

Covid-19 (coronavirus) FAQ

Last updated: 14 June 2021

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#* Indicates question was updated or added on 14 June 2021.

About Covid-19

1	<p>What is Covid-19 (coronavirus) and what are the symptoms?</p> <p>As a group, coronaviruses are common viruses across the world. Typical symptoms include fever and a cough that may progress to pneumonia, causing shortness of breath and breathing difficulties. Generally, coronavirus can cause more severe symptoms in people with weakened immune systems, older people and those with long-term conditions like diabetes, cancer and chronic lung diseases.</p> <p>Covid-19 is a new strain of coronavirus first identified in Wuhan City, China. The key symptoms are:</p> <ul style="list-style-type: none"> • high temperature • a new, continuous cough
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	<ul style="list-style-type: none"> • loss of taste or smell. <p>Please take a moment to read the latest guidance.</p>
2	What should I do if I have symptoms?
	<p>If you or someone you live with has Covid-19 symptoms, you should remain at home and arrange a free NHS test. You should also tell your line manager and capture the information in myHR. You must not go to an EDF site during this period. If you have a negative test result, you should follow local business unit guidance regarding returning to work.</p> <p>If you have a positive test result, you'll be contacted by one of the NHS tracing services and asked to provide the names of everyone you've had close contact with over the last 48 hours. As a reminder, a close 'contact' is a person who has been close to someone who has tested positive for Covid-19 anytime from two days before the person was symptomatic up to 10 days from onset of symptoms (this is when they are infectious to others). This could be a person who:</p> <ul style="list-style-type: none"> • spends significant time in the same household • is a sexual partner • has had face-to-face contact (within one metre), including: o being coughed on o having skin-to-skin physical contact, or o contact within one metre for one minute • has been within two metres of someone who has tested positive for Covid-19 for more than 15 minutes • has travelled in a small vehicle, or in a large vehicle or plane.
3	How serious is Covid-19 compared to flu?
	<p>As with other respiratory illnesses, infection with Covid-19 can cause mild symptoms including a runny nose, sore throat, cough, and fever. It can be more severe for some people leading to pneumonia or breathing difficulties. More rarely, the disease can be fatal.</p>
4	What is a pandemic and has the World Health Organization declared one for Covid-19?
	<p>The World Health Organization (WHO) describes a pandemic as an infection/disease for which there is sustained person to person transmission in at least two continents. Simply put this means different people in the community who have no obvious link to each other catching the infection.</p> <p>On 11 March the WHO declared Covid-19 a pandemic.</p>
5	Where can I get information about the spread of Covid-19?
	<p>There is lots of information available online:</p> <p>The World Health Organization and the European Centre for Disease Prevention and Control have updates about the number of cases and their locations. Public Health England and the Department of Health have information about how to protect yourself and how to get advice if you are concerned you may be at risk of having the virus. You can also access useful self-isolation guidance here.</p> <p>For all work-related questions, please contact Occupational Health via</p>

	occupationalhealth@edfenergy.com or 01452 654343.
6	Is it safe to receive a package in the post?
	Yes, it's safe and won't put you at risk of contracting Covid-19. From experience with other coronaviruses, we know that these types of viruses don't survive long on objects, such as letters or packages. However, we always recommend washing your hands after handling external mail.
7	Are antibiotics effective in preventing and treating Covid-19?
	No, antibiotics are for bacterial infections and do not work against viruses. They shouldn't be used as a means of prevention or treatment against Covid-19.

Testing (immunity / vaccine)

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1	What are immunity tests and how are these carried out at EDF?
	EDF is using immunity tests to confirm whether critical workers who have returned to work 28-50 days after symptomatic self-isolation for suspected Covid-19 were likely to have been infected with Covid-19 and, if they were, whether they now have a level of immunity to the virus. The tests we have procured are exclusively for use by health care professionals and have a CE mark. They are administered by a qualified Occupational Health Practitioner and involve a small sample of blood taken by a simple skin prick, with results available in 15 minutes.
2	How does the immunity test work?
	The test, called a "rapid Covid-19 (SARS-CoV2-IgM/IgG) test" works by detecting antibodies in the blood. Antibodies are proteins produced by white blood cells to help stop viruses harming the body. When antibodies stick to the surface of the virus, it allows the body's immune system to mount a response to kill them. Different antibodies are produced in response to different antigens at different stages of the body's response to infection. By measuring the levels of specific antibodies, we can see at what stage the body is in its fight against the infection.
3	What happens if the immunity test result is negative?
	This means that the individual's recent infection was not due to Covid-19 and they may return to work, when fit to do so.
4	What happens if the immunity test result is positive?
	<p>A positive result implies that the individual either has or has had Covid-19. The test will indicate the stage of Covid-19 infection and the Occupational Health team will advise on next steps, which could include an additional period of self-isolation.</p> <p>As Covid-19 is a new virus, data on how much protection this gives and whether it can be caught again is currently unavailable, but is likely to be published in the next few months. Other coronavirus infections studies, such as SARS and MERS, indicate that once someone recovers from a coronavirus infection, they then have immunity to that virus lasting between 1-7 years.</p> <p>It's important to note that a positive result doesn't mean that the individual is exempt from complying with social distancing measures. While they may have a degree of immunity, it's not yet clear how much this reduces their risk of future infection or complications from future infections.</p>

	<p>Additionally, because there is insufficient data available on risk of re-infection, if they develop symptoms they are still required to self-isolate (as per the Government guidelines) to stop the spread of the disease.</p>
5	How reliable are the immunity tests?
	<p>Few medical tests are 100% reliable; especially a point of care test like this where result is given at the time of the test and outside of a hospital environment. A negative test result, indicating that there truly were no antibodies present is likely to be close to 100% accurate. A positive test result, indicating the true presence of the antibody IgM is likely to be 93.5% accurate and antibody IgG 95.4% accurate.</p>
6	I've seen some research companies and universities are advertising for volunteers to participate in vaccine testing. Am I allowed to take part?
	<p>The studies aim to assess whether healthy people can be protected from Covid-19 using trial vaccines. EDF is fully supportive of recognised clinical trials. Please speak to your line manager first and book any time off using the 'special leave' category in myHR.</p>
7	Am I eligible to register for the Government's National Testing Programme?
	<p>You and your household member(s) are eligible for a test if you are:</p> <ul style="list-style-type: none"> • Self-isolating because you are symptomatic (a new continuous cough, high temperature, loss of smell or taste). In this instance, only you as the essential worker are eligible to receive a coronavirus test. • Self-isolating because someone in your household is symptomatic and developed symptoms, but you are not symptomatic. In this instance, only your household member is eligible to receive a test, associated with your name and details. <p>Please use this link to self-register for testing in England at Scotland. Instructions on how to use the online portal are available here. Please ensure you read this guidance in full before booking a test.</p>
8*	What is EDF's guidance on the test and trace scheme?
	<p>The company fully supports the contact tracing services operating in England and Scotland. If you experience symptoms of Covid-19 you should immediately self-isolate and follow the latest self-isolation guidance. You should also arrange a test to see if you have the virus by going to www.nhs.uk/coronavirus or by calling 119 if you have no internet access.</p> <p>If you have a positive test result, you will be asked to provide the names of everyone you have had close contact with over the last 48 hours. You should advise the operator that you work at a critical national infrastructure (CNI) site and they will put you through to a specialist call handler.</p> <p>As a reminder, a close 'contact' is a person who has been close to someone who has tested positive for Covid-19 anytime from two days before the person was symptomatic up to 10 days from onset of symptoms (this is when they are infectious to others). This could be a person who:</p> <ul style="list-style-type: none"> • spends significant time in the same household • is a sexual partner • has had face-to-face contact (within one metre), including: <ul style="list-style-type: none"> ○ being coughed on

