flexible (part-time) basis, you will need to allocate a proportion of their annual leave from their 2020 entitlement to be taken during their furlough period as follows:

- For weeks 1, 2 or 3, you will need to allocate one day annual leave to be taken during their flexible furlough period
- For weeks 4, 5 or 6, you will need to allocate one day annual leave to be taken during their flexible furlough period
- For weeks 7, 8 or 9, you will need to allocate one day annual leave to be taken during their flexible furlough period
- For weeks 10, 11 or 12, you will need to allocate one day annual leave to be taken during their flexible furlough period
- For weeks 13, 14, 15 or 16, you will need to allocate one day annual leave to be taken during their flexible furlough period

** Guidance on how to allocate this annual leave can be found [here](#) **

** For guidance on how you allocate this annual leave for employees who work compressed hours, please email the [Furlough HR Queries inbox](#) where an ER Adviser will be able to help you**

Any employee who undertakes flexible (part-time) furlough after 13 July 2020 (whether switching from full-time furlough to part-time, or they are currently at work and go back on furlough but on a flexible (part-time) basis), will be treated as starting at week 1 in the cycle above as annual leave will be allocated immediately because they will have already had three consecutive weeks of furlough without any annual leave having been allocated (when they were first furloughed).

General points to note regarding annual leave during furlough and flexible furlough:

If your employee has their annual leave allocated/rostered for them, in line with existing block leave allocation arrangements, there is no requirement to retain the days as set out above, due to the fact that the whole of the employee's leave entitlement for the year has already been allocated/rostered. It is therefore expected they will take leave as allocated/rostered during their furlough period unless they were off long-term sick prior to going on furlough.

If your employee does not have their annual leave allocated/rostered for them, and they have not yet already booked their 2020 annual leave, they are immediately required to retain the above days to allow for the allocation. It is essential that when approving any annual leave requests, you check that these days have been retained for the above purposes.

If your employee has already booked, and you have approved, their 2020 leave for elsewhere in the year this leave should be taken as planned and not cancelled.

If your employee already has leave during the furlough period, the above allocation will be included in this. If your employee does not have their leave allocated/rostered for them and the amount of leave your employee already has during their furlough period is less than the amount of leave detailed above, then the difference will be allocated, subject to the amount of annual leave un-booked.

Annual leave will be allocated for those who are on furlough leave but were shielding immediately prior to being furloughed. This ensures consistency with the principle of allocating annual leave for all other employees who are on furlough leave. For full time employees, six days annual leave will be allocated to 31 July 2020 as those of our employees who have been

shielding are now able to spend time with others and away from the home, enabling them to enjoy their annual leave. Part time employees who were shielding prior to being furloughed, will have the six days allocation prorated. If your employee who was shielding continues on furlough leave beyond 31 July 2020, additional annual leave will be allocated in accordance with week 15 onwards (for full-time furlough) and week 1 onwards (for flexible (part-time) furlough) as detailed above.

If your employee has leave allocated and were shielding and remain on furlough post 31 July 2020, their leave should now be taken as rostered. You should discuss with your employee how the leave originally allocated to them between when they commenced their shielding/furlough and 30 June 2020 should now be taken.

Our approach to annual leave during furlough is in line with the Government guidance.

You must speak to your furloughed team members to remind them of these arrangements. Please use the [attached annual leave whilst on furlough templates](#) to support your discussion and send a follow-up email to your team member confirming these arrangements as soon as possible.

Any bank holidays that fall within the furlough period cannot be accrued.

Our response to the Government's CJRS Is under regular review - this guidance may change so please ensure that you are referring to the latest management guidance.

Call up of reservists and Special Constables

We recognise that individuals may be called up immediately for military or policing duties, which in this instance could be to support the response to the COVID-19 outbreak.

For military reservists, we will continue to treat the period of absence as Special leave without pay, because whilst they are on active service, they are paid by the Ministry of Defence in line with forces pay scales. In the event that the forces pay does not equate to contractual earnings pay, we will pay the difference.

For Special Constables, we will grant Special leave with pay during the period of absence.

Informing other team members

Information about your employee's health must generally be kept confidential. You should follow these rules on informing team members if your employee is covered by one of these categories:

- tests positive for COVID-19
- starts self-isolation and has symptoms of COVID-19
- starts self-isolating with no symptoms

Employees coming into work (office-based or operational)

The following information should be provided:

- the identity of the colleague affected
- which category they fall into
- whether they will be working from home or not (if relevant to role)

The purpose of providing the information is so that other team members working in close proximity are aware whether there is an enhanced risk that they have been exposed to COVID-19.

The information should only be provided to team members who work in close proximity to the employee (i.e. close enough to be at risk of exposure). The guidelines of at least 15 minutes contact and two metres proximity are useful reference points. This could be a smaller group than their formal team (e.g. where a team is split across different locations or shifts). The information should be provided confidentially, and team members must be told not to disclose it. Any communications to a wider group of staff (e.g. about a positive test and resultant cleaning measures), should be dealt with by senior management on an anonymised basis.

Staff working from home

There is no need for information about a positive test or self-isolation to be shared with close team members or more widely. The only information that should be shared with their team from a business resilience perspective is that the employee is not working (if applicable).

