

Managing through the coronavirus (COVID-19) outbreak

Guidance for all line
managers

V1.16 – 2 April 2020

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



Contents

Section	Page
Introduction	4
Self-isolation, Social Distancing and Shielding - <i>UPDATED</i>	4
- Self-isolation - <i>UPDATED</i>	4
- Self-isolation – living with others - <i>UPDATED</i>	4
- Social Distancing	5
- What is Social Distancing?	5
- Shielding	6
- What is Shielding? - <i>UPDATED</i>	7
Who should I contact for HR advice?	8
Other important information to note:	
- Pay and absence duration - <i>UPDATED</i>	8
- Self-isolating more than once	10
- Schools – key workers	10
- Dependant Leave	11
- Annual leave - <i>UPDATED</i>	11
- Call up of reservists and Special Constables	12
- Informing other team members	12

- Staying in touch with your employees	13
- Returning to work - <i>UPDATED</i>	14
- Staff Travel - <i>UPDATED</i>	14
- End of year reviews	15
- Redeployment	15
- Fixed Term Contracts	15
- NHS Volunteer Responders	15
- Key worker identification letter - <i>UPDATED</i>	16
- Managing the Probation period - <i>NEW</i>	16
- Occupational Health Referral form - <i>NEW</i>	16
- Individual Case Management – <i>NEW</i>	16

Introduction

The following guidance is based on advice from Public Health England (PHE) and is correct as of 2 April 2020.

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

Self-isolation, Social distancing and Shielding - **UPDATED**

Social distancing is not the same as **Self-isolation or Shielding**. *Social distancing is about steps we should all take to reduce social interaction between people in order to reduce transmission of coronavirus. Self-isolation is used for individuals with symptoms of a new continuous cough and/or high temperature (>37.8 degrees Celsius) and other members of their household. Shielding is a measure to protect people who are clinically extremely vulnerable by minimising all interaction between them and others.*

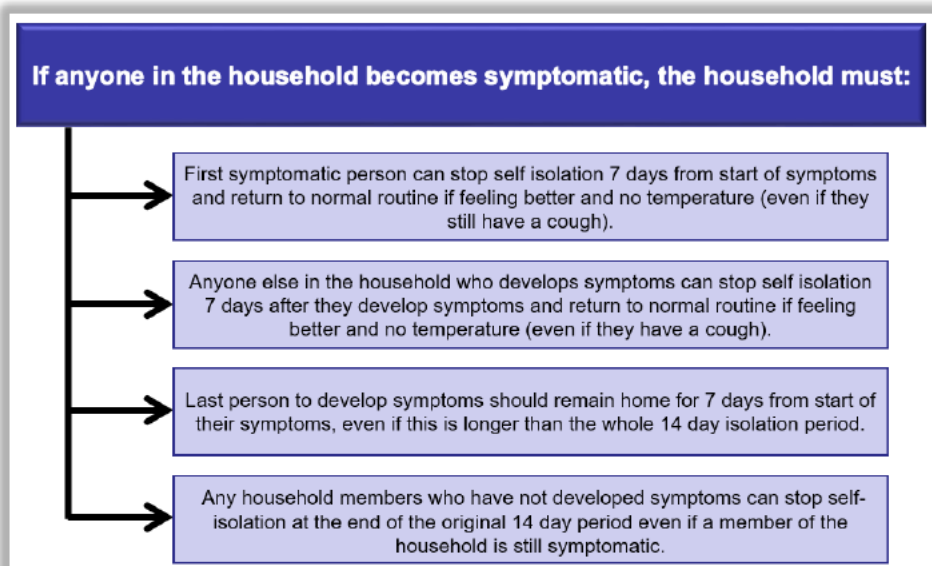
Self-isolation - **UPDATED**

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

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

- *If an employee has symptoms (i.e. a high temperature of 37.8 Celsius or higher, or a new persistent cough) they self-isolate for 7 days.*
- *In cases where the employee lives with others, and someone else in the household has these symptoms but the employee does not have them, then the employee self isolates for 14 days. If the employee develops symptoms during this 14-day period of household isolation, then they should self-isolate for 7 days from the start of when they developed symptoms (irrespective of when during the 14 day period of household isolation they develop the symptoms).*

Self-isolation – living with others - **UPDATED**



An alternative chart is available by clicking this [link](#) which you may find useful when discussing return to work dates with your employee.

Social distancing

Public Health England (PHE) has advised those who are at increased risk of severe illness from coronavirus (COVID-19) to be particularly stringent in following social distancing measures, but everyone should be trying to follow these measures as much as possible.

People falling into this 'increased risk' vulnerable group include:

- aged 70 or older (regardless of medical conditions)
- under 70 with an underlying health condition listed below (i.e. anyone instructed to get a flu jab as an adult each year on medical grounds):
 - chronic (long-term) respiratory diseases, such as [asthma](#), [chronic obstructive pulmonary disease \(COPD\)](#), emphysema or [bronchitis](#)
 - chronic heart disease, such as [heart failure](#)
 - [chronic kidney disease](#)
 - chronic liver disease, such as [hepatitis](#)
 - chronic neurological conditions, such as [Parkinson's disease](#), [motor neurone disease](#), [multiple sclerosis \(MS\)](#), a learning disability or cerebral palsy
 - [diabetes](#)
 - problems with your spleen – for example, [sickle cell](#) disease or if you have had your spleen removed
 - a weakened immune system as the result of conditions such as [HIV and AIDS](#), or medicines such as [steroid tablets](#) or [chemotherapy](#)
 - being seriously overweight (a body mass index (BMI) of 40 or above)
- those who are pregnant

What is social distancing?

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

They are:

1. Avoid contact with someone who is displaying symptoms of coronavirus (COVID-19). These symptoms include high temperature and/or new and continuous cough
2. Avoid non-essential use of public transport, varying travel times to avoid rush hour, when possible
3. Work from home, where possible. Please refer to [employer guidance](#) for more information
4. Avoid gatherings with friends and family. Keep in touch using remote technology such as phone, internet, and social media
5. Use telephone or online services to contact a GP or other essential services

Everyone should be trying to follow these measures as much as is practicable.

This advice is likely to be in place for some time.

Shielding

This guidance is for those employees, who are at very high risk of severe illness from coronavirus (COVID-19) because of an underlying health condition. It is intended for use in situations where the employee is living in their own home, with or without additional support.

We are strongly advising employees with serious underlying health conditions (listed below) which put them at very high risk of severe illness from coronavirus (COVID-19) to rigorously follow shielding measures in order to keep themselves safe.

The NHS in England is directly contacting people with these conditions to provide further advice.

If your employee thinks they fall into one of the categories of extremely vulnerable people listed below and they have not received a letter by Sunday 29 March 2020 or been contacted by their GP, they should discuss their concerns with their GP or hospital clinician.

If your employee confirms to you that they are in the extremely vulnerable group and need to undertake shielding, you will not require any further information from them before they start shielding. You should ask them to send in a copy of their letter from NHS England clearly showing their name and home address and advising them to shield for a period of 12 weeks. They should blank out the part of the letter that sets out what their particular medical condition is. This is to ensure that they are not unnecessarily providing sensitive and personal information to you. In order to be GDPR compliant, you should make a note of the fact that you have seen a copy of the letter and then immediately delete the actual letter.

Explain to your employee that we understand this is an anxious time and people considered extremely vulnerable will understandably have questions and concerns.

Employees are strongly advised to stay at home at all times and avoid any face-to-face contact for a period of at least 12 weeks from the day they receive their letter. Please note that this period of time could change.

Employees falling into this 'extremely' vulnerable group include:

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

5. People on immunosuppression therapies sufficient to significantly increase risk of infection.
6. Women who are pregnant with significant heart disease, congenital or acquired.

What is shielding?

Shielding is a measure to protect extremely vulnerable people by minimising interaction between them and others. This means that those who are extremely vulnerable should not leave their homes, and within their homes should minimise all non-essential contact with other members of their household. This is to protect those who are at very high risk of severe illness from coronavirus (COVID-19) from coming into contact with the virus.

If your employee has received a letter/other correspondence from NHS England they are strongly advised to shield themselves, to reduce the chance of getting coronavirus (COVID-19) and follow the face-to-face distancing measures below.

The measures are:

1. Strictly avoid contact with someone who is displaying symptoms of coronavirus (COVID-19). These symptoms include high temperature and/or new and continuous cough.
2. Do not leave your house.
3. Do not attend any gatherings. This includes gatherings of friends and families in private spaces for example family homes, weddings and religious services.
4. Do not go out for shopping, leisure or travel and, when arranging food or medication deliveries, these should be left at the door to minimise contact.
5. Keep in touch using remote technology such as phone, internet, and social media.

Do use telephone or online services to contact your GP or other essential services.

Stopping these activities will be difficult, so your employee should try to identify ways of staying in touch with others and participating in their normal activities remotely from their home. However, they must not participate in any activities if they involve any contact with other people.

This advice will be in place for at least 12 weeks from the day the employee receives their letter.

Whilst the rest of their household are not required to adopt these protective shielding measures for themselves, they should stringently follow PHE guidance on social distancing which is contained in this document.

If your employee is living with someone who falls into the extremely vulnerable group, then you should discuss the situation with them to find out if they can work from home during the 12-week period. If they are unable to do so, and if requested by them, you can agree special leave with pay while the period of shielding is ongoing (currently this is for a minimum of 12 weeks). You will need to explain to the employee that this is subject to ongoing review as advice from the Government and Public Health England is updated regularly and is subject to change.

The employee will also need to provide you, when available, a copy of the letter from NHS England clearly showing their home address, which advises the household member to shield for a minimum period of 12 weeks. They should blank out the part of the letter that sets out the individual's name and what their particular medical condition is. This is to ensure that they are

not unnecessarily providing sensitive and personal information to you. In order to be GDPR compliant, you should make a note of the fact that you have seen a copy of the letter and then immediately delete the actual letter.

If your employee believes they are in the extremely vulnerable group and hasn't been contacted by their GP or hospital clinician, they can register with the Government's Coronavirus support team in order to tell them whether or not they need support. It may take time for any support offered through this service to arrive. Wherever possible the employee should continue to rely on friends, family and wider support to help them meet their needs.

Your employee can register by clicking on the link below:

Link: <https://www.gov.uk/coronavirus-extremely-vulnerable>

Who should I contact for HR advice?