	<ul style="list-style-type: none"> ○ having skin-to-skin physical contact, or ○ contact within one metre for one minute ● has been within two metres of someone who has tested positive for Covid-19 for more than 15 minutes ● has travelled in a small vehicle, or in a large vehicle or plane. <p>Providing social distancing is followed at sites, you do not need to give the names of colleagues who have worked in the same room or area as you. We expect the guidance may change to include exceptions where relevant PPE is used and our company position will be updated to reflect this.</p> <p>For further information on contact tracing where you live, please visit the relevant Government website (England, Scotland).</p>
9	<p>What should I do if I am contacted by the NHS test and trace service and asked to self-isolate because I have been in close contact with someone who has tested positive for coronavirus?</p>
	<p>From 28 September 2020 it became a legal requirement for employees to self-isolate if they have tested positive for the virus or if you have been contacted by the NHS test and trace service. You must isolate for the full period advised even if you have received a negative test result. You are also required to inform EDF, via your line manager, that you are self-isolating. Given that this is a legal requirement, failure to do this may result in EDF commencing disciplinary proceedings.</p> <p>If you can work from home, and are well enough to, you should continue to do so.</p> <p>If you are not able to work from home, you should contact your line manager immediately to inform them that you will be self-isolating and won't be attending work. You will be provided with written confirmation from the NHS and a copy of this should be forwarded to your manager. In line with Government guidance to employers, this absence will be recorded as sickness and paid in line with your contractual sick pay entitlement. Any absence related to Covid-19 does not count towards trigger points in the health-related absence process.</p>
10	<p>What are the pay arrangements if I need to travel to a NHS testing site during my working day?</p>
	<p>EDF will support reasonable time off work if you are required to travel to a NHS testing site. You should discuss this with your line manager in the first instance and where possible, you should try and arrange the appointment as close to the start or end of your working day. Your manager may also request confirmation of your appointment.</p> <p>You won't be able to claim expenses for travel to a NHS testing facility. However, if EDF requires you to undertake an in-house test at a location that is not your usual place of work, you can claim reasonable expenses. This should be claimed in the usual way via Concur.</p>
11	<p>My family are being tested weekly at home as part of the programme for children attending school. What should I do if I, or a member of my household tests positive from these tests?</p>
	<p>If you or a member of your household returns a positive test through this scheme, you are required to follow the normal guidance in relation to self-isolation and attendance at the workplace. Please ensure you keep your manager informed at all times.</p>

Vaccine

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1	Will I be allowed time off work if my vaccination appointment is during working hours?
	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.
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 sickness.

General guidance

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1	What is EDF doing to ensure our wellbeing?
	<p>As always, protecting your health and safety is our key priority. We have a Company 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 hygiene advice in line with NHS guidance and issue fresh communications when appropriate. We'll initiate preventative measures on the advice of medical professionals.</p> <p>We've also reached out to our key suppliers in the UK and overseas, where healthcare systems may be less developed, to ask them to confirm their resilience arrangements.</p> <p>Below is our current advice to employees. Most importantly:</p> <ul style="list-style-type: none"> If you or someone you live with feels unwell and has a high temperature, a new, continuous cough and/or loss of taste or smell, please take a moment to read the latest guidance. <p>If you are well and able to work:</p> <ul style="list-style-type: none"> Continue following good personal hygiene practices. To protect and minimise the risk to our colleagues who work in operational roles at our sites, employees who can work from home effectively should do so. Please continue following local business unit guidance on this. If you work in an operational role at one of our sites, you are playing a critical role in supporting our business operations and it is important that you continue to come to work as usual Avoid 'hot desking' for the time-being and sit at the same desk each day if possible.
2	I am a contractor/agency worker placed with EDF. Where do I fit into EDF's plans and what support will I be given?
	Please speak to your employer in the first instance to discuss the support plans they have in place. Your nominated EDF contact should be able to tell you of any EDF specific arrangements that

	<p>apply to you. You can also keep up to date with the latest news on Pulse and in local communications.</p> <p>EDF is liaising closely with supply companies to ensure they are aware of the latest EDF guidance.</p>
3	<p>Should I stop holding the handrail when going up and down stairs in order to avoid the risk of infection?</p>
	<p>No, you should continue to hold the handrail. The risk to your personal safety of falling or tripping because you're not holding the handrails is far greater than the likelihood of picking up an infection from it.</p> <p>Regular handwashing and not touching your eyes, nose or mouth if your hands are not clean is the best way to reduce the risk of acquiring any respiratory viral infection.</p>
4	<p>Can I be refused entry to my workplace?</p>
	<p>The government has updated its advice on what to do if you or someone you live with feels unwell and has a high temperature, a new, continuous cough and/or loss of smell or taste. Please take a moment to read the latest guidance.</p> <p>If you meet this criterion it's not appropriate for you to be at work. EDF employees will receive full pay while in self-isolation.</p>
5	<p>What should I do if I notice someone displaying the symptoms of Covid-19 or flu in the workplace?</p>
	<p>If a colleague is unfit for work or has a high temperature and/or a new, continuous cough, you should suggest they go home, inform their manager and follow the latest self-isolation guidance.</p> <p>You should also notify facilities so that any areas they've used can be cleaned, including IT equipment and site transport.</p>
6	<p>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?</p>
	<p>Any sickness absence due to Covid-19 will be treated in accordance with your normal contractual entitlement to sick pay.</p>
7	<p>Who can I contact if my manager isn't available to answer my question?</p>
	<p>If your manager is not at work, you should contact their manager who will be able to advise what alternative interim management arrangements are in place.</p>
8	<p>How are we recording Covid-19 cases at EDF?</p>
	<p>Covid-19 absence categories are available in myHR for managers to use if one of their team members is either off sick with the virus or needs to self-isolate. Follow the guidance in the dedicated myHR user guide.</p>
9	<p>What happens if an EDF employee is taken ill with suspected Covid-19 at work?</p>

	<p>We would advise the individual to go home and follow the latest self-isolation guidance. They should not go to a GP surgery, pharmacy or hospital. They must also inform their line manager. We will arrange for any areas they've used to be cleaned, including IT equipment and site transport. Our First Aiders have been given detailed guidance sheets on what to do if an employee falls ill at work.</p> <p>You can view these here:</p> <ul style="list-style-type: none"> • First Aider guidance • Generation First Aider guidance • HPC First Aider Guidance
10	I'm unable to work from home, does that mean I'm at greater risk compared to others who can?
	No, there is no specific risk at any of our sites. By encouraging some employees to work from home, we're minimising the risk for those who need to carry out their role at our sites.
11	I'm working from home. When will I be allowed to come back to the office?
	<p>We are continuing to follow Government guidance on this. Remote working arrangements will remain in place for some business units until further notice and you should follow local guidance for where you work.</p> <p>Our People Development team has developed a series of short five-minute videos to support employees working remotely. Due to bandwidth restraints, you should disconnect from the EDF network before watching the videos</p>
12	I can work from home but I would prefer to work in the office. Is this possible?
	You should continue to follow guidance issued within your business unit.
13	Is there any guidance available on effective remote working?
	Our People Development team has developed a series of short five-minute videos to support employees working remotely. Due to bandwidth restraints, you should disconnect from the EDF network before watching the videos
14	I have resigned and currently working my notice period. Given the circumstances, I would like to rescind my resignation. What should I do?
	You should contact your line manager in the first instance to discuss this. Any agreement to rescind resignations will take account of the ongoing need, and the status of the vacancy created by the resignation.
15	Due to the current Covid-19 threat, should we still be using air conditioning units in the workplace? What is the company advice?
	There is no scientific evidence to support any changes in relation to the use of air conditioning units - in fact air changes are thought to reduce viral numbers and the advice to hospitals is to try to keep the airflow high, ideally with some input of fresh air to the circulation system.
16	What's the guidance for people who suffer from hay fever?

	<p>It is especially important during the Covid-19 pandemic to prepare in advance if you suffer from hay fever or allergic asthma. Make sure you have adequate medication available in advance (e.g. antihistamine, nose spray, allergen barrier balm) and don't leave it to the last minute to get repeat prescriptions.</p> <p>If you have allergic asthma, it is important to take your preventative inhaler regularly as prescribed and have a rescue inhaler with you at all times.</p> <p>Hay fever symptoms, runny nose, blocked nose, cough, and sneezing are usually mild to moderate and easily treatable. The symptoms of coronavirus are a high temperature, a new, continuous cough and/or loss of taste or smell. Hay fever does not cause a high temperature and most people with hay fever do not feel unwell. You do not need to self-isolate due to hay fever symptoms.</p> <p>If you need support with hay fever symptoms, please contact your GP. If you think you have symptoms of coronavirus, look to Public Health England and NHS websites for advice.</p>
17	<p>Can Perspex screens be used as an alternative measure to social distancing?</p>
	<p>Perspex can be used as an additional control measure but it does not negate the need to maintain social distancing or to wear a mask if 2 metres cannot be maintained. The use of Perspex is not considered a mitigation if you are within 2 metres of an infected individual for 15 minutes or within 1 metre for one minute. In this situation the usual contact tracing criteria will still apply. UK Government advice around the use of Perspex screens is for very short face to face interactions, such as in a shop or a canteen to prevent droplet spread.</p>
18	<p>I'm having an operation and have been told to self-isolate before the appointment. What should I do?</p>
	<p>If you or someone you live with is having an operation, the NHS may advise your household to self-isolate before the appointment. You should follow the NHS guidance to reduce the risk of spreading Covid-19 in the hospital.</p> <p>If you can work from home, and it's appropriate for you to, you should tell your manager that you need to work remotely for the self-isolation period.</p> <p>If you are not able to work from home during the self-isolation period, you should contact your line manager immediately to inform them that you will be self-isolating and won't be attending work. You will be provided with written confirmation from the hospital and a copy of this should be forwarded to your manager.</p> <p>In line with Government guidance to employers, this absence will be recorded as sickness and paid in line with your contractual sick pay entitlement. Any absence related to Covid-19 does not count towards trigger points in the health-related absence process.</p>
19	<p>What happens if I'm contacted by the Health and Safety Executive (Customers and Corporate functions only)</p>
	<p>The Health and Safety Executive (HSE) are conducting spot checks via phone and inspections of workplaces during COVID-19 to ensure that businesses are Covid-19 secure and compliant with all arrangements. If you receive a call click here to follow the process.</p>

20	Am I able to work remotely from another country during the pandemic?
	You should first discuss this with your line manager but, there are both complex tax and legal implications for EDF where employees are working from another country for longer than a brief period. The precise implications depend on the country in question. Consequently, we aren't able to support employees working from a country outside of the UK unless there is a business imperative to do so. Employees and managers should also check the International Business Travel Security procedure for further information.