Staying in touch with your employees

The importance of staying in touch with those employees not in the workplace, cannot be over emphasised, so please continue to stay in contact with your colleagues who are working from home and/or self-isolating or on furlough and arrange regular catch ups with them over the phone. All of these employees will benefit from regular contact and support. Your employees might be worried about COVID-19 and how it could affect their lives. Remember, do not discuss specific work activities with those on furlough but check in on how they are and provide them with any general updates relating to TfL and their business area.

There are resources available that could help with their wellbeing. MIND, the mental health charity, has some [helpful resources](#) to support their wellbeing. Occupational Health are working on advice for employees. There is a one-stop-shop for COVID-19 information which you can find by visiting our SharePoint site for the latest advice at bit.ly/tflcoronavirus

We have our Employee Assistance Programme (EAP) which provides support and advice on a wide range of topics at home and at work including:

- Issues in the workplace
- Guidance and support for managers
- Family and parenting
- Wellbeing and health
- Consumer, financial and legal matters

The service includes a confidential helpline, available 24 hours a day seven days a week, and a support website with a wealth of information and resources. It can be accessed at www.my-eap.com using the organisation code **tflwell**.

There's also a [Headspace App](#) that some employees might find helpful during this difficult time.

Returning to work

If your employee has not been unwell and has been working from home, arrange to speak with them as soon as possible and check how they've been coping. They can resume work in line with your guidance when it is appropriate to do so.

If they've been unwell, follow the normal return to work interview process (which may need to be done virtually) when it is appropriate for them to resume work.

For those employees who were shielding, who we now need to return to their workplace (i.e. not on furlough), you should ensure that they have completed an OH risk assessment and a Role-based COVID risk level assessment to confirm that it is safe for them to return.

If your employee is returning from extended leave e.g. maternity leave or a career break, they should notify you in advance and in accordance with the relevant policy as this will assist in ensuring a smooth transition back to work.

Staff Travel - **UPDATED**

Public Transport	<p>If someone is using public transport to commute to and from work, the Government is advising that a face-covering/mask should be worn for the duration of the journey.</p> <p>If possible, you should support your employee to travel off peak, avoiding the busiest times of 05:45-07:30 and 16:00-17:30.</p> <p>Those using public transport are advised to plan ahead by identifying alternative routes and options in case of unexpected disruption.</p>
Driving to work for critical workers	<p>Critical workers may request reimbursement for car mileage and parking charges. Subject to senior manager approval, reasonable expenses in exceptional circumstances, will be reimbursed. Your employee can use this link for guidance on car mileage and this link for parking charge reimbursement. Please note parking fines will not be reimbursed.</p> <p>HMRC regard all home to work travel as a taxable benefit and they have made no exceptions due to the current COVID-19 circumstances.</p> <p>All claims should have a vehicle type of 'private car home to work travel' or 'Private car Covid19' as tax and national insurance are due on these amounts. Once the claim has been paid the value of the claim will then be added to the employee's taxable pay and the appropriate Tax and National Insurance deducted on their next pay slip. Income tax will be deducted at the employee's marginal</p>

	<p>rate of tax.</p> <p>London Underground Area Managers and Train Operations Managers have been sent separate guidance on their staff driving to work and should refer to that guidance in the first instance.</p>
Road User Charging	<p>Road user charging schemes were temporarily suspended when the lockdown restrictions came into place at the end of March 2020.</p> <p>Following easing of the lockdown restrictions, the Congestion Charge, Low Emission Zone (LEZ) and Ultra Low Emission Zone (ULEZ) have been operating since 07:00 on Monday 18 May 2020.</p> <p>If your employee, having been assessed as being in a clinically vulnerable group or is a critical worker, has no alternative to driving to work, reimbursements for road user and parking charges as well as mileage may be considered as expenses.</p> <p>These expenses will be subject to senior manager approval with reasonable expenses in these exceptional circumstances reimbursed.</p>
Parking for critical workers	<p><u>Parking in TfL-owned parking spaces</u></p> <p>We'll continue to offer people in critical operational roles access to TfL-owned parking spaces on a first come first served basis. We now have a dedicated email address for these requests. If your employee has a new request they should get your approval, then email their registration details and information of where they would like to park to: COVID-19ParkingEnquiries@tfl.gov.uk.</p> <p>For information on London Borough parking concessions, click this link.</p>
Cycle to Work Scheme - UPDATED	<p><i>The Cycle to Work Scheme provides permanent and fixed term contract employees the opportunity to hire a new bicycle and safety accessories. Cycle to Work is available at any time of year, allowing your employee to take advantage of this benefit when it suits them.</i></p> <p><i>From 3 August 2020 the cost of the bicycle and cycle safety accessories can be from £100 to £4,000. For bicycle orders over £2,500 there will be an affordability check to ensure that in purchasing the bike, your employee's salary does not fall below the National Minimum Wage (NMW). If their salary does fall below NMW they will be contacted to select another option.</i></p> <p><i>Your employee must regularly use the bike to commute to and from work. 50% of its use should be for commuting compared to</i></p>