- The <mailto:Covid19HRqueries@tfl.gov.uk> inbox will be monitored every day between the hours of 08:30 and 21:30. Leave your contact details and brief a description of your enquiry, then an Employee Relations Adviser (ERA) or an Employee Relations Partner (ERP) will contact you to help you with your enquiry.
- If your query relates to an employee who is not at work, you will be advised to complete an online absence form for the individual and in most cases update SAP.
- It is very important that managers log all instances of self-isolation as soon as possible, as this information will be tracked.

Other important information to note

Pay and absence duration – Self-isolation, Social Distancing and Shielding - **UPDATED**

Situation	Arrangements
Employees who can work from home	- The employee will receive contractual salary as normal
Employees over 70 years old, or who are vulnerable (increased risk)	<p>- If the employee is well and able to work from home because their role allows it – they will receive contractual salary as normal</p> <p>- If the employee is well but unable to work from home and where safe social distancing at work is not viable, they will receive Special Leave with Pay (SAP code Special/Domestic) for a maximum of 12 weeks</p>

<p>Employees who are extremely vulnerable (who are required to Shield) as a result of receiving a letter from the Government.</p>	<ul style="list-style-type: none"> - If the employee is well and able to work from home because their role allows it – they will receive contractual salary as normal - If the employee is well but unable to work from home because their role doesn't allow it - they will receive Special Leave with Pay (SAP code Special/Domestic) for a minimum of 12 weeks
<p>UPDATED: If an employee has symptoms (i.e. a high temperature of 37.8 Celsius or higher, or a new persistent cough) they self-isolate for 7 days.</p> <p><i>In cases where the employee lives with others, and someone else in the household has these symptoms but the employee does not have them, then the employee self isolates for 14 days. If the employee develops symptoms during this 14 day period of household isolation, then they should self-isolate for 7 days from the start of when they developed symptoms (irrespective of when during the 14 day period of household isolation they develop the symptoms).</i></p>	<ul style="list-style-type: none"> - If the employee feels well and is able to work from home because their role allows it – they will receive contractual salary as normal - If the employee feels well but is unable to work from home because their role doesn't allow it – they will receive Special Leave with Pay for the period they need to self-isolate. (SAP code Special/Domestic)
<p>UPDATED: If an employee feels unwell</p>	<p>-The employee is classified as being off work through sickness and normal sick pay arrangements and processes apply. It is recognised that your employee may not be able to obtain a doctor's certificate at present. This should be noted on the employee's sickness record. Please note that any coronavirus (COVID-19) sickness will not count as a sickness absence item. (SAP code Sick with Illness reason 'Influenza/Flu')</p>
<p>UPDATED: If an employee is living with an individual who is classified as being in the 'increased risk' vulnerable group</p>	<ul style="list-style-type: none"> - If the employee is well and able to work from home because their role allows it – they will receive contractual salary as normal - If the employee is unable to work from home they should social distance and can request Special Leave with Pay for up to five days (SAP code Special/Domestic). They can also request to take their annual leave and then Special leave without pay (SAP code

	Special/Domestic UNPAID)
UPDATED: If an employee is living with an individual who is classified as being in the 'extremely' vulnerable group (who are required to Shield)	<p>- If the employee is well and able to work from home because their role allows it – they will receive contractual salary as normal</p> <p>- If the employee is unable to work from home they should social distance and following discussion with you and evidence that someone at their home address is shielding, they can request Special Leave with Pay for a minimum of 12 weeks (SAP code Special/Domestic) for a minimum of 12 weeks</p>

Please note: For all of the above situations, you or whoever is responsible for updating absence on SAP, are required to complete an online coronavirus (COVID-19) absence form and update it as the employee's status changes. This is in addition to logging the item on SAP as it provides a greater level of detail required for tracking purposes. Note: Working from home does not need to be logged on SAP. The form can be found here:

<https://transportforlondon.sharepoint.com/sites/bper/SitePages/Logging-COVID-19-Absences.aspx>

Self-isolating more than once

Employees may need to self-isolate more than once. The **Pay and duration** arrangements set out above apply to each occasion of self-isolation.

School – key workers

The Government has now made it clear that [transport workers are included in the list of those whose work is critical to the COVID-19 response](#). This means that if your employee's children cannot be cared for at home, they should be able to attend school even after the announced general school closure from Monday 23 March 2020.

[This letter confirms that the employee works in the transport sector](#). They will need to take it to their children's school, along with their staff ID to confirm who they are.

The Government advice is that children should not be attending school and should be social distancing in line with wider guidance. School services are being provided for essential workers in cases where they really have no other way of caring for their children while at work. Please ask your employee to reflect on whether there are other options available to them before approaching their child's school.

The schooling care provided will be during normal school hours so if necessary, please ask your employee to discuss with you their childcare provisions outside of these hours, as other childcare

options may not currently be available.

If your employee is a parent or guardian with younger children, some nurseries may remain open as they are not automatically covered by the Government's announcement regarding school closures.

It is understood that the school closures may cause your employee real challenges in managing childcare, which of course must be their first priority. You will need to support them if they continue to have difficulty with school or nursery care. All your employees who are parents and guardians should be talking to you about how the closures will affect them and:

- whether they can continue to work in some way. If so, other forms of work pattern may be suitable e.g. they could work at home outside normal working hours (because childcare is needed during their usual working hours), or an alternative shift pattern can be worked.
- altering working arrangements (e.g. rosters) to accommodate their individual circumstances if possible.

Please reassure your employees that if all options are explored and no workable solution can be found, they will be supported. Where the above options have been exhausted, then special paid leave will be granted during school/nursery closures (currently, this is up to a maximum of 12 weeks).

What's most important is that you, as their manager, understands their needs and how you can work with them to keep transport services running for essential journeys.

Dependant Leave

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

Annual leave - *UPDATED*

Employees who fall ill with coronavirus (COVID-19) sickness will have their leave cancelled and can take it at a later date. SAP will need to be updated accordingly.

2019 outstanding leave

If your employee was unable to take their leave by 31 March 2020 due to COVID-19 they will be able to rebook up to five days of this accrued but unused leave, but this must be taken by 31 May 2020.

They will need to obtain your approval and contact Business Services to have the unused leave added back on to their SAP record.

2020 leave

If your employee cancelled booked leave due to working from home or special paid leave, they should now be encouraged to consider taking some leave in order to look after their health and wellbeing.

For leave that is already booked for beyond the end of May 2020, this leave should not be cancelled.

If your employee has been identified as having an increased risk or as being extremely vulnerable, annual leave will be dealt with once further guidance is made available about what will happen after restrictions requiring periods of self-isolation or shielding (respectively) have been lifted.

In light of the Government's announcement about the carry-over of statutory leave (i.e. four weeks), if you manage Operational teams you will need to work with your fellow line managers to identify what options are available to you to ensure that there is a degree of flexibility around leave. This is in order to support your employees' wellbeing, ensure business resilience, minimise compression towards the end of the calendar year (if employees seek to use their leave in-year), and plan how to deal with employees who alternatively seek to use their 2020 leave during 2021 and 2022.

Call up of reservists and Special Constables

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

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

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

Informing other team members

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

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

Employees coming into work (office-based or operational)

The following information should be provided:

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

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

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

Staff working from home

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

Staying in touch with your employees

Stay in contact with your colleagues who are working from home and/or self-isolating and arrange regular catch ups with them over the phone. All of these employees will benefit from regular contact and support. Your employees might be worried about coronavirus (COVID-19) and how it could affect their lives.

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

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

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

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

Some more helpful mental health resources can be found on the [Mind site](#).

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

Working from home for a prolonged period can be challenging. Here's a useful [collection of resources related to working from home](#).

Returning to work - **UPDATED**

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

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

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

Staff Travel

UPDATED: Driving to work	Your employee, who is required to come in to work, may wish to drive to protect their own health. They may request reimbursement for car mileage and parking charges. Subject to senior manager approval, reasonable expenses <i>in exceptional circumstances</i> , will be reimbursed. Your employee can use this link for guidance on car mileage and this link for parking charge reimbursement. Please note parking fines will not be reimbursed.
Annual Rail Season ticket 75% reimbursement	<p>The normal rules apply in the event that your employee cancels their annual rail season ticket:</p> <p>The employee <u>must</u> contact stafftravelservices@tfl.gov.uk , advising of the date they surrendered their season ticket. Staff Travel can then recalculate the payment, so the employee is only reimbursed for the period of time that the season ticket was valid. The adjustments will then be seen on their next payslip and we will no longer be paying 75% back to the employee each pay period.</p>
Staff/Nominee travel passes	<p>As the Staff Travel team are now all working from home, they are not in the office to produce passes.</p> <p>If your employee is an operational member of staff who needs a replacement staff Oyster card for a frontline or a critical role, please email both [REDACTED] and [REDACTED] to discuss.</p> <p>[REDACTED] @tfl.gov.uk [REDACTED] @tfl.gov.uk</p> <p>If your employee has submitted an application for a Nominee pass, this will not be processed, and their application will be deleted. They will need to resubmit their Nominee application at a</p>

	later date once travel recommendations have been lifted.
--	--

End of year reviews

Current circumstances and our priorities mean some colleagues may need additional time to have and process end of year reviews (EOYR). In response to this:

- If you already have held your EOYR – you should finalise it and put it in SAP as normal
- If you are able to have your EOYR on the phone/ skype you should continue to go ahead and enter it into SAP
- If you're unable to hold it virtually – because at present your focus is keeping our services running, we have moved the deadline for completion of this process until the end of April 2020
- If you are in an operational role, and not part of the performance related pay process, your P&D review will now take place in October, or in accordance with your CMS schedule where appropriate

Redeployment (Organisational Change, Medical Redeployment and EVS/VS Leavers)

As a result of the current circumstances, Redeployment processes have been updated. If you have an employee currently being supported by the Redeployment team in any capacity, please email Redeployment@tfl.gov.uk.

Fixed Term contracts

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

NHS Volunteer Responders

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

We are officially recognising this NHS volunteering programme and have opened this opportunity to all employees except those who are keeping the network going in critical and operational roles.

It's important our critical workers and operational frontline teams, whose work directly affects the running of our network, continue in their roles so we can run a good service for key workers at this crucial time.

