

COVID-19 – Q&A

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* Indicates question was updated or added

1. [About COVID-19](#)

1.1 *	What is COVID-19 (coronavirus) and what are the symptoms?
	<p>As a group, coronaviruses are common viruses across the world. Coronavirus (COVID-19) can make anyone seriously ill. But for some people, the risk is higher.</p> <p>Symptoms of COVID-19 in adults can include:</p> <ul style="list-style-type: none"> • a high temperature or shivering (chills) – a high temperature means you feel hot to touch on your chest or back (you do not need to measure your temperature) • a new, continuous cough – this means coughing a lot for more than an hour, or three or more coughing episodes in 24 hours • a loss or change to your sense of smell or taste • shortness of breath • feeling tired or exhausted • an aching body • a headache • a sore throat • a blocked or runny nose • loss of appetite • diarrhoea

	<ul style="list-style-type: none"> feeling sick or being sick
1.2 *	What should I do if I have symptoms?
	<p>In England and Scotland:</p> <p>Try to stay at home and avoid contact with other people if you have symptoms of COVID-19 and either:</p> <ul style="list-style-type: none"> you have a high temperature you do not feel well enough to go to work or do your normal activities <p>Take extra care to avoid close contact with anyone who is at higher risk of getting seriously ill from COVID-19.</p> <p>Inform your line manager and follow your business unit policy if any testing is required.</p> <p>You can go back to your normal activities when you feel better or do not have a high temperature.</p> <p>In Wales:</p> <p>If you have any of the main symptoms of COVID-19 (a high temperature, a continuous cough, or a loss or change of taste or smell), you should self-isolate and take a lateral flow test (LFT) .You can order LFTs online or call 119 between 8am and 6pm Monday to Friday, and between 9am and 1pm on Saturdays and Sundays (calls are free).</p> <p>Continue to self-isolate until you get your LFT test result.</p> <p>If you have a negative LFT test you can leave self-isolation immediately.</p>

2. [Testing](#)

2.1 *	Who can get a free NHS COVID-19 test?
	<p>Coronavirus (COVID-19) tests are no longer free for most people in England and Scotland.</p> <p>There are a small number of people who will still be able to get free COVID-19 tests from the NHS.</p> <p>If you have a health condition which means you're eligible for COVID-19 treatments, you should be sent a COVID-19 test to use if you have symptoms. You can order free NHS tests yourself if you have not received any tests yet or have used the tests you've been sent.</p> <p>You may need to get tested if you're due to have surgery or a procedure. Your hospital will tell you how to get a test. Contact your hospital department if you have any questions.</p>
2.2 *	What is EDF's approach to testing?
	If you are symptomatic, you should stay away from the workplace until you are fit to work.

	If you need to work in close proximity to other people you should follow your business unit guidance with regards to testing.
2.3 *	What should I do if someone I live with tests positive for COVID-19?
	<p>In England and Scotland: There is no longer a requirement to test yourself if you live with someone who tests positive for COVID in England.</p> <p>You should:</p> <ul style="list-style-type: none"> • avoid contact with the person who has COVID-19 as much as you can • avoid contact with people at higher-risk of becoming severely unwell if they are infected with COVID-19, especially those with a severely weakened immune system, even if they've had a COVID-19 vaccination • limit contact with people you do not live with, particularly in crowded places, indoors or where there is not much fresh air • wear a face covering that fits snugly against your face and has more than one layer where you're in close contact with other people, or in crowded places • wash your hands often with soap or water, or use hand sanitiser <p>In Wales: If you are in close contact with someone who tests positive you do not need to self-isolate but should be vigilant for the main COVID-19 symptoms and:</p> <ul style="list-style-type: none"> • pay close attention to the main symptoms of COVID-19. If you develop any of these symptoms, order a LFT test. You are advised to stay at home and avoid contact with other people while you are waiting for your test result • minimise contact with the person who has COVID-19 • work from home if you are able to do so • avoid contact with anyone you know who is at higher risk of becoming severely unwell if they are infected with COVID-19, especially those with a severely weakened immune system • limit close contact with other people outside your household, especially in crowded, enclosed or poorly ventilated spaces • wear a well-fitting face covering made with multiple layers in indoor crowded, enclosed or poorly ventilated spaces and where you are in close contact with other people • wash your hands regularly and cover coughs and sneezes <p>You should follow this advice for 10 days after being in contact with the person who tested positive.</p>

3. Vaccinations

3.1	Will I be allowed time off work if my vaccination appointment is during working hours?
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	EDF will support reasonable time off work if you are asked to attend an appointment for your COVID19 vaccination during working hours. You should discuss this with your line manager in the first instance. Your manager may also request confirmation of your appointment.
3.2	What should I do if I'm unwell following my vaccination and cannot attend work?
	It's expected that in most cases employees will not experience any side-effects and will be able to attend work as normal. If you're unable to attend work because you are too unwell, then you should notify your line manager in the usual way. The absence will be recorded in myHR as health-related absence.

