

## Frequently Asked Questions – Coronavirus

### Updated 5 June 2020

As of 9am on 4 June, there have been 5,005,565 tests, with 220,057 tests on 3 June.

281,661 people have tested positive.

As of 5pm on 3 June, of those tested positive for coronavirus in the UK, across all settings, 39,904 have died.

### How can I catch COVID-19?

There are two main routes by which people can spread COVID-19:

- Infection can be spread to people who are nearby (within two metres) or possibly could be inhaled into the lungs.
- It is also possible that someone may become infected by touching a surface, object or the hand of an infected person that has been contaminated with respiratory secretions and then touching their own mouth, nose, or eyes (such as touching doorknob or shaking hands then touching their own face)

### What are the symptoms?

If you are experiencing any of the below symptoms, please go home immediately:

- A high temperature – this means you feel hot to touch on your chest or back (you do not need to measure your temperature)
- A new, continuous cough – this means coughing a lot for more than an hour, or 3 or more coughing episodes in 24 hours (if you usually have a cough, it may be worse than usual)

### How can I minimise my exposure to the virus?

A) There is currently no vaccine to prevent COVID-19. The best way to prevent infection is to avoid being exposed to the virus.

The World Health Organisation and Public Health England have been very clear and consistent with their ongoing advice. The following guidance is important to take note of:

- The risk of catching the virus from someone not displaying symptoms is very low.
- The virus is passed through coughing and sneezing.

- Regular hand washing is still the most effective method to reduce the spread of the virus.
- Where shared phones, PDAs and tablets are used, please use a disinfectant wet wipe to reduce onward transmission. It's advisable that a blunt instrument such as the reverse end of a pen or a stylus be used to sign the PDA screen, whilst you hold it.
- If someone is ill; the risk of catching the virus can be reduced significantly by remaining two metres away from them.
- If you're in a confined space (such as a lift) for short periods of time and a symptomatic individual is nearby, thorough washing of hands will greatly reduce the already small chance of infection.

If you are worried about symptoms, please call NHS 111. Do not go directly to your GP or other healthcare environment.

### **Should I wear a mask or protective equipment?**

PHE are not recommending the wearing of a mask or protective equipment, unless it has been advised by a health professional or for specific high-risk activities.

### **What should I do if I'm experiencing cold and flu symptoms?**

If you or anyone else in your team feels unwell with cold and flu symptoms, please inform your line manager and go home immediately. The Working Group must also be notified at [CVI9@mitie.com](mailto:CVI9@mitie.com).

- If you live alone and you have symptoms of coronavirus illness (COVID-19), however mild, stay at home for 7 days from when your symptoms started.
- If you live with others and you or one of them have symptoms of coronavirus, then all household members must stay at home and not leave the house for 14 days. Further guidance around isolation if several family members become infected over several days can be found on the PHE website.
- If you feel you cannot cope with your symptoms at home, your condition gets worse, or your symptoms do not get better after 7 days, please use the Government 111 coronavirus service which is an online service. You can call 111 if you can't get help online.

### **The government has advised that people avoid public places and stay home, should I still come into work?**

If you're able to, we recommend that all employees work from home, where possible.

For those of our frontline workforce who can't work remotely, business is continuing as usual, unless advised otherwise.

## **The Government has stated that Key Workers can utilise schools to ensure a childcare provision. Am I classed as a Key Worker?**

The Key Worker provision guidance has recently been released and guidance on which roles within Mitie is being urgently sought. If you are a Key Worker and your school is closed, then please contact your local authority, who will seek to redirect you to a local school in your area that your child, or children, can attend.

## **How do I know if I qualify for the Government Coronavirus Job Retention Scheme?**

The Coronavirus Job Retention Scheme enables employers to “furlough” those employees that cannot be redeployed and that would otherwise be at risk of redundancy due to the impact of COVID-19. Mitie is currently determining which employees are to be furloughed and will notify individual employees if this is the case. In such circumstances, those employees who are furloughed will not be required to work and will be paid 80% of their pay. Salary payments would be paid through Mitie payroll.

## **I'm currently working on a site/in a location and cannot locate hand sanitiser – what should I do?**

As mentioned in recent communications, Mitie is committed to providing hand sanitiser and or suitable alternatives to our people in our frontline and office locations. We have large orders currently placed with our supplier, however due to the current demand on the UK supply chain and the need for NHS/First line responders to take precedence, there may be a delay in these arriving in some locations. We are doing everything we possibly can to expedite these deliveries. You can speak to your local QHSE representative if you require hand sanitiser and cannot locate any - they will be able to provide alternative guidance and log your requirement for hand sanitiser when it arrives.

If you are travelling to a location to source hand sanitiser, please check with the location ahead of time to ensure they have some in stock.

You can find information [here](#) that provides the level of protection required using alternative supplies that you would normally find in your house. Please do make use of this advice to maintain safe systems of work.

In this current unprecedented time, it is important that we support the prioritisation of our NHS and other frontline services, whilst ensuring our own adequate levels of protection.

Your understanding and support during this time is much appreciated.

## **What should I do if I don't have access to the require PPE?**

It's critical that everyone working at Mitie has access to the Personal Protective Equipment (PPE) they require to do their job safely. If you feel you currently don't have the PPE you

require, **please speak to your line manager, who will be able to order it urgently for you.**

### **I'm classed as an extremely vulnerable worker (shielded), can I be furloughed?**

Yes. Where you are classed as an extremely vulnerable worker, or are caring for a dependent who is an extremely vulnerable worker, and you cannot work from home, then you may choose to be furloughed. Please discuss this with your line manager and provide them with a copy of the NHS letter you will have received recommending that you shield yourself for a 12 week period.

### **Who is classed as an extremely vulnerable worker?**

Based on current government guidance, people classed as extremely vulnerable and required to be shielded include those who:

- Have had organ transplants, such as a heart, kidney or liver
- With specific cancers, receiving chemotherapy, radiotherapy, or certain other treatments
- Have severe lung and breathing diseases
- Were born with conditions that make the body, blood and cells work differently – which might mean you are more likely to get infections
- Are taking drugs that reduce the body's responses for fighting infections
- Are pregnant with significant heart disease.

### **How do I arrange a COVID-19 test?**

If you, or a member of your household, are showing symptoms of COVID-19, then you will be able to arrange a test, the aim of which is to assist you back to the workplace. As a reminder, if you're self-isolating, this must first be reported using the CVI9 reporting portal.

Employees can visit <https://self-referral.test-for-coronavirus.service.gov.uk/> to register for a test.

The results will be sent directly to you and as part of the process, we would ask you to share these results with your line manager and the CVI9 team via [CVI9@mitie.com](mailto:CVI9@mitie.com)

### **What should I do if I have any further concerns or worries?**

Please speak to your line manager, email [CVI9@Mitie.com](mailto:CVI9@Mitie.com) email address, or call our dedicated People Support helpline on 0330 123 4005, Option 1.

Our Employee Assistance Programme service also gives you access to a free confidential helpline available for 24/7 365 days a year, with expert advice, information and support. Call free on 0800 1116 387 or visit the website [www.my-eap.com](http://www.my-eap.com), login details: mitiewell

The online NHS 111 service can also be found here <https://111.nhs.uk/>

For Scotland, please go to <https://www.nhsinform.scot/self-help-guides/self-help-guide-coronavirus-covid-19>