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

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

Key worker identification letter - *UPDATED*

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

[Key Worker – TfL employee](#)

Managing the Probation Period - NEW

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

Occupational Health Referral Form - NEW

Occupational Health (OH) has shortened their OH Referral Form, to help you at this very busy time. This can be used for all referrals to them. OH want to work with you and your employees who are off sick and who now may be able to return to work with appropriate advice in regard to adjustments to support them (if applicable). Prolonged absence can be associated with developing mental health symptoms particularly at the moment with social distancing.

OH will continue to triage any referrals and will offer employees telephone assessments in the majority of cases. OH can also offer temporary extensions to periodic medicals through paper based and telephone assessments.

The new form can be found on this [link](#)

Individual Case Management – NEW

The focus of the organisation remains the provision of a service to enable key workers to travel. Combined with the numbers of employees self-isolating, social-distancing and absent due to illness, this means that we need to consider how we manage individual cases during this time. As a result, except where an employee expresses a desire to proceed, we will be adopting the following general approach from 6 April in relation to both new and existing cases:

Disciplinary Cases

We will not be proceeding with investigations and hearings, except for cases of potential gross misconduct, safety related cases such as SPADs or where TfL considers that not proceeding would place the welfare of any employee involved, or the safety of customers, at risk.

Grievances

We will not be proceeding with investigations and hearings, except where TfL considers that not proceeding would place the welfare of any employee involved at risk.

Bullying and Harassment Cases

We will continue to manage these cases in line with existing policy.

Probation

We will continue to manage these cases in line with existing policy and Line Managers must seek advice in relation to each individual case.

Attendance at Work Management

Managers should continue to maintain contact with employees who are absent to ensure their wellbeing and employees should continue to comply with their obligations under any relevant policies where appropriate. Referrals to Occupational Health should continue where appropriate. We will not be proceeding with normal absence management processes at this time except where TfL consider that not proceeding would place the welfare of any employee at risk, or where an employee's entitlement to sick pay is due to expire within four weeks. Managers should however continue to record all sickness absence in SAP.

Where, as outlined above, it is necessary to proceed with an individual case, the relevant trade union FTO will be advised by HR and TfL's decision about proceeding with any case will be final. Where cases are required to proceed, meetings will take place by telephone or video conference.

Where appropriate, cases that have not been progressed as a result of these changes will be reviewed once the current restrictions have been relaxed.

These temporary arrangements will be kept under review and any further changes or a resumption of normal processes will be communicated to the recognised trade unions prior to implementation.

Contact

Email Covid19HRqueries@tfl.gov.uk



Managing through the coronavirus (COVID-19) outbreak

Guidance for all line
managers

V1.17 – 9 April 2020

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



Contents

Section	Page
<u>Introduction</u> - <i>UPDATED</i>	4
<u>Self-isolation, Social Distancing and Shielding</u>	4
- <u>Self-isolation</u>	4
- <u>Self-isolation – living with others</u>	5
- <u>Social Distancing</u>	5
- <u>What is Social Distancing?</u>	6
- <u>Shielding</u>	6
- <u>What is Shielding?</u> - <i>UPDATED</i>	7
<u>Who should I contact for HR advice?</u>	8
Other important information to note:	
- <u>Pay and absence duration</u>	9
- <u>Self-isolating more than once</u>	11
- <u>Schools – key workers</u>	11
- <u>Dependant Leave</u>	12
- <u>Annual leave</u> - <i>UPDATED</i>	12
- <u>Call up of reservists and Special Constables</u>	13
- <u>Informing other team members</u>	13

- Staying in touch with your employees	14
- Returning to work	14
- Staff Travel	15
- End of year reviews	15
- Redeployment	16
- Fixed Term Contracts	16
- NHS Volunteer Responders	16
- Key worker identification letter	16
- Managing the Probation period	17
- Occupational Health Referral form	17
- Individual Case Management UPDATED	17
- Motor and home insurance – NEW	18
- Support in the event of a death of a colleague - NEW	18
- Working from home - NEW	20

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

Introduction

The following guidance is based on advice from Public Health England (PHE) and is correct as of 9 April 2020.

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

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

Self-isolation, Social distancing and Shielding

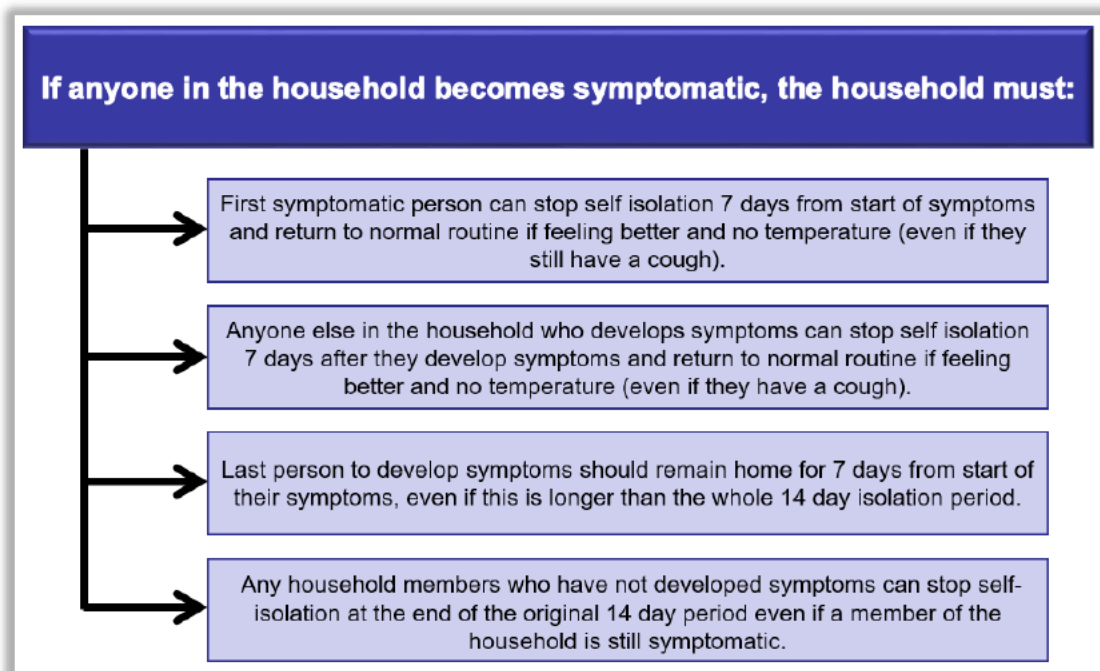
Social distancing is not the same as **Self-isolation or Shielding**. Social distancing is about steps we should all take to reduce social interaction between people in order to reduce transmission of coronavirus. Self-isolation is used for individuals with symptoms of a new continuous cough and/or high temperature (>37.8 degrees Celsius) and other members of their household. Shielding is a measure to protect people who are clinically extremely vulnerable by minimising all interaction between them and others.

Self-isolation

Self-isolation involves: Staying at home, not going to work/school/public areas, and not using public transport or taxis. For more information with about self-isolation go to: <https://www.gov.uk/government/publications/covid-19-stay-at-home-guidance/stay-at-home-guidance-for-households-with-possible-coronavirus-covid-19-infection>

- If an employee has symptoms (i.e. a high temperature of 37.8 Celsius or higher, or a new persistent cough) they self-isolate for 7 days.
- In cases where the employee lives with others, and someone else in the household has these symptoms but the employee does not have them, then the employee self isolates for 14 days. If the employee develops symptoms during this 14-day period of household isolation, then they should self-isolate for 7 days from the start of when they developed symptoms (irrespective of when during the 14-day period of household isolation they develop the symptoms).

Self-isolation – living with others



An alternative chart is available by clicking this [link](#) which you may find useful when discussing return to work dates with your employee.

Social distancing

Public Health England (PHE) has advised those who are at increased risk of severe illness from coronavirus (COVID-19) to be particularly stringent in following social distancing measures, but everyone should be trying to follow these measures as much as possible.

People falling into this 'increased risk' vulnerable group include:

- Aged 70 or older (regardless of medical conditions)
- under 70 with an underlying health condition listed below (i.e. anyone instructed to get a flu jab as an adult each year on medical grounds):
 - chronic (long-term) respiratory diseases, such as [asthma](#), [chronic obstructive pulmonary disease \(COPD\)](#), emphysema or [bronchitis](#)
 - chronic heart disease, such as [heart failure](#)
 - [chronic kidney disease](#)
 - chronic liver disease, such as [hepatitis](#)
 - chronic neurological conditions, such as [Parkinson's disease](#), [motor neurone disease](#), [multiple sclerosis \(MS\)](#), a learning disability or cerebral palsy
 - [diabetes](#)
 - problems with your spleen – for example, [sickle cell](#) disease or if you have had your spleen removed
 - a weakened immune system as the result of conditions such as [HIV and AIDS](#), or medicines such as [steroid tablets](#) or [chemotherapy](#)
 - being seriously overweight (a body mass index (BMI) of 40 or above)
- those who are pregnant

What is social distancing?

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

They are:

1. Avoid contact with someone who is displaying symptoms of coronavirus (COVID-19). These symptoms include high temperature and/or new and continuous cough
2. Avoid non-essential use of public transport, varying travel times to avoid rush hour, when possible
3. Work from home, where possible. Please refer to [employer guidance](#) for more information
4. Avoid gatherings with friends and family. Keep in touch using remote technology such as phone, internet, and social media
5. Use telephone or online services to contact a GP or other essential services

Everyone should be trying to follow these measures as much as is practicable.

This advice is likely to be in place for some time.

Shielding

This guidance is for those employees, who are at very high risk of severe illness from coronavirus (COVID-19) because of an underlying health condition. It is intended for use in situations where the employee is living in their own home, with or without additional support.

We are strongly advising employees with serious underlying health conditions (listed below) which put them at very high risk of severe illness from coronavirus (COVID-19) to rigorously follow shielding measures in order to keep themselves safe.

The NHS in England is directly contacting people with these conditions to provide further advice.

If your employee thinks they fall into one of the categories of extremely vulnerable people listed below and they have not received a letter by Sunday 29 March 2020 or been contacted by their GP, they should discuss their concerns with their GP or hospital clinician.