4. General guidance

4.1	What is EDF doing to ensure we continue to respond appropriately to the pandemic?
	<p>As always, protecting your health and safety is our key priority. We have a Company Pandemic Working Group closely monitoring the situation, which includes company doctors, Occupational Health and representatives from Health & Safety, business continuity, communications, business units and Corporate Functions.</p> <p>The group continues to follow and provide advice in line with NHS and government guidance and issue fresh communications when appropriate.</p>
4.2	How can I protect myself and others?
	<p>You are encouraged to stay away from the workplace if you develop any symptoms of COVID-19 such as:</p> <ul style="list-style-type: none"> • a high temperature or shivering (chills) – a high temperature means you feel hot to touch on your chest or back (you do not need to measure your temperature) • a new, continuous cough – this means coughing a lot for more than an hour, or three or more coughing episodes in 24 hours • a loss or change to your sense of smell or taste • shortness of breath • feeling tired or exhausted • an aching body • a headache • a sore throat • a blocked or runny nose • loss of appetite • diarrhoea • feeling sick or being sick <p>You should only return to the workplace once you feel fit to do so. If you have to work in close proximity with others at work, you should follow your business unit advice.</p> <p>Please stay at home if you feel unwell and contact your manager. Ensure you record any health-related absence on myHR (including periods of isolation due to COVID-19).</p>

	<p>You should try to limit the number of people you meet and avoid crowded places and close contact. It is recommended that you wear a face covering in crowded and enclosed spaces where you come into contact with people you do not normally meet.</p> <p>It is recommended that you maintain good hand hygiene – wash your hands with soap and water frequently or use the provided hand gel. Thorough hand washing with soap and water and/or the use of sanitiser can protect you and others from a range of infectious viruses. Hand sanitising gel/liquid will be available on all sites.</p> <p>Getting vaccinated is a good way to protect yourself and others from the virus, but the choice is yours. If you've had your COVID-19 vaccinations, and haven't already done so, please log the details on myHR.</p>
4.3 *	Can I be refused entry to my workplace?
	As an employer we have a duty to ensure the workplace is safe. If you attend the workplace with symptoms consistent with COVID-19 and there is a possible mechanism of transmission e.g. coughing/ sneezing, then you may be asked to leave the workplace.
4.4	What should I do if I notice someone displaying the symptoms of COVID-19 or flu in the workplace?
	<p>If you feel that a colleague is unfit for work or develops COVID-19 symptoms at work, you should suggest they go home avoid contact with other people, and take extra care to avoid close contact with anyone who is at higher risk of getting seriously ill from COVID-19. You should inform their line manager and follow your business unit policy if any testing is required.</p> <p>You should also notify facilities so that any areas the employee has used can be cleaned, including IT equipment and site transport.</p> <p>The employee can go back to their normal activities when they feel better or do not have a high temperature</p>
4.5	I was off earlier this year and have used up some of my sick pay allowance already. Will I get any extra allowance if I fall ill with COVID-19?
	Any health-related absence due to COVID-19 will be treated in accordance with your contractual terms and conditions for sick pay.
4.6	How are we recording COVID-19 cases at EDF?
	COVID-19 absence categories are available in myHR for managers to use if one of their team members is either off work and unwell with the virus or needs to self-isolate. Follow the guidance in the dedicated myHR user guide .
4.7	The pandemic has had an impact on my mental health – what support is available?
	<p>We have lots of resources in place to support the wellbeing of our employees and would also encourage you to speak out about how you are feeling (to those close to you, your line manager etc).</p> <p>Visit our Wellbeing (Alongside You) page on eNZO to find out more about our Mental Health First Aiders, the Thrive (mental health) app, Employee Assistance Programme, Occupational Health and much more.</p>