	<p><i>any private use.</i></p> <p><i>The scheme is tax and national insurance free, saving your employee around 32-42% on the cost of the bike (depending on their tax code). The scheme is operated via salary sacrifice with the cost taken from their gross pay over a 12-month period.</i></p> <p><i>At the end of the 12 month hire agreement they will be contacted with the options available. Please refer them to the FAQs on myTfL for more information, including potential cost implications on transfer of ownership.</i></p> <p><i>The Cycle to Work scheme is provided by Cycle Solutions through myTfL.</i></p>
Santander Cycles	Santander Cycles should only be used for essential journeys, such as getting to work. Terminal screens, payment devices, docking point numbers and handlebars are cleaned daily with an anti-viral fluid. You should wash your hands before and after using a Santander Cycle. Find more information regarding the cycles here .
Annual Rail Season ticket 75% reimbursement	<p>If your employee is working from home and no longer using their national rail season ticket, they should be encouraged to cash it in and help look after their and TfL's finances.</p> <p>If they used our annual season ticket loan scheme and/or the 75% reimbursement scheme they'll need to:</p> <ol style="list-style-type: none"> 1. Contact their Train Operating Company (TOC) and follow their procedure to stop your season ticket and reclaim the remaining credit 2. Email Staff Travel to advise us once they have the refund from their TOC and the date their ticket was refunded from 3. Staff Travel will recalculate your 75% reimbursement payments and make sure they reflect the dates that their season ticket was valid for 4. Please encourage them not to wait too long to inform Staff Travel that they have a refund from their TOC. The sooner Staff Travel know, the sooner they can recalculate your employee's reimbursement payments 5. Your employee must then use their season ticket refund to pay off the outstanding balance of their loan. Staff Travel will help them do this quickly online, usually by bank transfer
Staff/Nominee travel passes	<p>The Staff Travel team are mainly working remotely and are not in Pier Walk to produce passes. Applications for new staff passes should be sent via an Eform (where possible) or scanned/attached and emailed to:</p> <p>stafftravelservices@tfl.gov.uk</p>

	<p>From Monday 27 July, If your employee is wanting to submit an application for a Nominee pass, this can be sent via email to stafftravelservices@tfl.gov.uk. Applications that were sent before this date will have been destroyed.</p> <p>Please note: we are posting out passes only 2 days a week so your employee will likely be waiting slightly longer for their passes to arrive in the post compared to pre lockdown levels.</p>
Staff Travel Cards (Box Tickets)	<p>The Staff Travel team have now sent out the 2020/21 Box tickets to eligible employees and retired members. These annual National Rail tickets are for leisure travel only and valid until the end of June 2021. Most National Rail companies are still asking their customers to travel for essential journeys only.</p>

Redeployment

As a result of the current circumstances including the Government's Job Retention Scheme (Furlough), Redeployment processes and have been updated.

If you have an employee currently being supported by the Redeployment team please find the relevant contact details as follows:

Medical Redeployees – please contact your Employee Relations Partner or email Tier3EmployeeMatt@tfl.gov.uk

Organisational Change Redeployees ('Displaced' and 'At Risk' employees) – please email the Redeployment Team inbox Redeployment@tfl.gov.uk

EVS/Up Front Leavers (Employees leaving via Settlement Agreements) – please email Transformation Team - SMBTransformationLe@tfl.gov.uk

For any enquiries not covered by the above please email the Redeployment Team inbox Redeployment@tfl.gov.uk

Fixed Term contracts

Fixed Term contracts should continue until the planned end date stated in the contract, unless the employee is covering a project, or an aspect/phase of a project, which is coming to an end earlier than expected. Any Fixed Term contract employees who are covering ongoing project work or business as usual activities, should be treated in the same way as permanent employees in comparable roles.

NHS Volunteer Responders

NHS Volunteer Responders has been set up to support the NHS during the COVID-19 outbreak. To do this, employees may choose to volunteer in order to support the 1.5m people in England who are at most risk from the virus to stay well.

We are officially recognising this NHS volunteering programme and have opened this opportunity to all employees except those who are keeping the network going in critical and operational roles. It's important our critical workers and operational frontline teams, whose work directly affects the running of our network, continue in their roles so we can run a good service for key workers at this crucial time.

We believe that the intention of this programme is to include employees who are not already in critical and operational roles, otherwise this would undermine what the Government is trying to achieve.

Your employee can, [read more information on the NHS volunteering scheme here](#). If they are interested in this scheme, they should speak to you first. Anyone who is approved for release will be supported with full pay. You should enter this into SAP as 'Public Duties'. Only volunteering during working hours needs to be logged.

Key worker identification letter

A letter that can be issued to employees to confirm their status as key workers, is contained within the link below. You can give this to key workers who are worried about being stopped by the Police on their way to/from work.

[Key Worker – TfL employee](#)

Managing the Probation Period

If your employee is currently within their probationary period, you must email [Covid19HRQueries](#), where an ER Adviser will advise you on how to manage them, whether they are undertaking their normal duties, carrying out different duties or not currently able to work at all.

Occupational Health

Please reassure your employees that they are not alone and there is an array of support available to them. Occupational Health (OH) offer a range of services to manage employees' health and wellbeing. Please have a [look through the range services they have on offer here](#).

Here's a [short guide for managers on how to support the mental health of your team during the pandemic](#).