If your employee confirms to you that they are in the extremely vulnerable group and need to undertake shielding, you will not require any further information from them before they start shielding. You should ask them to send in a copy of their letter from NHS England clearly showing their name and home address and advising them to shield for a period of 12 weeks. They should blank out the part of the letter that sets out what their particular medical condition is. This is to ensure that they are not unnecessarily providing sensitive and personal information to you. In order to be GDPR compliant, you should make a note of the fact that you have seen a copy of the letter and then immediately delete the actual letter.

Explain to your employee that we understand this is an anxious time and people considered extremely vulnerable will understandably have questions and concerns.

Employees are strongly advised to stay at home at all times and avoid any face-to-face contact for a period of at least 12 weeks from the day they receive their letter. Please note that this period of time could change.

Employees falling into this 'extremely' vulnerable group include:

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

What is shielding? - *UPDATED*

Shielding is a measure to protect extremely vulnerable people by minimising interaction between them and others. This means that those who are extremely vulnerable should not leave their homes, and within their homes should minimise all non-essential contact with other members of their household. This is to protect those who are at very high risk of severe illness from coronavirus (COVID-19) from coming into contact with the virus.

If your employee has received a letter/other correspondence from NHS England they are strongly advised to shield themselves, to reduce the chance of getting coronavirus (COVID-19) and follow the face-to-face distancing measures below.

The measures are:

1. Strictly avoid contact with someone who is displaying symptoms of coronavirus (COVID-19). These symptoms include high temperature and/or new and continuous cough.
2. Do not leave your house.
3. Do not attend any gatherings. This includes gatherings of friends and families in private spaces for example family homes, weddings and religious services.
4. Do not go out for shopping, leisure or travel and, when arranging food or medication deliveries, these should be left at the door to minimise contact.
5. Keep in touch using remote technology such as phone, internet, and social media.

Do use telephone or online services to contact your GP or other essential services.

Stopping these activities will be difficult, so your employee should try to identify ways of staying in touch with others and participating in their normal activities remotely from their home. However, they must not participate in any activities if they involve any contact with other people.

This advice will be in place for at least 12 weeks from the day the employee receives their letter.

Whilst the rest of their household are not required to adopt these protective shielding measures for themselves, they should stringently follow PHE guidance on social distancing which is contained in this document.

If your employee is living with someone who falls into the extremely vulnerable group, then you should discuss the situation with them to find out if they can work from home during the 12-week period. If they are unable to do so, and if requested by them, you can agree special leave with pay while the period of shielding is ongoing (currently this is for a minimum of 12 weeks). You will need to explain to the employee that this is subject to ongoing review as advice from the Government and Public Health England is updated regularly and is subject to change.

The employee will also need to provide you, when available, a copy of the letter from NHS England clearly showing their home address, which advises the household member to shield for a minimum period of 12 weeks. They should blank out the part of the letter that sets out the individual's name and what their particular medical condition is. This is to ensure that they are not unnecessarily providing sensitive and personal information to you. In order to be GDPR compliant, you should make a note of the fact that you have seen a copy of the letter and then immediately delete the actual letter.

If your employee believes they are in the extremely vulnerable group and hasn't been contacted by their GP or hospital clinician, they can register with the Government's Coronavirus support team in order to tell them whether or not they need support. It may take time for any support offered through this service to arrive. Wherever possible the employee should continue to rely on friends, family and wider support to help them meet their needs.

Your employee can register by clicking on the link below:

Link: <https://www.gov.uk/coronavirus-extremely-vulnerable>

We recognise that there are some employees with serious health conditions that don't come under Public Health England's 'extremely' vulnerable category, but who may wish to Shield. If your employee is worried about their personal situation and you require further advice as to whether they should shield or not, please contact Occupational Health for advice.

Who should I contact for HR advice?

- The <mailto:Covid19HRqueries@tfl.gov.uk> inbox will be monitored every day between the hours of 08:30 and 21:30. Leave your contact details and brief a description of your enquiry, then an Employee Relations Adviser (ERA) or an Employee Relations Partner (ERP) will contact you to help you with your enquiry.
- If your query relates to an employee who is not at work, you will be advised to complete an online absence form for the individual and in most cases update SAP.
- It is very important that managers log all instances of self-isolation as soon as possible, as this information will be tracked.

Other important information to note

Pay and absence duration – Self-isolation, Social Distancing and Shielding

Situation	Arrangements
Employees who can work from home	<ul style="list-style-type: none"> - The employee will receive contractual salary as normal
Employees over 70 years old, or who are vulnerable (increased risk)	<ul style="list-style-type: none"> - If the employee is well and able to work from home because their role allows it – they will receive contractual salary as normal - If the employee is well but unable to work from home and where safe social distancing at work is not viable, they will receive Special Leave with Pay (SAP code Special/Domestic) for a maximum of 12 weeks
Employees who are extremely vulnerable (who are required to Shield) as a result of receiving a letter from the Government.	<ul style="list-style-type: none"> - If the employee is well and able to work from home because their role allows it – they will receive contractual salary as normal - If the employee is well but unable to work from home because their role doesn't allow it - they will receive Special Leave with Pay (SAP code Special/Domestic) for a minimum of 12 weeks
<p>If an employee has symptoms (i.e. a high temperature of 37.8 Celsius or higher, or a new persistent cough) they self-isolate for 7 days.</p> <p>In cases where the employee lives with others, and someone else in the household has these symptoms but the employee does not have them, then the employee self isolates for 14 days. If the employee develops symptoms during this 14 day period of household isolation, then they should self-isolate for 7 days from the start of when they developed symptoms (irrespective of when during the 14 day period of household isolation they develop the symptoms).</p>	<ul style="list-style-type: none"> - If the employee feels well and is able to work from home because their role allows it – they will receive contractual salary as normal - If the employee feels well but is unable to work from home because their role doesn't allow it – they will receive Special Leave with Pay for the period they need to self-isolate. (SAP code Special/Domestic)

If an employee feels unwell	<p>-The employee is classified as being off work through sickness and normal sick pay arrangements and processes apply. It is recognised that your employee may not be able to obtain a doctor's certificate at present. This should be noted on the employee's sickness record. Please note that any coronavirus (COVID-19) sickness will not count as a sickness absence item. (SAP code Sick with Illness reason 'Influenza/Flu')</p>
If an employee is living with an individual who is classified as being in the 'increased risk' vulnerable group	<p>- If the employee is well and able to work from home because their role allows it – they will receive contractual salary as normal</p> <p>- If the employee is unable to work from home they should social distance and can request Special Leave with Pay for up to five days (SAP code Special/Domestic). They can also request to take their annual leave and then Special leave without pay (SAP code Special/Domestic UNPAID)</p>
If an employee is living with an individual who is classified as being in the 'extremely' vulnerable group (who are required to Shield)	<p>- If the employee is well and able to work from home because their role allows it – they will receive contractual salary as normal</p> <p>- If the employee is unable to work from home they should social distance and following discussion with you and evidence that someone at their home address is shielding, they can request Special Leave with Pay for a minimum of 12 weeks (SAP code Special/Domestic) for a minimum of 12 weeks</p>

Please note: For all of the above situations, you or whoever is responsible for updating absence on SAP, are required to complete an online coronavirus (COVID-19) absence form and update it as the employee's status changes. This is in addition to logging the item on SAP as it provides a greater level of detail required for tracking purposes. Note: Working from home does not need to be logged on SAP. The form can be found here:

<https://transportforlondon.sharepoint.com/sites/bper/SitePages/Logging-COVID-19-Absences.aspx>

Self-isolating more than once

Employees may need to self-isolate more than once. The **Pay and duration** arrangements set out above apply to each occasion of self-isolation.

School – key workers

The Government has now made it clear that [transport workers are included in the list of those whose work is critical to the COVID-19 response](#). This means that if your employee's children cannot be cared for at home, they should be able to attend school even after the announced general school closure from Monday 23 March 2020.

[This letter confirms that the employee works in the transport sector](#). They will need to take it to their children's school, along with their staff ID to confirm who they are.

The Government advice is that children should not be attending school and should be social distancing in line with wider guidance. School services are being provided for essential workers in cases where they really have no other way of caring for their children while at work. Please ask your employee to reflect on whether there are other options available to them before approaching their child's school.

The schooling care provided will be during normal school hours so if necessary, please ask your employee to discuss with you their childcare provisions outside of these hours, as other childcare options may not currently be available.

If your employee is a parent or guardian with younger children, some nurseries may remain open as they are not automatically covered by the Government's announcement regarding school closures.

It is understood that the school closures may cause your employee real challenges in managing childcare, which of course must be their first priority. You will need to support them if they continue to have difficulty with school or nursery care. All your employees who are parents and guardians should be talking to you about how the closures will affect them and:

- whether they can continue to work in some way. If so, other forms of work pattern may be suitable e.g. they could work at home outside normal working hours (because childcare is needed during their usual working hours), or an alternative shift pattern can be worked.
- altering working arrangements (e.g. rosters) to accommodate their individual circumstances if possible.

Please reassure your employees that if all options are explored and no workable solution can be found, they will be supported. Where the above options have been exhausted, then special paid leave will be granted during school/nursery closures (currently, this is up to a maximum of 12 weeks).

What's most important is that you, as their manager, understands their needs and how you can work with them to keep transport services running for essential journeys.

Dependant Leave

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

Annual leave - **UPDATED**

Employees who fall ill with coronavirus (COVID-19) during any periods of booked annual leave should inform their Line Manager as soon as possible so that their leave can be cancelled so they can take it at a later date. SAP will need to be updated accordingly.

2019 outstanding leave

If your employee was unable to take the remainder of their 2019 leave entitlement by 31 March 2020 due to COVID-19, employees will no longer automatically lose this leave in line with normal practice. They will now be able to rebook this accrued but unused leave (up to a maximum of five days), provided that this is be taken by 31 May 2020.

Any affected employee will need to obtain Line Manager approval and then forward this by email to 1729HelpdeskBSF@tfl.gov.uk to have the unused leave added back on to their SAP record.

2020 leave

If your employee cancelled booked leave due to working from home or special paid leave as a result of Covid-19, they should now be encouraged to consider taking some leave in order to look after their health and wellbeing.

For leave that is already booked for beyond the end of May 2020, this leave should not automatically be cancelled.