Caring for dependants

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1	What happens if my child's school is temporarily closed due to Covid-19?
	<p>Employees who are working from home If you have childcare responsibilities and can work remotely, you should continue to do this. Employees can work from home in addition to undertaking childcare as long as it is safe to do so.</p> <p>Please discuss this with your line manager as soon as possible and agree if this isn't practical or if you will need any additional support.</p> <p>Employees who are unable to work from home or are unable to safely care for children whilst working from home The Government has confirmed that for children of key workers, they will endeavour to keep nurseries and schools open. This means places may be available if you cannot work from home and are unable to arrange suitable alternative childcare and are a designated key worker. You will have previously received notification from EDF if you are regarded as a key worker and a confirmation letter is available in your profile in myHR.</p> <p>Alternatively, the following provisions are available to you:</p> <ul style="list-style-type: none"> ○ If you haven't already used the additional 10 days paid time off for childcare, this is still available. ○ Taking annual leave. ○ Optimising the use of informal flexible working arrangements and temporary changes to work patterns ○ Parental leave ○ Deferred unpaid leave, where no deduction from salary would be made until April salary, with an agreed repayment plan in place for up to 12 months. <p>Only you know what the right decision is for you and your family. Please discuss any of the above arrangements in advance with your line manager, before recording it in myHR.</p>
2	A family member has Covid-19 and I want to be at home to look after them, although I'm not sick myself. Can I have any time off and will I still get paid?
	If you need time off to care for a dependent who is required to self-isolate or whom is ill due to Covid-19, the support arrangements in Q1 below will also apply. You'll need to provide medical evidence to your line manager.

3	What happens if my child is sent home from school with Covid-19 symptoms?
	If a child is sent home from school because they are displaying Covid-19 symptoms then, as a household, you'll need to self-isolate in line with the government guidance. If you can work safely from home, you should do so. If you're unable to work from home this will need to be recorded in myHR as 'self-isolating – not working' and will be paid in line with your contractual sick pay entitlement.
4	Will I get paid for taking the 10 days' additional leave and can I split it over several weeks?
	This option should only be used if you are unable to arrange alternative suitable childcare arrangements. If you need to use this leave you can take it in a two-week block (including weekends) or use it on single days spread over several weeks. If you choose to split the leave it equates to 10 working days for full time employees, or a total number of days equal to two working weeks for part time employees.
5	I'm part-time and/or work shifts. How is the 10 days' leave calculated?
	This will be adjusted for those who work part time and pro-rated accordingly. This can also be calculated in hours if required. This will be equal to the total number of days/hours in two working weeks. For example, for shift workers the calculation is 10 working days at 7.4 hours.
6	Can I take this leave in part days/ hours?
	If you wish to break this entitlement down further, please discuss it with your line manager.
7	I am able to work remotely, but I have young children. Can I use of the 10 days' paid provision to break up the working week?
	This provision is for those that are unable to work from home or do not feel that they can safely look after their children and have no other childcare options. It's appreciated that our expectations of individuals will have to be moderated and therefore you should keep in regular contact with your line manager to discuss flexibility and deliverables during this time. Those who can work from home but need a break or need extra time with their children should utilise our normal policies of taking annual leave, or agree unpaid leave with their manager under the special arrangements we have put in place for the pandemic.
8	If my partner and I both work for EDF are we both entitled to the two weeks' paid leave?
	Both parents are entitled to two weeks. This provision is for emergency childcare and can be split into days to best support with childcare needs where no other provision is available.
9	How are the 10 day's requested and logged in myHR?
	Please speak to your manager to request this time. It should be recorded in myHR in the 'Time Off' screen. There is an option to select 'School/Nursery Closure.' If you are taking the 10 days at different periods, each absence should be recorded individually.

10	I am a carer and the facility which my dependant is in has closed. What support or provision is there available to me?
	The support provisions outlined above for school closures apply equally to those required to provide care as a result of other care facilities closing.
11	I've already used the 10 days' paid leave for childcare and have no childcare support for temporary school closure. What options are available to me?
	<p>We appreciate the difficulties that some of our employees have had during the Covid-19 pandemic. Where the 10 days' additional paid leave have been exhausted, the following options are available to you and should be discussed directly with your line manager.</p> <ul style="list-style-type: none"> • Taking annual leave • Optimising the use of informal flexible working arrangements and temporary changes to work patterns • Parental Leave (flexibility on notice and amount of leave should be applied where possible)
12	I have used the 10 days paid leave and would now like to take 'deferred unpaid leave.' How does this work?
	<p>You should have a discussion about this with your line manager in the first instance, to ensure and explore whether there are any alternative options. Following this discussion, if it's agreed that you can take unpaid leave, this should be recorded in myHR.</p> <p>Any deductions to your salary are 'deferred' until April 2021, so you won't see any impact on pay until April payroll. You can then agree to spread the repayments up to a maximum of 12 months. You will be contacted in advance of April payroll to agree the repayment period.</p>
13	My child's school is still open children of key workers. How do I know if I am classified as a key worker?
	<p>Your business unit will have locally determined the key workers within their departments and you will have received notification of this. A 'key worker' letter is available for you to use if required, in your myHR profile.</p> <p>A key worker is generally someone who:</p> <ul style="list-style-type: none"> • has to attend their place of work (i.e unable to work at home and look after their children during school hours) • needs to physically attend customer premises and/or meet physically with external parties/suppliers (and therefore can't look after their children during school hours) • provides a support service to our essential operations (power stations, call centres) and cannot be distracted at all by childcare activities, even if they are working at home • is in a health and safety role, advising on the mitigation of Covid 19 hazards and advising or providing clinical care to EDF in the UK employees – such as staff in the Health, Safety and Environment function and Occupational Health.

Protecting yourself

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1	<p>Does the company have anything in place to support employees who are concerned that they may be at higher risk from Covid-19?</p>
	<p>If you feel that you might be at higher-risk of developing a severe illness if you catch Covid-19 (i.e. you have underlying health conditions, including but not limited to: chronic respiratory disease, immunosuppression, malignancy, diabetes, hypertension) or you live with or care for someone in that position, please speak to your manager as soon as possible and follow this guidance.</p>
2	<p>What happens if I decide I'm just not coming into work as I don't want to risk catching Covid-19?</p>
	<p>Generally, you'll be expected to attend work unless advised not to by Public Health England, you are ill, have agreed time off with your line manager to look after a dependant or have agreed alternative working arrangements in advance with your manager. If your absence is not agreed it may be treated as unauthorised and you could be subject to disciplinary action.</p>
3	<p>Is it safe to use my re-usable cup? Why aren't we reverting back to single use cups like some high street outlets?</p>
	<p>Standard food health and safety regulations are designed to contain and limit the transmission of communicable viruses like the flu and coronaviruses. As usual, only ever hand over a clean and dry reusable cup to your barista and keep hold of your lid. Look out for yourself and others by washing your hands often, especially before passing your reusable cup or any other object to another person.</p> <p>We know that some high street outlets have made the decision to temporarily stop filling reusables. This is understandable, given that these are public facing and have no facility in-store for customers to effectively wash and dry cups before handing them over. All of our sites have kitchenettes that will enable safe and effective washing of your cup before it is used as described.</p>
4	<p>If I need to self-isolate, will I still be paid?</p>
	<p>If you are not able to work from home and are required to self-isolate (either via instruction from the test and trace service, or because you or member of your household has symptoms), in line with Government guidance to employers, this absence will be recorded as sickness and paid in line with your contractual sick pay entitlement. Any absence related to Covid-19 does not count towards trigger points in the health-related absence process. You should follow the latest health advice to determine the appropriate period of self-isolation.</p>
5	<p>If I need to self-isolate, will I need a fit note from the doctor?</p>
	<p>No, we do not require a GP "fit note" if you are self-isolating or absent due to Covid-19.</p>