Periodic Medical Assessments

If your employee is subject to periodic medical assessments, select this [link](#) for updated guidance.

Resumption of individual case management - *UPDATED*

On 6 April we suspended individual case management activity, subject to certain exceptions. We have now recommenced case management activity across TfL with effect from 1 July. We recognise that there are practical challenges with this e.g. that some/all of the parties involved in a case may currently be furloughed. Our ER Advisors/Partners (ERA/ERP) will help you navigate through any issues.

HR is ensuring that ERA/ERP resources are available to support you and that processes are in place for cases to be progressed in the current operating environment as follows:

There is a need to consider restrictions due to the current COVID-19 pandemic, including the need to maintain social distance. As has been the case since lockdown began in late March 2020 and in the absence of the 1729 phone line, the Tier 2 and 3 mailboxes will be the primary method for managers to contact the ER team regarding case management support. Both the mailboxes will be monitored by the ER Advisers and ER Partners respectively, between the core business hours of 09.00 to 17.00 - Monday to Friday.

You should email the Tier 2 or Tier 3 mailbox depending on the nature of your query and request a call back. An ER Adviser or ER Partner will respond to the query. Initial interaction with you will be facilitated through a 10 to 15-minute telephone or video conference call. Any subsequent meetings or interactions would be facilitated in a similar manner or through email correspondence.

You are encouraged to conduct employee-related meetings (i.e. sickness reviews, case conferences, probation reviews, performance reviews, grievance meetings, H&B meetings, fact findings and disciplinary meetings including CDIs) through the virtual medium, i.e. either conference calls or video conferencing.

In case of mediation, video conferencing would be the preferred option, apart from in extenuating circumstances when it may be necessary for the parties to meet in person, or, if the parties are agreeable to meet in person – observing social distance. In these situations, large meeting rooms would need to be sourced to allow for social distancing measures to be followed adequately during the process.

The attendance of ER Partners at formal meetings will still continue to be a requirement as per various policies and this will be facilitated either through conference calls or video conferencing, as set up by line managers.

Conference calls - Phone

- Once the call has started, ensure that everyone puts their phones on mute - *6 once they logon and only unmute by pressing *6 again when the person would like to speak as this avoids interference during the call.
- Share all the relevant documents (such as Occupational Health reports, etc./ Disciplinary Brief and appendices / any other documentation relevant to the meeting) with the employee via email prior to the meeting, so that they can reference the relevant documents during the call. If they don't have an email facility, print and send them the documentation by post.
- Request the employee to forward the documentation to their TU Rep prior to the meeting. If they don't have the facility to do so, ask them for their permission to share the relevant documentation with their TU Rep either through email or post
- If the employee and the TU Rep would like an adjournment, they need to log off the call and contact each other directly, the duration of the adjournment should be agreed prior to anyone leaving. The same applies to the Chair of the meeting if either he or she needs time out for an adjournment to check anything.

Video Conferencing – Microsoft Teams / Skype

- Similar protocol as phone conference calls, however on Microsoft Teams you have facilities to share/view documents on a real time basis, mute the microphone, put your hand up when you want to speak etc., which need to be followed, to ensure that the meeting is conducted properly.

There are also online tutorials available for Microsoft Teams / Skype that will help you and your employees understand how to get the maximum usage of the various video conferencing facilities available. These can be found at <https://teamsdemo.office.com/>. And within Microsoft Teams itself you can also select “Get started” for further instruction you will find this on the Microsoft Teams home page on the top left-hand side of your screen.

Visit this [link](#) for guidance on how to use digital tools. They have lots of options to meet many different learning styles:

- Digital Learning - advice, guidance and learning
- Join a Skype drop-in session
- Watch a video or a short clip
- Ask or search the Yammer community
- Ask your Digital Champion

Face to face meetings

As mentioned earlier, there will be occasions where face to face meetings are preferable by both the employee and you. These can still take place as long as all of the necessary social distancing rules are adhered to and all parties are in agreement to hold a face to face meeting. ER/admin support for you can still be provided remotely.

Motor and home insurance

The Association of British Insurers is reassuring people that its motor and home insurance members are offering enhanced help and support to all their customers who may be affected by the impact of COVID-19.

Support in the event of a death of a colleague

It is a profoundly sad reality that some of our colleagues may lose their lives to COVID-19 or experience the loss of a family member or friend. We must all be prepared to provide all the help and support needed to family, friends and colleagues in what would clearly be an incredibly sad and sensitive time.

We want to ensure that you have all the information and support to help you as you, in turn, support all those affected. As always, you should contact HRS immediately for further support and advice if you are made aware of a bereavement in your team.

Our approach should be to support communication locally, at team level. For many of us, our immediate team is like an extended family, and some colleagues will clearly be very upset by the loss of a valued team member and friend.

As we are all following current Government advice, it is not possible for people to come together physically, as they normally would, and people may feel even more isolated, anxious and upset. You yourself may also feel upset and it can be hard to deliver difficult news when you are shaken too. If you need some support, please reach out to any of the Executive Team or our colleagues in the Employee Communications team for help. The Counselling team in Occupational Health are also available (Counselling@tfl.gov.uk or 0343 222 1177) for advice and guidance for managers on how to support their team through coping with loss.