If your employee has been identified as having an increased risk or as being extremely vulnerable and is unable to work from home, accrued annual leave will be considered once further PHE guidance is made available about whether or not there further periods of self-isolation or shielding (respectively) will be necessary or whether these will be lifted.

In light of the Government’s announcement about the ability to now carry-over 2020 statutory leave (i.e. four weeks) for up to two years:

- *if you manage Operational teams you will need to work with your fellow line managers and scheduler colleagues to identify what options are available to you to ensure that annual leave can be rostered appropriately in order to support your employees’ wellbeing, ensure business resilience, minimise compression towards the end of the calendar year (if employees seek to use their leave in-year), and plan how to deal with those operational employees who as a result of rostering arrangements therefore have to use their 2020 leave during 2021 and 2022.*
- *Non-operational employees should be encouraged to take leave during the course of the 2020 leave year where work permits in order to support their wellbeing and to ensure*

business resilience and minimise the risk of compression during 2021 or at some other time.

Call up of reservists and Special Constables

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

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

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

Informing other team members

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

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

Employees coming into work (office-based or operational)

The following information should be provided:

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

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

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

Staff working from home

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

Staying in touch with your employees

Stay in contact with your colleagues who are working from home and/or self-isolating and arrange regular catch ups with them over the phone. All of these employees will benefit from regular contact and support. Your employees might be worried about coronavirus (COVID-19) and how it could affect their lives.

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

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

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

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

Some more helpful mental health resources can be found on the [Mind site](#).

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

Returning to work

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

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

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

Staff Travel

Driving to work	<p>Your employee, who is required to come in to work, may wish to drive to protect their own health. They may request reimbursement for car mileage and parking charges. Subject to senior manager approval, reasonable expenses in exceptional circumstances, will be reimbursed. Your employee can use this link for guidance on car mileage and this link for parking charge reimbursement. Please note parking fines will not be reimbursed.</p> <p><i>London Underground Area Managers and Train Operations Managers have been sent separate guidance on their staff driving to work and should refer to that guidance in the first instance.</i></p>
Annual Rail Season ticket 75% reimbursement	<p>The normal rules apply in the event that your employee cancels their annual rail season ticket:</p> <p>The employee <u>must</u> contact stafftravelservices@tfl.gov.uk , advising of the date they surrendered their season ticket. Staff Travel can then recalculate the payment, so the employee is only reimbursed for the period of time that the season ticket was valid. The adjustments will then be seen on their next payslip and we will no longer be paying 75% back to the employee each pay period.</p>
Staff/Nominee travel passes	<p>As the Staff Travel team are now all working from home, they are not in the office to produce passes.</p> <p>If your employee is an operational member of staff who needs a replacement staff Oyster card for a frontline or a critical role, please email both [REDACTED] and [REDACTED] to discuss.</p> <p>[REDACTED] @tfl.gov.uk [REDACTED] @tfl.gov.uk</p> <p>If your employee has submitted an application for a Nominee pass, this will not be processed, and their application will be deleted. They will need to resubmit their Nominee application at a later date once travel recommendations have been lifted.</p>

End of year reviews

Current circumstances and our priorities mean some colleagues may need additional time to have and process end of year reviews (EOYR). In response to this:

- If you already have held your EOYR – you should finalise it and put it in SAP as normal
- If you are able to have your EOYR on the phone/ skype you should continue to go ahead and enter it into SAP
- If you're unable to hold it virtually – because at present your focus is keeping our services running, we have moved the deadline for completion of this process until the end of April 2020

- If you are in an operational role, and not part of the performance related pay process, your P&D review will now take place in October, or in accordance with your CMS schedule where appropriate

Redeployment (Organisational Change, Medical Redeployment and EVS/VS Leavers)

As a result of the current circumstances, Redeployment processes have been updated. If you have an employee currently being supported by the Redeployment team in any capacity, please email Redeployment@tfl.gov.uk.

Fixed Term contracts

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

NHS Volunteer Responders

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

We are officially recognising this NHS volunteering programme and have opened this opportunity to all employees except those who are keeping the network going in critical and operational roles.

It's important our critical workers and operational frontline teams, whose work directly affects the running of our network, continue in their roles so we can run a good service for key workers at this crucial time.

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

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

Key worker identification letter

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

[Key Worker – TfL employee](#)

Managing the Probation Period

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

Occupational Health Referral Form

Occupational Health (OH) has shortened their OH Referral Form, to help you at this very busy time. This can be used for all referrals to them. OH want to work with you and your employees who are off sick and who now may be able to return to work with appropriate advice in regard to adjustments to support them (if applicable). Prolonged absence can be associated with developing mental health symptoms particularly at the moment with social distancing.

OH will continue to triage any referrals and will offer employees telephone assessments in the majority of cases. OH can also offer temporary extensions to periodic medicals through paper based and telephone assessments.

The [new referral form can be found here](#).

Individual Case Management - **UPDATED**

The focus of the organisation remains the provision of a service to enable key workers to travel. Combined with the numbers of employees self-isolating, social-distancing and absent due to illness, this means that we need to consider how we manage individual cases during this time. As a result, except where an employee expresses a desire to proceed, we have adopted the following general approach from 6 April 2020 in relation to both new and existing cases

If you already have an employee case logged with the ER Team, please contact the ER Adviser/Partner you have been dealing with for advice on progressing the case. If you have a new employee case, email the [Tier 2 Employee Matters](#) or the [Tier 3 Employee Matters](#) inboxes, as appropriate and an ER Adviser/Partner will be able to provide help and guidance.

Disciplinary Cases

We will not be proceeding with investigations and hearings, except for cases of potential gross misconduct, safety related cases such as SPADs or where TfL considers that not proceeding would place the welfare of any employee involved, or the safety of customers, at risk.

Grievances

We will not be proceeding with investigations and hearings, except where TfL considers that not proceeding would place the welfare of any employee involved at risk.

Bullying and Harassment Cases

We will continue to manage these cases in line with existing policy.

Probation

We will continue to manage these cases in line with existing policy and Line Managers must seek advice in relation to each individual case.

Attendance at Work Management

Managers should continue to maintain contact with employees who are absent to ensure their wellbeing and employees should continue to comply with their obligations under any relevant policies where appropriate. Referrals to Occupational Health should continue where appropriate. We will not be proceeding with normal absence management processes at this time except where TfL consider that not proceeding would place the welfare of any employee at risk, or where an employee's entitlement to sick pay is due to expire within four weeks. Managers should however continue to record all sickness absence in SAP.

Where, as outlined above, it is necessary to proceed with an individual case, the relevant trade union Full Time Official will be advised by HR and TfL's decision about proceeding with any case will be final.

Where cases are required to proceed, meetings will take place by telephone or video conference.

Where appropriate, cases that have not been progressed as a result of these changes will be reviewed once the current restrictions have been relaxed.

These temporary arrangements will be kept under review and any further changes or a resumption of normal processes will be communicated to the recognised trade unions prior to implementation.

Motor and home insurance - NEW

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

The commitments include waiving any requirements to extend cover for key workers who may need to drive to different locations, people who want to help their communities by transporting medicines or groceries to support those affected by Coronavirus and office workers who need to work from home.

Support in the event of a death of a colleague - NEW

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

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

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

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

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

- **24/7 EAP emotional support line - 0800 470 2129**
 All employees have access to the Employee Assistance Programme for emotional support at any time, day or night, which is provided by experienced and qualified counsellors.
- **EAP online support for loss and bereavement**
 Our Employee Assistance Programme website features a section under 'My Homelife' that is dedicated to helping cope with loss and bereavement. You can access this online on any device connected to the internet – work or personal – www.my-eap.com. Use the organisation code **tflwell** to log in.
- **Sessions of bereavement counselling for TfL colleagues**
 Our Employee Assistance Programme includes an option for bereavement counselling of six sessions, where appropriate. While face-to-face counselling is temporarily unavailable to prevent the transmission of coronavirus, the EAP's counsellors are instead providing the same level of support over the telephone or via live videoconferencing..
- **Emotional support for dependents of a colleague who has passed away**
 The 24/7 EAP emotional support line is also available to immediate family members of employees. This may support dependents experiencing loss through the early stage of the natural grief process. If you are in contact with the family of our colleague, please ensure that they know the helpline number and that this is available for them to contact whenever they may need.
- **Group bereavement support for the team of a colleague that has passed away**
 We are able to offer a one-day bespoke package of team support and individual counselling for four to eight employees. It is delivered virtually by a counsellor through a TfL digital platform. Managers can access this support by contacting Occupational Health (Counselling@tfl.gov.uk or 0343 222 1177) and providing a brief overview of the situation and the number of people affected. The team members will also have access to individual counselling if needed.
- **Support for managers**
 The Counselling team in Occupational Health (Counselling@tfl.gov.uk or 0343 222 1177) are available for advice and guidance for managers on how to support their team through coping with loss.

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

- **Cruse Bereavement Care**

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

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

Working from home - NEW

Equipment to carry out role

As a significant proportion of our employees are now working from home, we are seeing an increase in demand for equipment to support day to day working such as computer accessories and furniture (e.g. office chairs).

The Projects and Accommodation, Tech & Data, Safety, Health & Environment and HR teams are working together to determine an approach to the ordering and distributing of equipment to support working from home. This is dependent upon a number of factors including demand levels and availability of equipment from our existing stock and suppliers. We will update this guidance as soon as the new process has been finalised.

Additional Resources

Working from home for a prolonged period can be challenging. Here's a useful [collection of resources related to working from home](#), which you may find useful.