Homeworking allowance

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1	<p>Am I eligible to receive the homeworking allowance paid by EDF? If so, how much is it and how will it be paid?</p>
	<p>If you are working from home more than 50% of the working week, you will be eligible to receive this allowance (excluding EDF GB Leadership team). It will be paid effective from 1 June 2020 and the first payment will be made in the normal June payroll, except for Generation (excluding Thermal Operations) where this will be paid in July's payroll, but backdated to June.</p> <p>The payment is in line with the current HMRC rate and equates to £26 per whole month or £6 per whole week. This payment is tax free and will be prorated if you work part-time. The home-working allowance will show on the left-hand side of your payslip under the payment section. The payment description will show as 'home subsidy'</p> <p>There is no action for you to take – your local business unit will be arranging the payment via Employee Services.</p> <p>If you don't receive the payment in June with your normal salary (or July if you work in Generation), but you think you are eligible to receive this, please contact your line manager in the first instance.</p> <p>When you return to site, your line manager will be given the appropriate guidance on how to cease this payment.</p> <p>If you are already in receipt of a home-working allowance, this will be increased to bring the payment in line with HMRC guidance. You do not need to take any action.</p>
2	<p>What should I do if I've already submitted a P87 form to HMRC to receive the home-working tax relief?</p>
	<p>You will need to contact HMRC and ask them to end the tax relief on the 31 May 2020, as your employer will be making the payment to you effective from 1 June 2020. It is important that you do this as you are not able to claim both the tax-relief and the tax-free allowance.</p> <p>Alternatively, if you want to carry on receiving tax-relief and do not wish to have the allowance paid to you via the EDF payroll, please raise a ticket via AskHR to inform the Company of your intention. Any home working allowance already paid and requires reclaiming will be actioned in the next available payroll month.</p>
3	<p>I've already returned to my location/I will be returning from the 1 June 2020. Will I receive a backdated payment to account for the weeks that I did work at home?</p>
	<p>No, the allowance will not be back-dated. However, you can contact HMRC and submit a P87 to claim tax relief on that period.</p> <p>Steps on how to submit a P87:</p> <ol style="list-style-type: none"> Go to https://public-online.hmrc.gov.uk/lc/content/xf/forms/profiles/forms.html?contentRoot=repository:///Applications/PersonalTax_A/1.0/P87_20189&template=P87.xdp Insert the tax year for which you are claiming and click "Next".

3. Complete the next pages, which ask for your name, address, date of birth, National Insurance Number, PAYE reference (as shown on the P60 end of year pay and tax summary), employee number and employer's name and address.
4. The main part of the form follows and the first page is headed "Flat Rate Expenses", that's the one to use.
5. Answer the question "Do you wish to claim Flat rate expenses" with a YES, then another box appears, headed "Expenses Claimed". Enter the amount you're claiming, then press "Next". Press "Next" and then "No" to move through the remaining claim item pages and you get to a page headed "Total expenses". This should show the amount entered in the Flat rate expenses page.

The remaining pages ask where you want the cheque to be sent and for a declaration. You then print off the form, sign it and send it to HMRC at the address shown on the final page of the P87.

For expats:

If you are currently on assignment to the UK, this relief will be available where you are required to work from home. There is nothing you need to do and this will be claimed when your UK tax return for 2020/21 is completed.

If you are currently on assignment outside of the UK the tax position will depend on the local rules applying in the host country and this will be picked up, where relevant, at the point your foreign tax return is completed.

Employee Benefits

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Guidance around how [myBenefits](#) are or might be affected during the current circumstances. This edition is at 1 April 2020.

All policy documents and contact details for the providers can be found on [myBenefits](#). If you require further assistance, please raise a help request with the Benefex Helpdesk Team.

myWellbeing

1	<p>Private Medical Insurance (AXA-PPP)</p> <p>Can I access any of the services? Yes, you can access many of the services including:</p> <ul style="list-style-type: none"> • Consultations with specialists and practitioners over the phone and online (where clinically appropriate) • Cancer treatment at home (where appropriate) • Phone and online assessment and treatment of musculoskeletal conditions • Access to the 24/7 Health at Hand helpline staffed by nurses, midwives, pharmacists • Mental health support services, including access to counsellors from our Stronger Minds Service • Phone and online access to a Private GP • NHS Cash Benefit if an employee or dependant does experience an emergency admission to an NHS facility (with or without a COVID 19 diagnosis) for treatment that would have been covered if they had had it privately, they are eligible to claim this benefit – the usual scheme rules apply. <p>Who should I contact? AXA's Personal Advisory Team on 0800 0271386 Monday – Friday 08:00 – 20:00, Saturday 09:00 – 17:00</p>
2	<p>Health Cash Plan (Simply Health) Continues as usual at this time, although there may be a slower time to process claims.</p>
3	<p>Health Assessments/Screening (Nuffield)</p> <p>Can I still book a health assessment? Face to face assessments are available but there is quite a backlog. Nuffield Health has worked with clinical teams, regulators and partners to build their own GP-led telephone service to support you. The service is available to all who were eligible for a health assessment and is free of charge. Their GPs are available for remote consultations to help you with any immediate health concerns (including provision of prescriptions or onward referrals where needed).</p> <p>What happens if I have an assessment planned? Due to the social distancing policy, any planned health assessments in March, April, May and June will be deferred to later in the year. You'll be contacted directly by Nuffield Health.</p> <p>Who should I contact? If you have an assessment booked Nuffield will be in touch but if you do need to get in touch please contact Nuffield Central Bookings on 03452 302040.</p>
4	<p>Gym Memberships (GymFlex)</p> <p>Can I stop my monthly deductions? No. Your membership will be extended at the end of your agreement at no extra cost for the amount of time that the gyms were closed.</p> <p>Can I cancel my membership? No. It is not possible to cancel.</p> <p>What happens if I have chosen the Gymflex Benefit in the 2020 window? You will have been contacted directly by Benefex to let you know that your choice has been</p>

	cancelled.
5	<p>Dental Insurance Continues as usual at this time, although there may be delays in processing claims.</p>
6	<p>Cycle to Work Can I still redeem a certificate? Yes. The retail stores are currently closed until further notice but you can redeem online with most providers.</p>
myMoney	
7	<p>Monthly Pension AVCs and DCs Can I change the amount I am paying? Yes, you can change this benefit easily at any time via myBenefits. The change will take effect the following month.</p> <p>Can I get a refund of my one off payment? No, one off payments cannot be refunded.</p>
8	<p>Childcare Vouchers (Edenred) This benefit remains unaffected with your chosen voucher amounts continuing to be credited to your Childcare Vouchers account. This benefit is available for you to amend at any time, so if you need to adjust your monthly donation this can easily be done via myBenefits.</p> <p>Can I get a refund of vouchers? Only in exceptional circumstances and when amending future values is not an option. If you require a refund please raise an AskHR ticket. Any request will be reviewed and may take up to 3 months to process</p>
9	<p>Financial Wellness (Neyber) This benefit is not affected.</p> <p>What happens to my existing loan? Your loan payments will continue.</p>
10	<p>Critical Illness Continues as usual at this time, although there may be delays in processing claims.</p>
11	<p>Personal Accident Insurance Continues as usual at this time, although there may be delays in processing claims.</p>
12	<p>Season Ticket Loan No change to this benefit.</p>
13	<p>Microsoft Discount No change to this benefit.</p>
myLife	
14	<p>Electric Vehicle (Tusker) I've ordered a Tusker Car</p>

My Tusker car is on order when will I receive my delivery?

If you already have a car on order there may be delays in getting your car delivered to you, this is due to major manufacturers and dealerships temporarily closing during the pandemic. Tusker is in contact with the manufacturers and dealerships and will contact you to discuss your options.

You can login to your Tusker account via [myBenefits](#) and visit the 'My Car' section at any time, this will be updated as and when we receive updates from manufacturers.

I've ordered a Tesla will it still be delivered?

Tesla has advised that under the latest Government measures, they will maintain contactless deliveries direct to customers for the foreseeable future. They will also facilitate contactless collection for key workers where those cars are deemed essential.

What is a Tesla 'contactless' delivery?

To take delivery of a car with a contactless experience, all 'paperwork' is available in customers MyTesla account online. On the day of delivery, Tesla customers will be asked to sign an iPad and login to the Tesla App on their phone to access the car. Drivers can independently inspect their vehicle and watch video tutorials on screen before using the car.

Can I place a new order?

If you're planning on placing an order, you can still do so via [myBenefits](#). If you need any help or advice on placing an order or what car to choose you can contact the Tusker Employee Engagement team on 0333 400 7431 or email EETeam@tuskerdirect.com.

Will lead times change due to COVID-19?

Although the website shows expected lead times, due to a number of manufacturer factory closures, there may be a slight delay in addition to the lead time shown. Tusker will update drivers on any delays once they've placed the order and are able to get more information from the relevant manufacturer.