Below, you will find resources and information that you can refer to when talking to your team. This covers some of the emotional and practical support available for family and colleagues.

- [24/7 EAP emotional support line - 0800 470 2129](tel:08004702129)
All employees have access to the Employee Assistance Programme for emotional support at any time, day or night, which is provided by experienced and qualified counsellors.
- [EAP online support for loss and bereavement](http://www.my-eap.com)
Our Employee Assistance Programme website features a section under 'My Homelife' that is dedicated to helping cope with loss and bereavement. You can access this online on any device connected to the internet – work or personal – www.my-eap.com. Use the organisation code **tflwell** to log in.
- [Sessions of bereavement counselling for TfL colleagues](#)
Our Employee Assistance Programme includes an option for bereavement counselling of six sessions, where appropriate. While face-to-face counselling is temporarily unavailable to prevent the transmission of COVID-19, the EAP's counsellors are instead providing the same level of support over the telephone or via live video conferencing.

- Emotional support for dependents of a colleague who has passed away
The 24/7 EAP emotional support line is also available to immediate family members of employees. This may support dependents experiencing loss through the early stage of the natural grief process. If you are in contact with the family of our colleague, please ensure that they know the helpline number and that this is available for them to contact whenever they may need.
- Group bereavement support for the team of a colleague that has passed away
We are able to offer a one-day bespoke package of team support and individual counselling for four to eight employees. It is delivered virtually by a counsellor through a TfL digital platform. Managers can access this support by contacting Occupational Health (Counselling@tfl.gov.uk or 0343 222 1177) and providing a brief overview of the situation and the number of people affected. The team members will also have access to individual counselling if needed.
- Support for managers
The Counselling team in Occupational Health (Counselling@tfl.gov.uk or 0343 222 1177) are available for advice and guidance for managers on how to support their team through coping with loss.

People respond to loss in different ways and it is important to ask individuals how they would like to be supported as each person will grieve differently. There may be occasions when you are concerned about the mental distress experienced by a member of your team and in these circumstances a management referral to OH Counselling should be considered.

- Cruse Bereavement Care
This is a charity that specialises in offering support, advice and information to those left behind when someone dies. There is also specific advice on their website around dealing with bereavement and grief following a death from COVID-19.

If your employee has lost a near relative as a result of COVID-19, the provisions for time off can be found [here](#) (see Section 7.2) for TfL and [here](#) (see Section 10) for London Underground.

This pandemic has helped us to recognise the value of online communities and shared virtual spaces in helping people process feelings of grief as they come to terms with loss. We have created this [online book of condolence](#) to give you a dedicated place to respectfully share your thoughts and memories of any team members who pass away, whatever the cause of their passing.

Funeral Leave

We recognise that in the current circumstances there may potentially be a need for two spells of funeral leave for the same bereavement. We are allowing up to five days funeral leave with pay, which in these circumstances, can be taken over two separate occasions.

Working from home

Equipment to carry out role

SHE, T&D, HR and Projects & Accommodation have been working on an updated guidance document and a process for ordering additional equipment based on the outcome of a Display Screen Equipment (DSE) risk assessments for TfL staff working from home.

This [link](#) will take you to the Source article which links to the guidance.

Mobile phone usage

In the event that an employee does not have a work mobile phone, they may be charged by their telephone provider for making calls, including dialling into conference calls. This is subject to their telephone contract.

There is a freephone number available for 02 conference calls: 0800 090 2463.

If an employee finds they are incurring costs when making calls from home, they can:

1. Use the freephone 02 number to dial into any 02 conference calls
2. Submit itemised phone bills via the usual expenses process once they have accumulated £20 or more of additional spend on their phone bill due to working from home.
3. Request a TfL mobile phone via their department's usual process, which can be posted to their home address. All devices now require Director level approval. We have limited stock of phones, so requests should be approved on a needs basis (e.g. where employees are using non-02 conference calling).

Devices purchased as a direct result of people working from home due to COVID-19 should be logged on the central finance code for COVID-19.

Utility and internet bills

Due to increased time spent working from home, employees may raise the matter of increased utility bills such as gas and electricity, as well as possible increased internet costs, and you may receive requests to reimburse these costs.

It is difficult to measure whether changes in utility and internet bills are a direct result of increased home working and it would also be complicated to put in place a system to reimburse individuals for this within TfL.

Employees who are working from home should not be reimbursed for any perceived changes to their utility or internet bills from TfL directly, but can apply for the tax relief outlined in point 4 below.

HMRC tax relief

HM Revenue & Customs (HMRC) offer tax relief of £6 per week (as of April 2020) for employees who are required to work from home to cover additional costs incurred such as increases in utility or internet bills.

Individuals are eligible to apply online for this tax relief, and do not need to provide proof such as receipts to apply for the base rate of £6. Should an employee wish to claim an amount higher than the base rate, then detailed records are required.

Employees can follow this [link to the HMRC pages](#) which has information on how to apply for the base rate tax relief to help cover cost of working from home.

Flexible Working Requests

As we continue with our recovery from the Covid-19 pandemic outbreak, our approach to future flexible working arrangements, for those who have been able to work at home in recent months, is under review. As a result, any formal flexible working requests to work at home on a permanent basis will be placed on hold at this time. Please inform your employee of this. Further information will be available in future updates of this document.