Contact

Email Covid19HRqueries@tfl.gov.uk



Managing through the coronavirus (COVID-19) outbreak

Guidance for all line
managers

V1.18 – 30 April 2020

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



Contents

Section	Page
<u>Introduction</u>	4
<u>Self-isolation, Social Distancing and Shielding</u>	4
- <u>Self-isolation</u>	4
- <u>Self-isolation – living with others</u>	5
- <u>Social Distancing</u> - <i>UPDATED</i>	5
- <u>What is Social Distancing?</u> - <i>UPDATED</i>	6
- <u>Shielding</u>	6
- <u>What is Shielding?</u>	7
<u>Who should I contact for HR advice?</u> - <i>UPDATED</i>	9
Other important information to note:	
- <u>Pay and absence duration</u> - <i>UPDATED</i>	9
- <u>Self-isolating more than once</u>	11
- <u>Schools – key workers</u>	11
- <u>Dependant Leave</u>	12
- <u>Annual leave</u> - <i>UPDATED</i>	12
- <u>Furloughing</u> – <i>NEW</i>	13
- <u>Call up of reservists and Special Constables</u>	14

- Informing other team members	14
- Staying in touch with your employees	15
- Returning to work	15
- Staff Travel – UPDATED	15
- End of year reviews – UPDATED	17
- Redeployment	17
- Fixed Term Contracts	17
- NHS Volunteer Responders	17
- Key worker identification letter	18
- Managing the Probation period	18
- Occupational Health - UPDATED	18
- Individual Case Management - UPDATED	19
- Motor and home insurance	20
- Support in the event of a death of a colleague - UPDATED	20
- Working from home - UPDATED	22
- Coronavirus Testing - NEW	23

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

Introduction

The following guidance is based on advice from Public Health England (PHE) and is correct as of 30 April 2020.

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

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

Self-isolation, Social distancing and Shielding

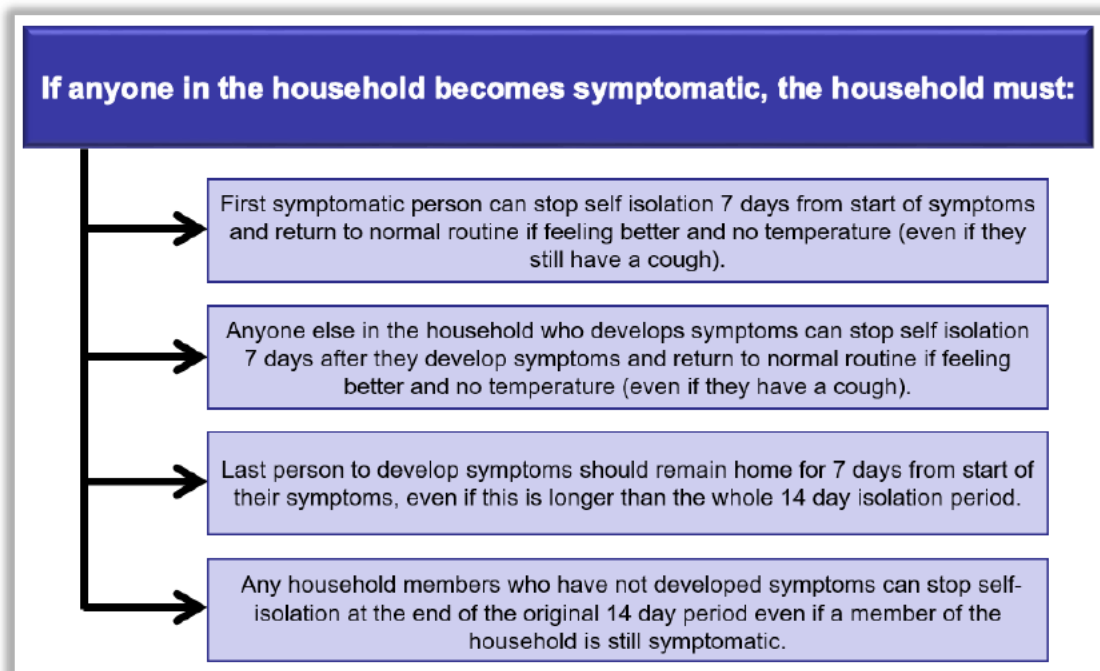
Social distancing is not the same as **Self-isolation or Shielding**. Social distancing is about steps we should all take to reduce social interaction between people in order to reduce transmission of coronavirus. Self-isolation is used for individuals with symptoms of a new continuous cough and/or high temperature (>37.8 degrees Celsius) and other members of their household. Shielding is a measure to protect people who are clinically extremely vulnerable by minimising all interaction between them and others.

Self-isolation

Self-isolation involves: Staying at home, not going to work/school/public areas, and not using public transport or taxis. For more information with about self-isolation go to: <https://www.gov.uk/government/publications/covid-19-stay-at-home-guidance/stay-at-home-guidance-for-households-with-possible-coronavirus-covid-19-infection>

- If an employee has symptoms (i.e. a high temperature of 37.8 Celsius or higher, or a new persistent cough) they self-isolate for 7 days.
- In cases where the employee lives with others, and someone else in the household has these symptoms but the employee does not have them, then the employee self isolates for 14 days. If the employee develops symptoms during this 14-day period of household isolation, then they should self-isolate for 7 days from the start of when they developed symptoms (irrespective of when during the 14-day period of household isolation they develop the symptoms).

Self-isolation – living with others



An alternative chart is available by clicking this [link](#) which you may find useful when discussing return to work dates with your employee.

Social distancing

Public Health England (PHE) has advised those who are at increased risk of severe illness from coronavirus (COVID-19) to be particularly stringent in following social distancing measures, but everyone should be trying to follow these measures as much as possible.

If you have an employee who says that they are in the 'increased risk' vulnerable group and therefore feel unable to work as they feel unable to safely socially distance at work, you can contact [Occupational Health](#) or send in a management referral for guidance on what to do in these circumstances. Occupational Health will be able to contact your employee and obtain more detail about their health concerns and then provide you with further advice.

People falling into this 'increased risk' vulnerable group include:

- Aged 70 or older (regardless of medical conditions)
- under 70 with an underlying health condition listed below (i.e. anyone instructed to get a flu jab as an adult each year on medical grounds):
 - chronic (long-term) respiratory diseases, such as [asthma](#), [chronic obstructive pulmonary disease \(COPD\)](#), emphysema or [bronchitis](#)
 - chronic heart disease, such as [heart failure](#)
 - [chronic kidney disease](#)
 - chronic liver disease, such as [hepatitis](#)
 - chronic neurological conditions, such as [Parkinson's disease](#), [motor neurone disease](#), [multiple sclerosis \(MS\)](#), a learning disability or cerebral palsy
 - [diabetes](#)

- problems with your spleen – for example, [sickle cell](#) disease or if you have had your spleen removed
- a weakened immune system as the result of conditions such as [HIV and AIDS](#), or medicines such as [steroid tablets](#) or [chemotherapy](#)
- being seriously overweight (a body mass index (BMI) of 40 or above)
- those who are pregnant

What is social distancing?

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

They are:

1. Avoid contact with someone who is displaying symptoms of coronavirus (COVID-19). These symptoms include high temperature and/or new and continuous cough
2. Avoid non-essential use of public transport, varying travel times to avoid rush hour, when possible
3. Work from home, where possible. Please refer to [employer guidance](#) for more information
4. Avoid gatherings with friends and family. Keep in touch using remote technology such as phone, internet, and social media
5. Use telephone or online services to contact a GP or other essential services

Everyone should be trying to follow these measures as much as is practicable.

This advice is likely to be in place for some time. *If you require further specific occupational health advice on how your employee can safely social distance at work, email*

Pandemic@tfl.gov.uk

Shielding

This guidance is for those employees, who are at very high risk of severe illness from coronavirus (COVID-19) because of an underlying health condition. It is intended for use in situations where the employee is living in their own home, with or without additional support.

We are strongly advising employees with serious underlying health conditions (listed below) which put them at very high risk of severe illness from coronavirus (COVID-19) to rigorously follow shielding measures in order to keep themselves safe.

The NHS in England is directly contacting people with these conditions to provide further advice.

If your employee thinks they fall into one of the categories of extremely vulnerable people listed below and they have not received a letter by Sunday 29 March 2020 or been contacted by their GP, they should discuss their concerns with their GP or hospital clinician.

If your employee confirms to you that they are in the extremely vulnerable group and need to undertake shielding, you will not require any further information from them before they start shielding. You should ask them to send in a copy of their letter from NHS England clearly showing their name and home address and advising them to shield for a period of 12 weeks.

They should blank out the part of the letter that sets out what their particular medical condition is. This is to ensure that they are not unnecessarily providing sensitive and personal information to you. In order to be GDPR compliant, you should make a note of the fact that you have seen a copy of the letter and then immediately delete the actual letter.

Explain to your employee that we understand this is an anxious time and people considered extremely vulnerable will understandably have questions and concerns.

Employees are strongly advised to stay at home at all times and avoid any face-to-face contact for a period of at least 12 weeks from the day they receive their letter. Please note that this period of time could change.

Employees falling into this 'extremely' vulnerable group include:

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

What is shielding?

Shielding is a measure to protect extremely vulnerable people by minimising interaction between them and others. This means that those who are extremely vulnerable should not leave their homes, and within their homes should minimise all non-essential contact with other members of their household. This is to protect those who are at very high risk of severe illness from coronavirus (COVID-19) from coming into contact with the virus.

If your employee has received a letter/other correspondence from NHS England they are strongly advised to shield themselves, to reduce the chance of getting coronavirus (COVID-19) and follow the face-to-face distancing measures below.

The measures are:

1. Strictly avoid contact with someone who is displaying symptoms of coronavirus (COVID-19). These symptoms include high temperature and/or new and continuous cough.
2. Do not leave your house.
3. Do not attend any gatherings. This includes gatherings of friends and families in private spaces for example family homes, weddings and religious services.
4. Do not go out for shopping, leisure or travel and, when arranging food or medication deliveries, these should be left at the door to minimise contact.
5. Keep in touch using remote technology such as phone, internet, and social media.

Do use telephone or online services to contact your GP or other essential services.

Stopping these activities will be difficult, so your employee should try to identify ways of staying in touch with others and participating in their normal activities remotely from their home. However, they must not participate in any activities if they involve any contact with other people.

This advice will be in place for at least 12 weeks from the day the employee receives their letter.

Whilst the rest of their household are not required to adopt these protective shielding measures for themselves, they should stringently follow PHE guidance on social distancing which is contained in this document.

If your employee is living with someone who falls into the extremely vulnerable group, then you should discuss the situation with them to find out if they can work from home during the 12-week period. If they are unable to do so, and if requested by them, you can agree special leave with pay while the period of shielding is ongoing (currently this is for a minimum of 12 weeks). You will need to explain to the employee that this is subject to ongoing review as advice from the Government and Public Health England is updated regularly and is subject to change.