I already have a Tusker Car

You can still contact Tusker through then Engagement Team on 0333 400 7431 or email EETeam@tuskerdirect.com. For any questions, please remember to refer to your driver guide or to look through the comprehensive FAQs on the Tusker website.

What happens if I breakdown?

Although everyone is being advised to stay at home as much as possible, the RAC has confirmed that their roadside service is operating as normal. Their response times may be slightly longer as their priority for rescue will be the key workers highlighted by the Government. For more information about how they're protecting the well-being of their employees and customers, please click here: <https://www.rac.co.uk/covid-19>

What happens if I need a replacement tyre?

Replacement tyres are with Kwik Fit. Their response to COVID-19 can be found in the below link: <https://www.kwik-fit.com/coronavirus>

Can I still book my car in for a repair or service?

Yes, you can book your car in for a service.

	<p><u>FLEET VEHICLES (Arval provided Job Need Cars)</u></p> <p>If you currently have a Business Needs fleet vehicle provided by Arval please contact the Arval EDF Energy Account Team on 0345 2665347 (option 6), Monday - Friday 08.30-17.30.</p>
15	<p>Holiday Trading</p> <p>Can I select additional annual leave?</p> <p>If you are on a Personal Contract you can look out for a further opportunity to adjust your annual leave during our next myBenefits enrolment window in October 2020.</p>
16	<p>Charitable Giving</p> <p>Can I change the amount I am paying?</p> <p>Yes, you can change this benefit easily at any time via myBenefits. The change will take effect the following month.</p>
17	<p>Motor Breakdown Cover</p> <p>Is my cover affected?</p> <p>Breakdown cover is taken directly with the AA by quoting the relevant discount code. Any updates will be given to you directly by the AA if applicable.</p>
18	<p>Restaurant Discount Card</p> <p>Can I still use my dining card?</p> <p>The Dining Club Group have relaxed the rules for restaurants to offer delivery and takeaway. Many of their chain portfolio will now offer tastecard members 50% off food or 2-for-1 on collection/delivery:</p> <ul style="list-style-type: none"> • 50% off Pizza Hut Delivery • 50% off Domino's • Discount for home gym membership • Online shopping savings • and shortly free movies with RakutenTV
19	<p>Technology</p> <p>Will I still receive my order?</p> <p>Yes, orders will continue to be fulfilled as expected.</p>
20	<p>Will Writing (James McKenzie)</p> <p>Can I still make an appointment?</p> <p>No. Bookings for new face-to-face visits have stopped for the time being.</p> <p>What do I do if I have a booking?</p> <p>If you have an existing booking you will be contacted directly. Where possible a video or telephone appointment will be offered as a replacement and partial refunds are being given where necessary.</p> <p>Who should I contact?</p> <p>Please call James McKenzie for further support on 020 7193 2060.</p>
21	<p>Travel Insurance (Crispin Spears – Intana Claims)</p> <p>Will I be covered by the Coronavirus pandemic?</p> <p>The World Health Organisation has classed the Coronavirus as a pandemic. This means you will not be covered for anything caused directly or indirectly by the Coronavirus pandemic unless you have received confirmation in writing.</p>

	<p>Who should I contact? For more information please contact Intana Claims on 0208 865 0772 or via www.intana-assist.com. A 24-hour emergency helpline is available to employees: Intana Assist +44 (0) 208 865 0773.</p>
22	<p>myDiscounts & EDF Products No change to the current offerings</p>

Remote working equipment

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EDF Renewables colleagues should make all requests for remote working equipment through IT4Me.

1	<p>I am working from home during this crisis – what package of kit (IT and furniture, etc) is it recommended that I have to ensure that I set myself up to be safe and effective?</p>
	<p>When working remotely the following are recommended:</p> <ul style="list-style-type: none"> • Work Station - create a dedicated space for your workstation, ensuring the ambient temperature and lighting is suitable so you are comfortable and can avoid eye strain. Optimise your setup as well as you can, with a desk or table of appropriate height and a sturdy and supportive chair. • Laptop - when working from a laptop, where possible, it is strongly advised that you use a mouse and separate keyboard; if you haven't got one available please discuss this with your line manager. Given the current circumstances it is acceptable to use a laptop without a separate screen so long as you can work comfortably. • Phone headset - if you do not have one please use our new service on myIT– “Remote Working equipment delivery/collection”. Details of the new service and the range of items that can be delivered to your home can be found here. <p>For further guidance please read the Working from home – hints, tips and helpful guidance document.</p>
2	<p>I am self-isolating but do not have all the recommended IT equipment to perform my role safely, what should I do?</p>
	<p>We have a good supply of IT equipment and our supply chain is still able to process our requests. This applies to keyboards, mice and phone headsets. Please follow the new IT request process in myIT and ensure you have approval from your line manager. If you have any concerns regarding IT equipment or your office space at home, please discuss with your line manager.</p>
3	<p>I use a laptop with a relatively small screen, would it be possible to get a larger second screen?</p>
	<p>We do currently have a good stock of 27” monitors which will be made available to those working remotely. Please follow the new IT process.</p>
4	<p>I am able to work remotely and have created a dedicated space but the chair I am using is not really suitable - how can I get a better chair?</p>

	<p>The below process is for staff who are normally office based. Anyone who was a defined home worker before the current pandemic will need to discuss with their line manager any additional need they have for a replacement chair and follow the standard home working process.</p> <p>Anyone who is normally office based who has a need for an office chair can request for one be made available for collection by contacting the Property Services helpdesk at: propertyserviceshelpdesk@edfenergy.com or via 0333 009 7773.</p> <p>All chair requests are coordinated by local Facilities. They will contact the requestor directly to confirm availability and collection times ensuring social distancing requirements are met (you will need to collect the chair yourself). Deliveries can only be arranged in approved exceptional circumstances and will incur charges.</p> <p>Please note - that for people based at Bridgewater House; due to the closure of the building, we are not able to provide office chairs at this time. We do not currently have this process in place for people in EDF Renewables - please speak to your line manager in the first instance.</p>
5	I have managed to set myself up for remote working, but shouldn't I have a Display Screen Equipment (DSE) risk assessment?
	<p>When working remotely, you should make sure you can work in a safe and healthy way. The following Working from home – hints, tips and helpful guidance document contains useful numbers and links to videos to help you work safely and productively at home. The document also contains a link to the online e-learning course within MyCampus for how to do a DSE self-assessment and training.</p>
6	Remote working is a new experience for me and I'm finding it challenging to adjust to the isolation, what should I do?
	<p>These changes to our work and personal lives can be overwhelming and each of us will be coping with it in different ways. Make sure you keep in contact with your line manager and colleagues as much as possible using the various tools available.</p> <p>Our Daily messages Website has a dedicated Covid-19 section which is continually updated with useful prompts and information to support effective remote working, as well as the latest EDF news and guidance about coronavirus. Our People Development team has developed five videos to help you work effectively from home which you can access from any work or personal device with an internet connection. You can also access LinkedIn Learning resources on Remote Working: Setting yourself and your team up for success</p>
7	I'm having trouble accessing the virtual private network (VPN) using my home broadband - is there anything I can do to make this easier?
	<p>Yes, check out the six tips recommended by Enterprise IT, to see if they help improve access.</p>
8	Can I collect IT equipment from site?
	<p>Currently IT equipment and chairs cannot be collected from site. This is to minimise the number of staff on site and ensure we follow government guidelines to reduce unnecessary journeys.</p>
9	Will deliveries of IT equipment be contactless?

	All deliveries will be contactless where possible to comply with social distancing guidance.
10	Does the monitor I ordered through the new IT process connect to all laptops?
	The monitor can connect using the display port or HDMI cable. If you do not have a spare HDMI cable at home you can order one on myIT using the service 'Specialist IT Cable' on myIT.
11	I have a new starter joining, how do I request IT equipment for them?
	Please use the 'Remote working equipment delivery/collection' service once HR have started the on-boarding process and supplied you with the new starter's employee number. You'll need this to submit a request for the equipment needed for them to complete their new role.
12	Will new Laptops be Windows 7 or Windows 10?
	All new laptops will be supplied with Windows 10 only.
13	Someone in my team is leaving the business - how do I get their IT equipment collected?
	If someone should leave during the Government 'Lockdown' period you can use the ' <i>Remote working equipment delivery/collection</i> ' request (selecting 'Collection') and we will arrange to collect the equipment and site ID passes where required.
14	Someone in my team leaves the business, how do they return their borrowed office chair?
	Arrangements for the return of a chair can be made by contacting the Property Services helpdesk at property-services-helpdesk@edfenergy.com or via 0333 009 7773. Prior agreed times are required when arranging deliveries back to sites to ensure social distancing requirements are met.