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5. Protecting yourself

5.1 *	Does the company have anything in place to support employees who are concerned that they may be at higher risk from COVID-19?
	<p>The success of the coronavirus (COVID-19) vaccination programme has meant that the requirement for shielding and identifying people as clinically extremely vulnerable is no longer necessary. However, there remains a smaller number of people whose immune system means they are at higher risk of serious illness from COVID-19, despite vaccination.</p> <p>In line with government guidance, individuals who are at higher risk of serious illness from COVID-19 should ensure they have had all vaccines they are eligible to receive, and to continue to follow any condition-specific advice they may have been given by their medical specialist.</p> <p>The NHS is offering new treatments to people with COVID-19 who are at highest risk of becoming seriously ill. If you believe you believe that you fall into this category you are encouraged to discuss this with your GP and contact Occupational Health.</p> <p>Ongoing risk assessment with line managers for employees who are at higher risk of serious illness from COVID-19 will remain in place to ensure that appropriate measures are taken to ensure a safe working environment. Line managers should discuss with their local HR team if there are any concerns, and if required, HR can then discuss with Occupational Health if further advice is needed.</p>
5.2 *	What happens if I decide I'm just not coming into work as I don't want to risk catching COVID-19?
	<p>Generally, you'll be expected to attend an EDF workplace unless you have symptoms of COVID-19, and you have a high temperature or do not feel well enough to go to work, or you have agreed time off with your line manager. If your absence is not agreed with your line manager, it may be treated as unauthorised and you could be subject to disciplinary action.</p>
5.3 *	If I need to self-isolate, will I still be paid?
	<p>If you are not able to work from home and are advised that you should self-isolate in line with government guidance for COVID-19, this absence will be recorded as health related absence and treated in accordance with your contractual terms and conditions for sick pay. You should follow the latest health advice to determine the appropriate period of self-isolation.</p>
5.4 *	If I need to self-isolate, will I need a fit note?
	<p>If your health-related absence lasts for eight or more calendar days (including non-working days), you will need to provide a fit note, stating when you should not attend work and the reason for this.</p>

6. Customers Field Workers

6.1	I'm a field worker, what action should I take if I reach a customer's home and they tell me someone in their household has COVID-19?
	<p>Firstly, Smart Metering installation operatives should take the opportunity via your 'on my way call' to determine if anyone at the property is known to have COVID-19.</p> <p>If they confirm they do, you should explain they should contact Customer Services to re-arrange a convenient time for their appointment, for when they are fully recovered. If you do not receive any answer to your telephone call or you are cold calling, you should ask the same question before entering the premises.</p> <p>Debt staff should add a note to their Toughpad and inform TCS.</p> <p>Industrial & Commercial Metering & Solutions staff should ask the customer to contact their supplier or add customer details to the Service Order.</p>
6.2	As a field-based employee, what should I do if I turn up to a customer's property and I notice someone displaying the symptoms of COVID-19?
	Ask the same question as in question one and dependent on the customer response take the same action.
6.3	If whilst inside the customer's property, someone arrives at the property and informs me that they have COVID-19, what should I do?
	<p>Keep at least a two-metre distance from the person at all times. Ask them to move to another room and keep the door closed. Put on an FFP3 mask if available or surgical mask if not.</p> <p>Complete the installation where reasonable to do so or make safe. Leave the premises and use the hand sanitiser. You should use the wipes supplied to clean your devices and equipment. Inform your line manager of the situation.</p>
6.4	As someone working in the field, what should I do to minimise the risk of catching the virus?
	Follow the Safe Working in a COVID-19 World document for your field business area.
6.5	How should I wash my company supplied workwear?
	Follow the washing instructions on the garment and use normal detergent. If the garment has no washing instructions, wash at 40 degrees.

7. Travel

7.1 *	I'm due to travel abroad on holiday. What is EDF's position regarding isolation on my return to the UK?
	If you make a choice to travel internationally, it is your personal responsibility to comply with the relevant government guidance regarding any necessary COVID-19 testing and self-isolation / quarantine requirements.

8. Occupational Health

8.1 *	Can I get an appointment with Occupational Health to discuss COVID-19?
	<p>Our Occupational Health team is regularly monitoring the situation as we learn to live safely with COVID-19 and continue to provide updates that we're sharing company-wide.</p> <p>Although our Occupational Health Advisers are normally available to see people who self-refer, there's no additional advice they can give over and above what has already been issued. However, if you have a specific query or concern, please contact them via occupationalhealth@edfenergy.com or 01452 654343.</p>
8.2 *	Can Occupational Health provide any helpful medical information on how to avoid getting COVID-19?
	<p>There are simple things you can do in your daily life that will help reduce the spread of COVID-19 and other respiratory infections and protect those at highest risk. Things you can choose to do are:</p> <ul style="list-style-type: none"> • get vaccinated. • let fresh air in if meeting others indoors. • practise good hygiene: <ul style="list-style-type: none"> ○ wash your hands ○ cover your coughs and sneezes (Catch it, Bin it, Kill it.) ○ clean your surroundings frequently • wear a face covering or a face mask.