Additional Resources

Working from home for a prolonged period can be challenging. Here's a useful [collection of resources related to working from home](#), which you may find useful. This site also hosts a new learning site called '[Stay Learning](#)' which has been created specifically to allow those employees who are working from home or are furloughed, to access a range of learning opportunities.

Managing people remotely has never been such a big part of a manager's role as it is now. Some people may have had some experience in the past, but the dynamics have now shifted. As a manager you can't rely on having those 1-2-1 conversations in person. It is therefore important that you as a manager make the most of the contact that you do have with your team.

We have pulled together some questions in this [link](#) that you can use to help ensure that your team are OK and still feel included and involved when working from home. Use these as a template to get the information you need to make sure that individually (and collectively) you are doing the best you can for those that you lead.

COVID-19 Testing

What is Testing?

The National Testing Programme provides symptomatic coronavirus tests to frontline workers or symptomatic members of their household. This test will confirm if someone who is showing symptoms of the disease actually has it. It will not confirm whether they have had it and have now recovered.

Testing options available to employees:

1. Attend a Drive-Thru Test Site
2. Complete a home testing kit

Please note, both options are available to all of our employees, and are done so via a self-referral or an employer referral. Read on for details of the two options.

Who is eligible for testing?

The symptoms of coronavirus (COVID-19) are a high temperature of 37.8 Celsius or higher, a new persistent cough or a loss of or change to your sense of smell or taste.

Please note that guidelines for testing specify that individuals are tested within the first five days of showing symptoms. It is therefore vital that eligible employees or members of their household undertake testing as soon as possible.

At a glance:



Your employee that is self-isolating because he/she has symptoms - In this instance your employee is the only eligible person in their household to receive a coronavirus test. No other members of their household are eligible.



Your employee that is self-isolating because someone in their household has symptoms, but your employee is not - In this instance only the household member(s) of your employee is eligible to receive a coronavirus test with the colleague's name noted. Your employee will not receive a test as they are not symptomatic.



Your employee that is self-isolating because they and someone in their household has symptoms - In this instance both your employee and the household member(s) of your employee are eligible to receive a coronavirus test.



Self-isolating for other reasons - If your employee is self-isolating for other reasons and does not have coronavirus symptoms, they are not eligible to be tested. If they've been experiencing symptoms for more than five days, they should instead follow PHE advice (call 111 if symptoms worsen).

The process

We strongly encourage all our employees and their household members who have symptoms to have the test. We hope that by taking it, it can put their minds at rest. Should your employee contact you to say that they cannot come into work and they or a household member is symptomatic, please use the below template as a guide to support that conversation.

Script template for Line Managers

If your employee contacts you to say that they or someone in their household have coronavirus symptoms and that they cannot come into work due to the need to self-isolate:

You will need to firstly make them aware that they or someone in their household is eligible to be tested and that you can either refer them via an employee portal or they can self-refer themselves (with a link you can provide them to do so). They may respond:

- 1) Yes, I am aware, and I have already gone onto the self-referral site. In that case, please send an email to the Covid19HRqueries@tfl.gov.uk with the employee's name, and employee number confirming this.

2) No, I wasn't aware, please refer me via the employer referral portal. (Please then send an email to Covid19HRqueries@tfl.gov.uk requesting a Drive-Thru Test for your employee). You will find more information around the employer referral portal in the next section.

Or

3) No, I wasn't aware, please send me information on the self-referral process (Please then send an email to your employee with the self-referral link). You will find more information around the self-referral process in the next section.

Please note, you will need to confirm how long they or the household member have been showing symptoms for (they should be within the first five days of symptoms and over five years old) and are therefore eligible for Covid-19 testing.

Please also inform them that they or their household member will need to have access to a car to attend a drive-thru site. There is no option to walk or take public transport or taxi to attend a drive-thru test.

In all instances, please ask your employee to confirm that they will share the results of the test with you. Once they've shared the test results with you, please ensure you update HR with these results using the Covid19HRqueries@tfl.gov.uk.

Share the below link with your employee should they have any questions or concerns around privacy information and testing for coronavirus:

<https://www.gov.uk/Government/publications/coronavirus-covid-19-testing-privacy-information/testing-for-coronavirus-privacy-information>

1. Employer Referral – (Drive Thru Test)

There is an option for the employer to refer an employee for a drive-thru test. To do this:

- Send an email to Covid19HRqueries@tfl.gov.uk with the employees (a) Full name (2) Employee number (3) Mobile number (Please also copy in your employee).
- HR will upload the referrals for each employee on a daily basis. Any referral received by 1pm will be uploaded the same day and after that time will be uploaded the following day.
- Once your employee's details have been uploaded to the employee referral portal, your employee will then receive a text message with an invitation to attend and book an appointment at a drive thru along with a link and a verification code.
- Once your employee has registered their details via the online portal they will be directed to the appointment booking system to book a specific slot at a drive thru site.
- Once they book this slot they will then receive confirmation of their drive-thru test.

2. Drive-Thru Test (self-referral)

Anyone attending a drive-thru test must drive to the site. The site cannot test people who arrive on foot, take public transport or a taxi.