Annual leave and carry over

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1	The government has announced it is allowing critical and key workers to carry over annual leave into the next two leave years. What does that mean for me?
	<p>General Employees are encouraged to take annual leave already booked and to continue to book annual leave in the usual way during this period.</p> <p>If you already have annual leave booked, it's expected that in most cases employees will continue to take that leave. Again, this should be discussed and agreed with your line manager.</p> <p>If you have had to cancel annual leave to support the business due to Covid19, you may, at the discretion of your line manager, carry over up to a maximum of 10 days leave in to the next holiday year (2021/2022). This carry over should be used within that leave period.</p> <p>Critical and Key Workers The government has announced it is allowing employees to carry over annual leave into the next two leave years, where it is not reasonably practicable for them to take some, or all, of the holiday they are entitled to due to Covid-19.</p>

	<p>We recognise that deferment of holidays may be necessary in the cases of some of our employees, to ensure continuity of business operations. This should be discussed with your line manager and where agreed, you will be able to carry over any accrued and unused annual leave over two annual leave years.</p> <p>This provision is in place for employees who, due to business reasons, are asked to not take annual leave, or where operationally it isn't possible for them to do so.</p> <p>For further detail on how annual leave arrangements apply to you, please refer to local communications within your Business Unit.</p>
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Volunteering and Reservists

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1	<p>What is the Company position on volunteering for the NHS?</p> <p>Whilst we support the principle, undertaking this type of volunteering activity albeit with the best of intentions, would inevitably increase the potential for infection and, particularly for those in key operational roles, put at risk our ability to deliver our duty to the country and our customers. The Government has recognised our activities as critical and we need to maintain our ability to deliver them. In doing their jobs our employees are serving the country in a similar way to NHS workers.</p> <p>We recognise that volunteering to help those more vulnerable is a wonderful thing to do especially in these difficult circumstances. As such we are happy for you to volunteer in your own time if you can do so in a way that minimises the risk for you, your family and your colleagues by volunteering for charities who offer non- contact support activity such as being a 'listening ear' or a 'phone pal' which provides contact for those isolated and lonely. We have a company relationship with Silver Line which has teamed up with Age UK for employees who would like to do that.</p>
2	<p>Can I use my company car to undertake community volunteering activity in my own time?</p> <p>We recognise that volunteering to help those more vulnerable is a wonderful thing to do, especially in these difficult circumstances, and we have outlined our company position on volunteering (in Q16 above). As such we are happy for you to volunteer in your own time and use your company allocated car. Please note that for insurance purposes the car must be driven by you and not used as a passenger vehicle in connection to any volunteering activities.</p>
3	<p>I am an armed forces reservist. What happens if I am called up to support the Government's response to Covid-19?</p> <p>The Government may mobilise armed forces reservists as part of its response to the Covid-19 crisis; however key workers won't be called up at this stage. We need to identify all employees who are reservists to understand who could be required to support this activity over the coming weeks. If you haven't already, please make sure you follow this guidance to capture the information on your myHR record. Alternatively, if you are unable to access myHR, please email</p>

	<p>Employee Services with your employee number and the team will update it for you.</p> <p>We are reviewing the information alongside our list of key workers and will contact our reservists with advice and next steps.</p>
4	<p>I am an Emergency Services volunteer and have been asked whether I can increase my volunteering hours and/or I've been asked to support the rollout of the vaccination programme in my local area?</p>
	<p>If you have been identified by EDF as a key worker within our business, you will already be working to support the Covid-19 effort and this key role will take priority over volunteering work. If you are not a key worker and you have received a request directly from the Emergency Services team to support the Covid-19 effort then you should discuss this request directly with your line manager.</p> <p>Where operationally possible, EDF will support you in this work, as long as it's approved by the business.</p> <p>If you haven't already, please make sure you follow this guidance to capture the information on your myHR record. Alternatively, if you are unable to access myHR, please email Employee Services with your employee number and the team will update it for you.</p> <p>*In Generation these workers are referred to as Critical Workers</p>

Customers field workers

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1	<p>I'm a field worker, what action should I take if I reach a customer's home and they tell me their household are self-isolating?</p>
	<p>Firstly, Smart Metering Installation Operative's should take the opportunity via your 'on my way call' to determine if anyone at the property is self-isolating. The 'on my way call' should now include the following the question: <i>"In light of ongoing developments around the spread of coronavirus in the UK please can you confirm that you don't have anyone in your home who is currently in self-isolation due to suspected symptoms, confirmed cases of coronavirus or having travelled to a high risk area?"</i></p> <p>If they aren't sure, please ask them to complete the questionnaire at https://111.nhs.uk/. In the meantime, explain that the appointment will need to be rescheduled and they should contact Customer Services to rearrange once they are not deemed to be at risk of coronavirus. If they confirm they are self-isolating, you should explain that when they are fully recovered, they should contact Customer Services to re-arrange a convenient time for the appointment – after the self-isolation period. If you receive no answer to your telephone call or you are cold calling and arrive at the property to find they are in self-isolation, you should ask the same question before entering the premises. If they confirm they are self-isolating or have any concerns regarding potential coronavirus similar to above request that they contact Customer Services to reschedule the appointment and leave. Debt staff should add note to their Toughpad and inform TCS. Energy Solutions staff should ask Customer to contact their Supplier or add Customer details to Service Order.</p>
2	<p>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/coronavirus or flu?</p>

	Ask the same question as in question one and dependent on the customer response take the same action.
3	As someone working in the field, what should I do to minimise the risk of catching the virus?
	Make sure you wash your hands whenever possible at the end of each appointment (with the permission of the customer). Where water isn't available or not practical, use the hand sanitiser provided and where appropriate make use of the single use gloves provided.
4	Is the company issuing any preventative measures specifically for field-based employees?
	Hand sanitiser, hand wipes and single use gloves are provided to minimise risk to our employees.
5	Will field appointments and non-appointed work in high risk areas be cancelled?
	The company will continue to review the spread of virus and all information published by Public Health England. If the advice and guidance changes for specific locations or areas, consideration will be given to cancelling customer appointments/ non-appointed work in those locations.
6	During appointments / non-appointed work at customers' property there is often the need for them to handle my Toughpad and/or smart phone. What can I do to minimise the risk of the virus from these shared devices?
	You should use the wipes supplied to clean your devices after being handled by customers and/or colleagues.
7	As an employee working in the field there is often the need for me to pair with a colleague. What should I do if I notice my colleague showing symptoms of the virus?
	You should advise the individual to go home and follow this guidance . They should not go to a GP surgery, pharmacy or hospital. They must also inform their line manager. If their symptoms are mild they will not be tested and their contacts do not need to be traced. We will arrange for any areas they've been to, to be cleaned, including IT equipment and site transport.
8	If whilst inside the Customer's property, someone arrives at the property and informs me that they are self-isolating, what should I do?
	Keep at least 2m distance from the person at all times. Ask them to self-isolate in another room and keep the door closed. Put on additional PPE - disposable gloves. 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. Return to and stay in your vehicle. Inform your Line Manager.
9	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.

Travel (work / holiday / visitors)

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1	<p>Is it safe to travel abroad for work?</p>
	<p>International business travel must be business critical. From 21 July, a new approval process was applied in Travel Planet. Prior to booking selections being sent for approval, individuals wishing to book travel will be required to confirm in Travel Planet that they are not deemed as vulnerable. If you are a vulnerable individual you will be directed to Occupational Health for a risk assessment before you can book travel, which will then need to be approved.</p> <p>For non-vulnerable individuals wishing to book travel outside the UK to countries included as exempt under the Air Bridge classification, their travel request will need to be approved by their line manager and then sent to the appropriate senior manager within their business unit for approval.</p> <p>For business critical travel outside the UK to countries not included within the Air Bridge classification, the current processes will remain, and is subject to a risk assessment with Occupational Health and approval from the relevant senior manager in your business unit:</p> <p>Corporate Functions – Senior Leadership Team member Customers – Customers Executive Team member Generation – Generation Executive Team member HPC – Helen Goodland Nuclear Development – Mike Lavelle Renewables – Renewables UK Executive Team member TCO – TCO Executive Team</p> <p>You should check the Foreign and Commonwealth Office (FCO) website for the latest travel advice before going.</p>
2	<p>Are there any areas of the UK I should avoid?</p>
	<p>We've seen local measures being introduced where infection rates have become high relative to other areas. When this occurs we review whether work activities in these communities, such as smart metering installations, should continue. For your health and safety, we advise that you consider postponing trips for non-work purposes to areas that are subject to local restrictions.</p>
3	<p>I've been told that only "business critical" travel is permitted. What does this mean and should I avoid travelling between offices?</p>
	<p>As outlined in our company policy, employees should only travel on business when it's essential. It should also be done in the safest and most cost-effective way.</p> <p>Line managers can approve UK travel. They'll need to confirm via Travel Planet that the person travelling isn't vulnerable. If the employee is classed as vulnerable, the manager will be referred to Occupational Health for advice.</p>
4	<p>Can I invite external visitors to my site?</p>
	<p>Where possible, you should continue to use other alternatives such as video and teleconference meetings. Please continue following advice for your part of the business.</p>