The employee will also need to provide you, when available, a copy of the letter from NHS England clearly showing their home address, which advises the household member to shield for a minimum period of 12 weeks. They should blank out the part of the letter that sets out the individual's name and what their particular medical condition is. This is to ensure that they are not unnecessarily providing sensitive and personal information to you. In order to be GDPR compliant, you should make a note of the fact that you have seen a copy of the letter and then immediately delete the actual letter.

If your employee believes they are in the extremely vulnerable group and hasn't been contacted by their GP or hospital clinician, they can register with the Government's Coronavirus support team in order to tell them whether or not they need support. It may take time for any support offered through this service to arrive. Wherever possible the employee should continue to rely on friends, family and wider support to help them meet their needs.

Your employee can register by clicking on the link below:

Link: <https://www.gov.uk/coronavirus-extremely-vulnerable>

We recognise that there are some employees with serious health conditions that don't come under Public Health England's 'extremely' vulnerable category, but who may wish to Shield. If

your employee is worried about their personal situation and you require further advice as to whether they should shield or not, please contact Occupational Health for advice.

Who should I contact for HR advice? - **UPDATED**

The <mailto:Covid19HRqueries@tfl.gov.uk> inbox will be monitored every day between the hours of 08:30 and 17:30 Monday to Friday. Leave your contact details and brief a description of your enquiry, then an Employee Relations Adviser (ERA) or an Employee Relations Partner (ERP) will contact you to help you with your enquiry.

Other important information to note

Pay and absence duration - **UPDATED**

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

Situation	Arrangements
Employees who can work from home	- The employee will receive contractual salary as normal
Employees over 70 years old, or who are vulnerable (increased risk)	<ul style="list-style-type: none"> - If the employee is well and able to work from home because their role allows it – they will receive contractual salary as normal - If the employee is well but unable to work from home and where safe social distancing at work is not viable, they will receive Special Leave with Pay (SAP code Special/Domestic) for a maximum of 12 weeks
Employees who are extremely vulnerable (who are required to Shield) as a result of receiving a letter from the Government.	<ul style="list-style-type: none"> - If the employee is well and able to work from home because their role allows it – they will receive contractual salary as normal - If the employee is well but unable to work from home because their role doesn't allow it - they will receive Special Leave with Pay (SAP code Special/Domestic) for a minimum of 12 weeks
If an employee has symptoms (i.e. a high temperature of 37.8 Celsius or higher, or a new persistent cough) they self-isolate for 7	- If the employee feels well and is able to work from home because their role allows it – they

<p>days.</p> <p>In cases where the employee lives with others, and someone else in the household has these symptoms but the employee does not have them, then the employee self isolates for 14 days. If the employee develops symptoms during this 14-day period of household isolation, then they should self-isolate for 7 days from the start of when they developed symptoms (irrespective of when during the 14-day period of household isolation they develop the symptoms).</p>	<p>will receive contractual salary as normal</p> <ul style="list-style-type: none"> - If the employee feels well but is unable to work from home because their role doesn't allow it – they will receive Special Leave with Pay for the period they need to self-isolate. (SAP code Special/Domestic) - <i>If the employees household member(s) opts to take one of the coronavirus testing options (Drive thru / home test kit) and the result of that test comes back negative, the employee can therefore return to work. If they remain at home, they will receive Special leave without pay (SAP code Special/Domestic UNPAID)</i>
<p>If an employee feels unwell</p>	<ul style="list-style-type: none"> -The employee is classified as being off work through sickness and normal sick pay arrangements and processes apply. It is recognised that your employee may not be able to obtain a doctor's certificate at present. This should be noted on the employee's sickness record. Please note that any coronavirus (COVID-19) sickness will not count as a sickness absence item. (SAP code Sick with Illness reason 'Influenza/Flu') - <i>If the employee opts to take one of the coronavirus testing options (Drive thru / home test kit) and the result of that test comes back negative - please note that this will not count as a sickness absence item as we would want to encourage our employees to take the test to put their mind at ease.</i>
<p>If an employee is living with an individual who is classified as being in the 'increased risk' vulnerable group</p>	<ul style="list-style-type: none"> - If the employee is well and able to work from home because their role allows it – they will receive contractual salary as normal - If the employee is unable to work from home, they should social distance and can request Special Leave with Pay for up to five days (SAP code Special/Domestic). They can also request to take their annual leave and then Special leave without pay (SAP code Special/Domestic UNPAID)

<p>If an employee is living with an individual who is classified as being in the 'extremely' vulnerable group (who are required to Shield)</p>	<ul style="list-style-type: none"> - If the employee is well and able to work from home because their role allows it – they will receive contractual salary as normal - If the employee is unable to work from home they should social distance and following discussion with you and evidence that someone at their home address is shielding, they can request Special Leave with Pay for a minimum of 12 weeks (SAP code Special/Domestic) for a minimum of 12 weeks
--	---

Please note: For all of the above situations, you or whoever is responsible for updating absence on SAP, are required to complete an online coronavirus (COVID-19) absence form and update it as the employee's status changes. This is in addition to logging the item on SAP as it provides a greater level of detail required for tracking purposes. Note: Working from home does not need to be logged on SAP. The form can be found here:

<https://transportforlondon.sharepoint.com/sites/bper/SitePages/Logging-COVID-19-Absences.aspx>

Self-isolating more than once

Employees may need to self-isolate more than once. The pay and duration arrangements set out above apply to each occasion of self-isolation.

School – key workers

The Government has now made it clear that [transport workers are included in the list of those whose work is critical to the COVID-19 response](#). This means that if your employee's children cannot be cared for at home, they should be able to attend school even after the announced general school closure from Monday 23 March 2020.

[This letter confirms that the employee works in the transport sector](#). They will need to take it to their children's school, along with their staff ID to confirm who they are.

The Government advice is that children should not be attending school and should be social distancing in line with wider guidance. School services are being provided for essential workers in cases where they really have no other way of caring for their children while at work. Please ask your employee to reflect on whether there are other options available to them before approaching their child's school.

The schooling care provided will be during normal school hours so if necessary, please ask your employee to discuss with you their childcare provisions outside of these hours, as other childcare options may not currently be available.

If your employee is a parent or guardian with younger children, some nurseries may remain open as they are not automatically covered by the Government's announcement regarding school closures.

It is understood that the school closures may cause your employee real challenges in managing childcare, which of course must be their first priority. You will need to support them if they continue to have difficulty with school or nursery care. All your employees who are parents and guardians should be talking to you about how the closures will affect them and:

- whether they can continue to work in some way. If so, other forms of work pattern may be suitable e.g. they could work at home outside normal working hours (because childcare is needed during their usual working hours), or an alternative shift pattern can be worked.
- altering working arrangements (e.g. rosters) to accommodate their individual circumstances if possible.

Please reassure your employees that if all options are explored and no workable solution can be found, they will be supported. Where the above options have been exhausted, then special paid leave will be granted during school/nursery closures (currently, this is up to a maximum of 12 weeks).

What's most important is that you, as their manager, understands their needs and how you can work with them to keep transport services running for essential journeys.

Dependant Leave

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

Annual leave - *UPDATED*

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

2019 outstanding leave

If your employee was unable to take the remainder of their 2019 leave entitlement by 31 March 2020 due to COVID-19, employees will no longer automatically lose this leave in line with normal practice. They will now be able to rebook this accrued but unused leave (up to a maximum of five days), provided that this is taken by 31 May 2020

Any affected employee will need to obtain Line Manager approval and then forward this by email to 1729HelpdeskBSF@tfl.gov.uk to have the unused leave added back on to their SAP record.

2020 leave

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

If your employee has yet to book their leave, you should ask them to book and take their 2020 annual leave quota during the course of the 2020 leave year, again to support their wellbeing, ensure business resilience and minimise the risk of compression in 2020 and subsequent years.

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

Those shielding at home because they are in the 'extremely' vulnerable group, will not be required to take any annual leave that is booked or has been allocated for them.

Furloughing - *NEW*

For the latest manager guidance on furloughing, click on this [link](#). You can also find a useful set of [frequently asked questions here](#).

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

Furloughing employees who are on long term sickness

We will consider furloughing all employees who are long term sick if (based on Occupational Health / medical advice and where possible a discussion with the employee) there is no likelihood of them returning to work before 30 June 2020 (or such later date that the Government may extend the Job Retention Scheme to), unless the employee:

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

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

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

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

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

Call up of reservists and Special Constables

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

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

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

Informing other team members

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

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

Employees coming into work (office-based or operational)

The following information should be provided:

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

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

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

Staff working from home

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

Staying in touch with your employees

Stay in contact with your colleagues who are working from home and/or self-isolating and arrange regular catch ups with them over the phone. All of these employees will benefit from regular contact and support. Your employees might be worried about coronavirus (COVID-19) and how it could affect their lives.

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

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

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

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

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

Returning to work

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

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

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

Staff Travel

Driving to work	<p>Your employee, who is required to come in to work, may wish to drive to protect their own health. They may request reimbursement for car mileage and parking charges. Subject to senior manager approval, reasonable expenses in exceptional circumstances, will be reimbursed. Your employee can use this link for guidance on car mileage and this link for parking charge reimbursement. Please note parking fines will not be reimbursed.</p> <p>London Underground Area Managers and Train Operations</p>
-----------------	---

	Managers have been sent separate guidance on their staff driving to work and should refer to that guidance in the first instance.
Parking for critical workers	<p><u>Parking in TfL-owned parking spaces</u></p> <p>We'll continue to offer people in critical operational roles access to TfL-owned parking spaces on a first come first served basis. We now have a dedicated email address for these requests. If your employee has a new request they should get your approval, then email their registration details and information of where they would like to park to: COVID-19ParkingEnquiries@tfl.gov.uk.</p> <p><u>Alternative parking spaces in London</u></p> <p>Most of the London Boroughs and National Car Parks (NCP) have relaxed parking restrictions to allow critical workers to park in the spaces they manage. The advice varies between boroughs, so we have created a summary document for all the London Boroughs, including NCP, which we will keep as up to date as possible. This document can be accessed here. However, as the situation is fast moving, and we are not directly responsible for these spaces, your employee should check the relevant websites directly.</p> <p>Should your employee incur any parking fines these will not be reimbursed.</p>
Annual Rail Season ticket 75% reimbursement	<p>The normal rules apply in the event that your employee cancels their annual rail season ticket:</p> <p>The employee <u>must</u> contact stafftravelservices@tfl.gov.uk, advising of the date they surrendered their season ticket. Staff Travel can then recalculate the payment, so the employee is only reimbursed for the period of time that the season ticket was valid. The adjustments will then be seen on their next payslip and we will no longer be paying 75% back to the employee each pay period.</p>
Staff/Nominee travel passes	<p>As the Staff Travel team are now all working from home, they are not in the office to produce passes.</p> <p>If your employee is an operational member of staff who needs a replacement staff Oyster card for a frontline or a critical role, please email both [REDACTED] and [REDACTED] discuss.</p> <p>[REDACTED] @tfl.gov.uk [REDACTED] @tfl.gov.uk</p> <p>If your employee has submitted an application for a Nominee pass, this will not be processed, and their application will be deleted. They will need to resubmit their Nominee application at a later date once travel recommendations have been lifted.</p>

End of year reviews

Current circumstances and our priorities mean some colleagues may need additional time to have and process end of year reviews (EOYR). In response to this:

Non-Operational employees

If you have already started to hold your EOYRs with your employees – you should finalise them and put them into SAP as normal.