- Send your employee the following link <https://self-referral.test-for-coronavirus.service.gov.uk/> where they will be able to register their details via the website. Please ensure that you copy Covid19HRqueries@tfl.gov.uk into the email for tracking purposes.
- Shortly afterwards your employee will receive a text message which will contain a link to the appointment booking system and a unique 16-digit code.
- They will then be able to book a specific slot at the testing centre of their choice.
- Your employee will receive confirmation of their Drive-Thru test.
- On arriving at the chosen testing centre, they/their household member will need to show their employee ID and the testing invitation letter (they can show it on their device's screen or print it out if they're able to).
- They will be directed to a testing lane, where a member of the National Testing Team will instruct them to lower their window to carry out a coronavirus test.
- The test may be either assisted or self-administered – they will be directed by a member of staff on site.
- The results will then be sent back to their phone by text or by email within 48 hours.

3. Home testing kit: (Self-referral)

- Send your employee the following link <https://self-referral.test-for-coronavirus.service.gov.uk/> where they will be able to register their details via the website. Please ensure that you copy Covid19HRqueries@tfl.gov.uk into the email for tracking purposes.
- Once they have ordered their home test kit, Amazon will deliver the test kit within 24 hours
- Instructions on how to take their sample will be in their test kit.
- This is a self-administered test, following which the Royal Mail courier service will collect the test kit from the person's home.
- Test results will be delivered (estimated as 48-72 hours) by email direct to the person(s) (colleague and or household member(s) who has undertaken a test from the test lab.
- Please note that the test will need to be taken within five days of the symptoms appearing.

Results

The results are analysed and communicated back to your employee via email/ text with the aim to do so in 48-72 hours (depending on the test method chosen).

The results should allow them to have a better understanding of their/someone in their household's condition and will enable us to better support them and discuss this with you whether they can return to work.

A negative test result for:

- An employee who is self-isolating because someone in their household is symptomatic (and takes the test), but they are not – that employee can return to work.
- An employee who is self-isolating because he/she is symptomatic – you will need to have a conversation with them to establish if they are fit enough to return to work. If not, the normal sickness absence policy should be followed.

A positive test result for:

- An employee who is self-isolating because someone in their household is symptomatic – they cannot return to work and must self-isolate for 14 days from day 1 of the household member's symptoms.
- An employee who is self-isolating because he/she have been symptomatic - they cannot return to work for at least 10 days or until they are no longer showing symptoms as per PHE guidance.

Following a positive test result, the below actions must be adhered to for any employee that has been in the workplace

1. All cleaning should follow PHE guidance for non-healthcare settings (<https://www.gov.uk/Government/publications/covid-19-decontamination-in-non-healthcare-settings/covid-19-decontamination-in-non-healthcare-settings>).
2. If an employee reports a positive COVID-19 test to you, anyone who has been in close contact will need to begin self-isolation for 14 days from their last contact with the person who has tested positive. It's really important they do this even if they don't feel unwell because, if they have been infected, they could become infectious to others at any point up to 14 days. Similar to contact tracers, you will not need to identify which employee has tested positive but will only need to tell them that someone they were in contact with has received a positive test and that they now will need to self-isolate for 14 days.

Updating on results

Please contact the Covid19HRqueries@tfl.gov.uk inbox as soon as possible to update us on your employee's test result (please see below a template email to update HR on testing).

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Line Manager Template email (HR Update on testing)

To: Covid19HRqueries@tfl.gov.uk

Subject: Coronavirus testing results

Employee name
Employee number

Delete as applicable

- A) Had a home delivery test and the results were positive.
- B) Had a home delivery test and the results were negative.
- C) Had a drive thru test and the results were positive.
- D) Had a drive thru test and the results were negative.
- E) Had a mobile test and the results were positive
- F) Had a mobile test and the results were negative

Or

- A) Household members had a home delivery test and the results were positive.
- B) Household members had a home delivery test and the results were negative.
- C) Household members had a drive thru test and the results were positive.
- D) Household members had a drive thru test and the results were negative.

Regards

Line Manager Name

+++++

Privacy

Please see the below link for privacy information and testing for coronavirus:

<https://www.gov.uk/Government/publications/coronavirus-covid-19-testing-privacy-information/testing-for-coronavirus-privacy-information>

FAQs relating to testing can be found [here](#). Should you need any further advice , please email Covid19HRqueries@tfl.gov.uk where an Employee Relations Adviser will be able to assist you.

Test and trace

As you'll have seen in the media, the Government have now begun to introduce a system of testing and tracing for cases of COVID-19 in England. As well as the existing system of testing, this uses a system of contact tracers to identify people who've been in sustained (over 15 minutes) contact with a confirmed case and advise them to self-isolate for 14 days. As we start to move out of lockdown, we're seeing new infection rates come down, which is why the Government have now introduced this new system.

How is 'contact' determined?

Contact tracing involves looking for people who may have been at risk of catching COVID-19 due to close contact with someone else who has the virus. This includes people who live with, or spend significant time in the same household as, a possible or confirmed case of coronavirus.

It could also include people who have had direct face to face contact, been coughed on, or spent more than 15 minutes within 2 metres of someone with COVID-19. The NHS also look to trace

people who someone with COVID-19 had travelled with in a small vehicle or sat next to on a plane.