5	Does the suspension of business travel mean that I can't go to my contractual location?
	If you work in an operational role that is carried out at one of our locations, you should continue to go to work as usual. Remote working arrangements will remain in place for some roles and business units until further notice. You should follow local guidance for where you work.
6	The company has paid for me to attend an event, conference or training course, should I still cancel my place?
	Yes, the health and well-being of our employees is our number one priority. Given the unusual circumstances, you should find out if you're entitled to a refund or are able to postpone your attendance for a future event.
7	My team has paid to use an external venue for a team event, should we still cancel?
	Yes, the health and well-being of our employees is our number one priority. Given the unusual circumstances, you should find out if you're entitled to a refund or able to re-schedule for a future date.
8	I'm due to travel abroad on holiday. What is EDF's position regarding isolation on my return to the UK?
	<p>From 7 May 2021, the UK government introduced a traffic light system for travel. If you make a choice to travel internationally it is your personal responsibility to comply with the government guidance regarding testing and self-isolation requirements. Further details can be found on the government website - https://www.gov.uk/foreign-travel-advice</p> <p>Treatment of working time spent in isolation following a personal trip abroad must be agreed with your line manager in advance of travelling and recorded in myHR.</p> <p>GREEN: If you are travelling to a 'green' listed country there is no requirement to self-isolate and you can return to the workplace immediately, subject to a negative COVID test on return to the UK.</p> <p>AMBER: If you are travelling to an 'amber' listed country, you will be required to self-isolate at home for 10 days. If you can work from home, you should do this. If you're unable to work from home you will need to agree with your line manager the appropriate pay arrangements for this period in advance of travelling. This can include taking additional annual leave, a period of unpaid leave, or TOIL (if appropriate). You may also be able to participate in the 'test and release' scheme (please see Q11 for more information).</p> <p>RED: If you are travelling to a 'red' listed country, you will be required to isolate in a government approved hotel for a period of 10 days. You will need to make the appropriate arrangements for this prior to travelling. You will need to agree with your line manager how this time off will be recorded, in advance of travelling. This can include taking additional annual leave, a period of unpaid leave, or TOIL (if appropriate).</p> <p>If, whilst in situ, the rating for the country you are visiting changes, you will need to notify your line manager at the earliest opportunity and agree the appropriate arrangements for any time off needed to isolate.</p>
9	Can I still car share to get to and or from work?

	<p>In order to protect the health and wellbeing of individuals as well as the resilience of our workforce, car sharing as a means of travel to and from work, must be avoided wherever possible.</p> <p>When travelling to and from work, private cars should only be shared by members of the same household. Anyone who would normally car share to get to work with people who are not members of their own household, should consider alternatives which enable them to maintain a social distance of at least two metres from others. Alternatives may include walking, cycling and using public transport where it is possible to maintain a social distance of at least 2 metres from others.</p> <p>If you are a critical worker or have agreed with your line manager that it is appropriate for you to attend a Covid secure office, but believe you are unable to get to work without car sharing, you should inform your line manager who will ensure that all options to avoid car sharing have been fully explored. It is an individual's responsibility to get to work. If you choose to car share, then this increases your likelihood of coming into contact with someone infected with COVID-19 and being required to self-isolate. If an individual develops symptoms, the whole car sharing group will all be required to self-isolate immediately as per government advice. If you are a critical worker or have agreed that you can return to the office and you have no alternative but car sharing available to you, then you should follow the Government advice which is:</p> <ul style="list-style-type: none"> • If the journey is essential, such as travel to work, and there is no option but to share a car with people who are not part of the same household, journeys should be shared with the same individuals and with the minimum number of people at any one time. • Good ventilation (i.e. keeping the windows open) and facing away from each other may help to reduce the risk of transmission. • Use face masks at all times • Private vehicles that are used by people from multiple households should be cleaned regularly using gloves and standard cleaning products with particular emphasis on handles and other areas where passengers may touch surfaces.
<p>10</p>	<p>What is EDF's policy if I choose to participate in the 'test and release scheme'?</p>
	<p>Employees in England can choose to pay for a private COVID19 test on their return from travel. The earliest you can take the test is at least 5 days after you have left the destination. If the test returns as negative, you are able to stop self isolating immediately and return to the workplace. Employees returning from a country on the UK travel ban list are not able to participate in this scheme and must self-isolate for the full 10-day period.</p> <p>If your travel is for personal reasons, you will be required to procure and pay for the private test. If you are returning from business travel (including expats), EDF will reimburse you for the cost of this test via an expense claim. Please note that if either yourself, or a member of your household, displays any symptoms of COVID19, you should immediately follow the government guidance in relation to self-isolation. Further details on the scheme can be found https://www.gov.uk/guidance/coronavirus-covid-19-test-to-release-for-international-travel</p>

Occupational Health

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1	Can I get an appointment with Occupational Health (OH) to discuss Covid-19?
	Our OH team is regularly monitoring the situation and providing the updates that we're sharing company-wide. Although our OH Advisers are normally available to see people who self-refer, there's no additional advice they can give over and above what we've already issued. However, if you have a specific query or concern, please contact them via occupationalhealth@edfenergy.com or 01452 654343.
2	Can OH provide any helpful medical information on how to avoid getting Covid-19?
	The best defence and single most effective action you can take to protect yourself and others from infection is to follow good hygiene practices, which will also help to slow the spread of a virus. When you cough or sneeze it's especially important to: use a clean tissue to cover your mouth and nose; bin the tissue after use; and wash your hands regularly with soap and water. Simply – Catch it, Bin it, Kill it.
3	Is any treatment available for Covid-19 and can Occupational Health dispense it?
	There are several treatments for Covid-19 undergoing trials in the UK. There is a vaccine being developed but this is unlikely to be available until 2021. When one is developed vaccination and treatment would be provided via the NHS.

IT

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IT and digital tools to support you during the pandemic: We are aware that with the current Coronavirus situation and recommendation to reduce travel where possible will impact that the way our employees work and we are looking into a range of options to better facilitate remote working.	
1	Can I access the company advice published on eNZO from a personal device?
	Yes, you can access the latest information on the Zero Harm website using any work or home PC or smart device: https://dailymessage.edfenergy.com . We've created a tile within the Zero Harm section called "Covid-19 Update". Save the link to your favourites for easy access.
2	I've received a suspicious email with coronavirus in the subject. What should I do?
	There has been an increase in coronavirus related phishing attacks. Whilst we have our security firewalls and other controls to detect and block the majority of malicious email and web traffic, we still need everyone to remain vigilant and follow the usual phishing guidance . Remember to reboot your device regularly to allow important security updates to be deployed to your device and when prompted to do so.
3	How are we dealing with the need to reset passwords if you can't get to site?

	We know this is an issue, so password duration has been increased to 90 days to reduce the risk of password timeouts if people are away from the office for extended periods (on all our networks).
4	I have a laptop, but don't have an RSA secure ID token. How can I get access the network from home without one?
	For people in Customers, Corporate Functions, Coal & Gas, we have enabled Multi Factor Authentication (MFA). To use MFA, you'll initially need to register via the MFA link - you'll need to do this from and EDF laptop or desktop computer while you're on the network (even if you're already using VPN, you should still sign up for MFA). MFA will ask you to provide contact details of another device (it can be a work or personal phone number or alternative email account) - you'll use this to access your one-time passcode when you need to log-in. Full details, including the registration link, step by step guide and Q&As can be found here .
5	Can I email company information to my personal email to work on at home on my home computer?
	No, Personal email accounts must not be used to send or receive company information.
6	Can I print from my Gold laptop to my home printer?
	No, in order to secure company information your Gold Laptop can only print to company printers.
7	If I have an RSA token, do I need to register for Multi Factor Authentication (MFA)?
	Please note that the below is not applicable to EDF Renewables UK employees. Yes please! RSA hard and soft tokens are in great demand at the current time. People who are normally based at one of our Nuclear Generation sites can only use RSA tokens and not MFA to access our networks remotely. By registering for MFA now, we'll be able to reallocate your RSA licence to others who cannot currently access the network from home. Once you've made the switch to MFA, please drop a note to perimetersecurityteam@edfenergy.com (with a subject line: RSA Migration success). The team can then reallocate your token to someone who needs it.
8	Is there anything else I can do to improve Skype/Teams calls from home?
	Your home Wi-Fi is the first leg of the Skype call; if it's very busy (streaming Netflix etc), your call experience may be negatively impacted. Headsets also play a big role in your user experience - use a wired headset or speakerphone if possible over a wireless one.
9	Can I still use Skype for video conferencing?
	Skype video conferencing may be used occasionally to help small groups of people feel connected, though if you work in Generation, you should follow the guidance provided by the Generation Pandemic Working Group.
10	Should I use Skype for bigger groups or with external parties?
	No. To help ensure call quality at the current time, Arkadin should be used for large team calls (for 15-100 people) and for meetings where external visitors without a Federated account are joining. Arkadin numbers can be ordered via myIT ; there is a two-day turnaround, so you'll need to plan ahead.