People working in professional roles who have correctly used Personal Protective Equipment (PPE) as part of their employment, such as health and social care workers and cleaners, are not considered to be a contact.

How does the system work?

If one of your employees develops symptoms of coronavirus (COVID-19), here's what you should do:

1. At the moment, if someone develops symptoms, they will need to isolate as per the current guidance. They should then order a test either via the [website](#) or by calling the service on **119**.
2. If their test is positive, they must complete the remainder of their 10-day self-isolation. Anyone in their household must also complete self-isolation for 14 days from when they started having symptoms. If the test is negative, they and other household members no longer need to self-isolate.
3. Most importantly, if they test positive, the NHS test and trace service will send them a text or email alert or call them with instructions of how to share details of people with whom they have had close, recent contact and places they have visited. It is important that they respond as soon as possible so that they can give appropriate advice to those who need it. They will be told to do this online via a secure site or called by an NHS contact tracer. Please note, due to the volume of work, it can take a while for an NHS contact tracer to get in touch.

If one of your employees is contacted by the service because someone they've been in close contact with develops symptoms, here's what they need to do:

They don't need to self-isolate but they should:

1. Avoid people who are at high-risk of contracting COVID-19, for example, because they have pre-existing medical conditions, such as respiratory issues.
2. Take extra care in practising social distancing and good hygiene and in watching out for symptoms.

If the person they were in contact with receives a positive test result, then they'll be informed and will need to self-isolate for 14 days. Due to the volume of work, it can take a while for an NHS contact tracer to get in touch with an employee, however we want to make sure that we're looking after our people and taking action as soon as possible. Therefore, if an employee reports a positive COVID-19 test to you, anyone who has been in close contact will need to begin self-isolation for 14 days from their last contact with the person who has tested positive. It's really important they do this even if they don't feel unwell because, if they have been infected, they could become infectious to others at any point up to 14 days. Similar to contact tracers, you will not need to identify which employee has tested positive, but will only need to tell them that someone they were in contact with has received a positive test and that they now will need to self-isolate for 14 days.

Their household doesn't need to self-isolate with them, if they do not have symptoms, but they must take extra care to follow the guidance on social distancing and handwashing and avoid contact with those at home. They will need to undergo a test if they develop symptoms of coronavirus. At that point, other members of their household must then self-isolate immediately

at home for 14 days. If they then test positive, they must continue to stay at home for at least 10 days. If their test is negative, they must still complete their 14-day self-isolation period because the virus may not be detectable yet - this is crucial to avoid unknowingly spreading the virus.

What happens if one of my employees needs to self-isolate and can't work from home?

They will need to immediately self-isolate for 14 days from the point of most recent contact with the person who has tested positive for COVID-19. During this period of absence from work, they will receive company sick pay from the first day of self-isolation until they end self-isolation and return to work.

Although we previously paid Special leave for self-isolation, due to the lowering of the rate of infection we are now, in line with Government guidance, applying sick pay to self-isolation, but it won't count as a sickness absence item.

If one of your employees reports symptoms, please actively encourage them to contact the test and trace service and arrange for a test. The service will provide a text message, email or record of the phone number that can be used as evidence that someone needs to self-isolate. You should ask your employee to provide this as evidence to you. If your employee does not provide you with this evidence, please contact Covid19HRqueries@tfl.gov.uk where an Employee Relations Adviser will be able to assist you.

FAQs relating to testing can be found [here](#). Should you need any further advice, please email Covid19HRqueries@tfl.gov.uk where an Employee Relations Adviser will be able to assist you.

For the latest Government guidance on NHS test and trace click this [link](#).

Face coverings

From Monday 15 June 2020, everyone is required to wear face coverings on our network to help to protect each other from the spread of COVID-19 and help London on the road to recovery.

All employees working in public areas on our network are also required to wear a face covering, unless they have an agreed exemption for medical reasons. People do not need to wear a face covering when they are not in public areas – this could include working in a train cab, in a control room, carrying out some maintenance activities and elsewhere. Please speak to your employees as soon as possible to check whether they have any concerns about wearing a face covering.

Only those employees who carry out enforcement as part of their role are required to do this – everyone else should just ensure that they are leading the way by wearing a face covering and reminding those who don't that they are required to do so.

Again, there will be more guidance to help line managers understand the enforcement approach at a local level. There will also be [FAQs available online](#), which we will update as required.

Supporting Neuro-Divergent employees

Neurodiversity is an umbrella term commonly associated with Dyslexia, Dyspraxia Autism and ADHD. As we continue to navigate this period of uncertainty and adapt to new ways of living and

working, it is important to consider how this may impact neuro-divergent employees; some of whom may be more anxious at this time. Check out the [brief Neurodiversity and COVID-19 guidance document for more information](#).

Retirement events - *UPDATED*

For those retiring from the beginning of March 2020 until end of December 2020*, a retirement event must take place either by the end of 2020 or three months from the retirement date if this is later than the end of the year (expenses can be claimed up to the value of £300.) If at the end of this time the retirement event has not taken place the opportunity to claim expenses will be lost. For more details, click on this [link](#).

**These dates are subject to review later in the year.*

Contact

Email Covid19HRqueries@tfl.gov.uk