	(There are no changes to the process for booking hosted Arkadin/NTT web conferences, though these should be booked well in advance to avoid disappointment.)
11	Who do I contact if I can't log on to my computer from home?
	<p>Although our Service Desk teams are reduced at the current time due to the lockdowns in the UK and India, if you have problems with access from home and can't log on you can still call the IT team on the following numbers:</p> <ul style="list-style-type: none"> • Nuclear Generation, HPC and Nuclear Development - 01452 653113 • Customers, Corporate Functions, Coal and Gas - 0333 009 7770
12	I can log in, but still have a problem, what should I do?
	You can use the new myIT portal to 'Live Chat' with an agent (it's the orange speech bubble in the bottom right hand corner), or you can log a ticket to report an issue or to raise a request.
13	What happens if I need to change my password?
	One of the most frequent IT Service Desk queries is around resetting passwords, so to further reduce the pressure on our teams, we have removed the automatic password expiry requirements. This means you won't need to change and remember a new password unless you wish to do so. If you get stuck, you can still call the Service Desk using the numbers above.
14	I'm working from home and have an electrical item that is due a portable appliance test (PAT). What should I do?
	You should disconnect the item from the mains and visually inspect it. As long as the item is intact and there aren't any signs of damage, it's safe to continue using. If an item is damaged, you should stop using it immediately and report it to the IT Service Desk (0333 009 7773, option 1) or raise a ticket through myIT. IT can arrange for a replacement to be sent to you.

Returning to the workplace

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1	What new measures are in place at our sites?
	<p>We have introduced a series of new measures to protect the health and well-being of employees working at our sites to ensure social distancing can be respected:</p> <ul style="list-style-type: none"> • An enhanced cleaning regime across our buildings. • Additional handwashing and sanitiser stations. • A maximum occupancy of 25-30%. • Limited entrances to buildings. • Areas of social and workspaces to be cordoned off to accommodate two metre social distancing rules. • Restricting the use of lifts. • Additional signage displayed across sites, including one-way systems where feasible. • Reduced occupancy of confined spaces such as meeting rooms and WCs. <p>There are some additional local arrangements in place where it is practical, including staggered arrivals and the use of thermographic cameras. Please continue to follow the relevant guidance for your location.</p>
2	How is the company continuing to protect those working in critical/key worker roles at

	sites?
	<p>The Covid-19 risk assessment identifies the measures the Company and workers have to implement to protect workers on sites.</p> <p>The best defence and single most effective action you can take to protect yourself and others from infection is to follow good hygiene practices, which will also help to slow the spread of a virus. When you cough or sneeze it's especially important to use a clean tissue to cover your mouth and nose; bin the tissue after use; and wash your hands regularly with soap and water. Simply – Catch it, Bin it, Kill it.</p>
3	How can I find out what social distancing measures are in place at my site?
	To help support people returning to the workplace, we have developed a short return to work video and risk assessment (within Coronavirus reporting). It covers the changes we've introduced at our sites and the rules that we all must follow. You are only required to do this once you have been given a date to return to work.
4	I am working from home but I want to go back to work. When can I return?
	Please continue to follow the local guidance for your business unit.
5	I am a manager and one of my team members needs to return to work. Who do I need to inform?
	<p>The principal tenants at each location will be working with Property Services to manage the number of people returning to our sites.</p> <p>The line manager support pack explains the process of returning team members to work, which includes watching a video on MyCampus, a one-to-one risk assessment (within Coronavirus reporting) discussion with the employee and recording the details in myHR.</p>
6	I am unable to work from home and am nervous about coming back. What are my options?
	You are advised to discuss your concerns with your manager who will explore how these can be alleviated and agree an appropriate way forward with you.
7	Do I need to wear a face covering at work?
	<p>Please continue following the guidance issued for your part of the business. In some office spaces it's recommended that face coverings are worn when walking around site.</p> <p>Surgical masks will be provided if social distancing can't be adhered to and a full review has considered all alternatives, including not undertaking the task. The task risk assessment will define the additional controls and this will include the use of a surgical mask. Surgical masks will be available on request for anyone who wants to wear one at work, even if not required for a work task.</p>
9	How do I correctly use a face covering?
	Full guidance on how to use face coverings was included in the package sent to your home in

	June. If you would like to create your own face covering, please follow this guidance .
10	Has the company deployed antibacterial gel across its sites?
	<p>Yes, there are more hand washing and sanitiser stations at key points on our sites.</p> <p>As with normal cold and flu prevention, washing your hands regularly with soap and water is the most effective way to help prevent the spread of germs. Antibacterial gel (with 60%+ alcohol content or other viricidal agents) is a useful adjuvant when hand washing is not available.</p> <p>The best defence and single most effective action you can take to protect yourself and others from infection is to follow good hygiene practices, which will also help to slow the spread of a virus. When you cough or sneeze it's especially important to use a clean tissue to cover your mouth and nose; bin the tissue after use; and wash your hands regularly with soap and water. Simply – Catch it, Bin it, Kill it.</p>
11	My line manager has told me that they need to hold a 'return to site assessment' with me. What is this?
	<p>This process is in place to ensure that those employees who need to come back to a workplace can do so safely. Firstly, you and your line manager will need to watch a video on MyCampus. Your line manager will then need to hold a risk assessment (within Coronavirus reporting) discussion with you, which will be recorded in myHR. This is to ensure that all potential risks and concerns are addressed and considered, and it's deemed safe for you to return to site. Only once this assessment is complete, will you be able to return.</p> <p>A copy of the relevant assessment form is available on eNZO (under Coronavirus reporting) and you should continue to follow the guidance given from your business unit.</p>
<p>Please note that the following questions are relevant for those who are either already working at one of our sites or are due to return soon. Please continue to follow the return to work arrangements for your business unit.</p>	
12	Is it safe to sit in close proximity of others?
	All areas of the workplace are set up to accommodate social distancing rules. Before returning to your location you will be need to watch a video on MyCampus and complete risk assessment (within Coronavirus reporting) with your manager. The video includes examples of the signage at sites and what is expected from each of us.
13	Is it safe to eat in the canteen?
	Where possible, seating areas in our canteens remain open with fewer seats to accommodate the reduced number of people working on site. A limited number of our canteens only provide takeaways to avoid mass gatherings in confined seating areas. We have relaxed the rules around eating at desks to ensure you have a space to eat away from others, but this requires you to ensure good desk hygiene.
14	Should I still hot desk?
	Hot desking should be avoided to help reduce the risk of spreading Covid-19. If you are returning to an office with flexible working arrangements such as Whitfield Street, Atlantic House or

	Interchange you should use the same desk each day. You must only use the desks and chairs that are indicated as available. Desks should continue to be cleared at the end of each day so that they can be cleaned thoroughly.
15	Should we avoid face-to-face meetings?
	Please continue following the guidance for your part of the business. We've reduced the capacity of our meeting rooms and have re-arranged furniture to enable face-to-face interaction whilst support social distancing. If you need to have a face-to-face conversation, you should use a suitable meeting room and sit in the designated seats.
16	Can I invite external visitors to my site?
	You should continue to use other alternatives such as video and teleconference meetings.
17	What happens if there are multiple cases of Covid-19 in my workplace?
	If more than one employee working at the same location tests positive for Covid-19, EDF will contact the local Public Health England Health Protection Team (HPT) to report the suspected outbreak. The HPT will undertake a risk assessment, provide public health advice and, where necessary, establish an Incident Management Team to manage the outbreak. Reporting this information to the HPT can help prevent the risk of a wider outbreak on site. Further information is available on the government website .
18	How will EDF safely regulate the air flow in its buildings during winter?
	To maintain a safe working environment, the circulation systems in our buildings need to regularly draw in fresh air from outside. During the winter months, we expect the buildings will maintain a minimum heat of 18°C, which is slightly cooler than the 20-21°C we're used to. Our Property Services teams are exploring options to increase temperatures at sites, including pre-heating buildings before staff arrive.
19	Can I bring my own heater or desk fan to work?
	No, personal desk fans and heaters are strictly prohibited. Property Services teams are considering whether additional plug-in heaters can be used in some buildings. This will be managed on a site-by-site basis. If you have any concerns with the building temperature at your location, please speak to your local facilities team.

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