If you are able to have EOYRs with your employees on the phone/Skype you should continue to go ahead and enter them into SAP.

If you're unable to hold EOYRs virtually – because at present your focus is keeping our services running, we have moved the deadline for completion of this process as detailed below:

The new deadline for entering senior manager ratings is 22 May 2020. This revised deadline is required to inform performance analysis in line with scorecard outputs. As mentioned above, EOYRs should be completed where possible, but ratings can be entered without having had a EOYR meeting as the rating should not be a surprise to anyone.

The new deadline for entering all other non-operational employee ratings is 19 June 2020. As mentioned above, EOYRs should be completed where possible, but ratings can be entered without having had a EOYR meeting as the rating should not be a surprise to anyone.

Operational employees

If you employees are in operational roles, and not part of the Performance Related Pay or Pay for Performance processes, their P&D review will now take place in October, or in accordance with your CMS schedule where appropriate.

Redeployment (Organisational Change, Medical Redeployment and EVS/VS Leavers)

As a result of the current circumstances, Redeployment processes have been updated. If you have an employee currently being supported by the Redeployment team in any capacity, please email Redeployment@tfl.gov.uk.

Fixed Term contracts

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

NHS Volunteer Responders

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

We are officially recognising this NHS volunteering programme and have opened this opportunity to all employees except those who are keeping the network going in critical and operational roles.

It's important our critical workers and operational frontline teams, whose work directly affects the running of our network, continue in their roles so we can run a good service for key workers at this crucial time.

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

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

Key worker identification letter

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

[Key Worker – TfL employee](#)

Managing the Probation Period

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

Occupational Health - *Updated*

Referral Form

Occupational Health (OH) has shortened their OH Referral Form, to help you at this very busy time. This can be used for all referrals to them. OH want to work with you and your employees who are off sick and who now may be able to return to work with appropriate advice in regard to adjustments to support them (if applicable). Prolonged absence can be associated with developing mental health symptoms particularly at the moment with social distancing.

OH will continue to triage any referrals and will offer employees telephone assessments in the majority of cases. OH can also offer temporary extensions to periodic medicals through paper based and telephone assessments.

The [new referral form can be found here](#).

Periodic Medical Assessments

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

Individual Case Management - *UPDATED*

Our focus remains the provision of a service to enable key workers to travel to and from work. Combined with the numbers of employees self-isolating, social-distancing and absent due to illness, this means that we need to consider how we manage individual cases during this time. As a result, except where an employee expresses a desire to proceed, we have adopted the following general approach from 6 April 2020 in relation to both new and existing cases until further notice.

If you already have an employee case logged with the ER Team, please contact the ER Adviser/Partner you have been dealing with for advice on progressing the case. If you have a new employee case, email the [Tier 2 Employee Matters](#) or the [Tier 3 Employee Matters](#) inboxes, as appropriate and an ER Adviser/Partner will be able to provide help and guidance.

Disciplinary Cases

We will not be proceeding with investigations and hearings, except for cases of potential gross misconduct, safety related cases such as SPADs or where TfL considers that not proceeding would place the welfare of any employee involved, or the safety of customers, at risk.

Grievances

We will not be proceeding with investigations and hearings, except where TfL considers that not proceeding would place the welfare of any employee involved at risk.

Bullying and Harassment Cases

We will continue to manage these cases in line with existing policy.

Probation

We will continue to manage these cases in line with existing policy and Line Managers must seek advice in relation to each individual case.

Performance Improvement Plans

We will continue to manage these cases in line with existing policy. Where it is not practical or possible to continue with a case, it will be paused.

Attendance at Work Management

Managers should continue to maintain contact with employees who are absent to ensure their wellbeing and employees should continue to comply with their obligations under any relevant policies where appropriate. Referrals to Occupational Health should continue where appropriate. We will not be proceeding with normal absence management processes at this time except where TfL consider that not proceeding would place the welfare of any employee at risk, or where an employee's entitlement to sick pay is due to expire within four weeks. Managers should however continue to record all sickness absence in SAP.

Where, as outlined above, it is necessary to proceed with an individual case, the relevant trade union Full Time Official will be advised by HR and TfL's decision about proceeding with any case will be final.

Where cases are required to proceed, meetings will take place by telephone or video conference.

Where appropriate, cases that have not been progressed as a result of these changes will be reviewed once the current restrictions have been relaxed.

These temporary arrangements will be kept under review and any further changes or a resumption of normal processes will be communicated to the recognised trade unions prior to implementation.

Motor and home insurance

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

The commitments include waiving any requirements to extend cover for key workers who may need to drive to different locations, people who want to help their communities by transporting medicines or groceries to support those affected by Coronavirus and office workers who need to work from home.

Support in the event of a death of a colleague - *UPDATED*

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

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

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

As we are all following current Government advice, it is not possible for people to come together

physically, as they normally would, and people may feel even more isolated, anxious and upset. You yourself may also feel upset and it can be hard to deliver difficult news when you are shaken too. If you need some support, please reach out to any of the Executive Team or our colleagues in the Employee Communications team for help. The Counselling team in Occupational Health are also available (Counselling@tfl.gov.uk or 0343 222 1177) for advice and guidance for managers on how to support their team through coping with loss.

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

- 24/7 EAP emotional support line - 0800 470 2129
All employees have access to the Employee Assistance Programme for emotional support at any time, day or night, which is provided by experienced and qualified counsellors.
- EAP online support for loss and bereavement
Our Employee Assistance Programme website features a section under 'My Homelife' that is dedicated to helping cope with loss and bereavement. You can access this online on any device connected to the internet – work or personal – www.my-eap.com. Use the organisation code **tflwell** to log in.
- Sessions of bereavement counselling for TfL colleagues
Our Employee Assistance Programme includes an option for bereavement counselling of six sessions, where appropriate. While face-to-face counselling is temporarily unavailable to prevent the transmission of coronavirus, the EAP's counsellors are instead providing the same level of support over the telephone or via live video conferencing.
- Emotional support for dependents of a colleague who has passed away
The 24/7 EAP emotional support line is also available to immediate family members of employees. This may support dependents experiencing loss through the early stage of the natural grief process. If you are in contact with the family of our colleague, please ensure that they know the helpline number and that this is available for them to contact whenever they may need.
- Group bereavement support for the team of a colleague that has passed away
We are able to offer a one-day bespoke package of team support and individual counselling for four to eight employees. It is delivered virtually by a counsellor through a TfL digital platform. Managers can access this support by contacting Occupational Health (Counselling@tfl.gov.uk or 0343 222 1177) and providing a brief overview of the situation and the number of people affected. The team members will also have access to individual counselling if needed.
- Support for managers
The Counselling team in Occupational Health (Counselling@tfl.gov.uk or 0343 222 1177) are available for advice and guidance for managers on how to support their team through coping with loss.
People respond to loss in different ways and it is important to ask individuals how they would like to be supported as each person will grieve differently. There may be occasions when you are concerned about the mental distress experienced by a member of your team and in these circumstances a management referral to OH Counselling should be considered.

- [Cruse Bereavement Care](#)

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

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

Funeral Leave

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

Working from home - *UPDATED*

Equipment to carry out role

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

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

Mobile phone usage

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

As of 25th March, there is a freephone number available for 02 conference calls: 0800 090 2463.

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

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

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

Utility and internet bills

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

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

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

HMRC tax relief

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

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

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

Additional Resources

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

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

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

Coronavirus Testing - NEW

For the latest on Coronavirus testing , click on this [link](#)

Contact

Email Covid19HRqueries@tfl.gov.uk



Managing through the coronavirus (COVID-19) outbreak

Guidance for all line
managers

V1.21 – 11 June 2020

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



Contents

Section	Page
Introduction	5
Self-isolation, Social Distancing and Shielding	5
- Self-isolation	5
- Self-isolation – living with others	6
- Social Distancing	6
- Shielding - <i>UPDATED</i>	7
- Vulnerable groups	8
- Clinically vulnerable - <i>UPDATED</i>	9
- Clinically extremely vulnerable - <i>UPDATED</i>	10
Who should I contact for HR advice? - <i>UPDATED</i>	11
Other important information to note:	
- Pay and absence duration – <i>UPDATED</i>	11
- Self-isolating more than once	18
- Returning from overseas - <i>UPDATED</i>	18
- Schools - <i>UPDATED</i>	19
- Dependant Leave	20
- Annual leave - <i>UPDATED</i>	21

- Furloughing - <i>UPDATED</i>	23
- Call up of reservists and Special Constables	24
- Informing other team members	24
- Staying in touch with your employees - <i>UPDATED</i>	25
- Returning to work	26
- Staff Travel - <i>UPDATED</i>	26
- End of year reviews	28
- Redeployment	29
- Fixed Term Contracts	29
- NHS Volunteer Responders	29
- Key worker identification letter	30
- Managing the Probation period	30
- Occupational Health	30
- Individual Case Management	31
- Motor and home insurance	32
- Support in the event of a death of a colleague	32
- Working from home	34

- COVID-19 Testing – <i>UPDATED</i>	35
- Face coverings - NEW	37
- Supporting Neuro-divergent employers - NEW	38

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

Introduction

The following guidance is based on advice from Public Health England (PHE) and is correct as of 11 June 2020.

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

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

Self-isolation, Social distancing and Shielding

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

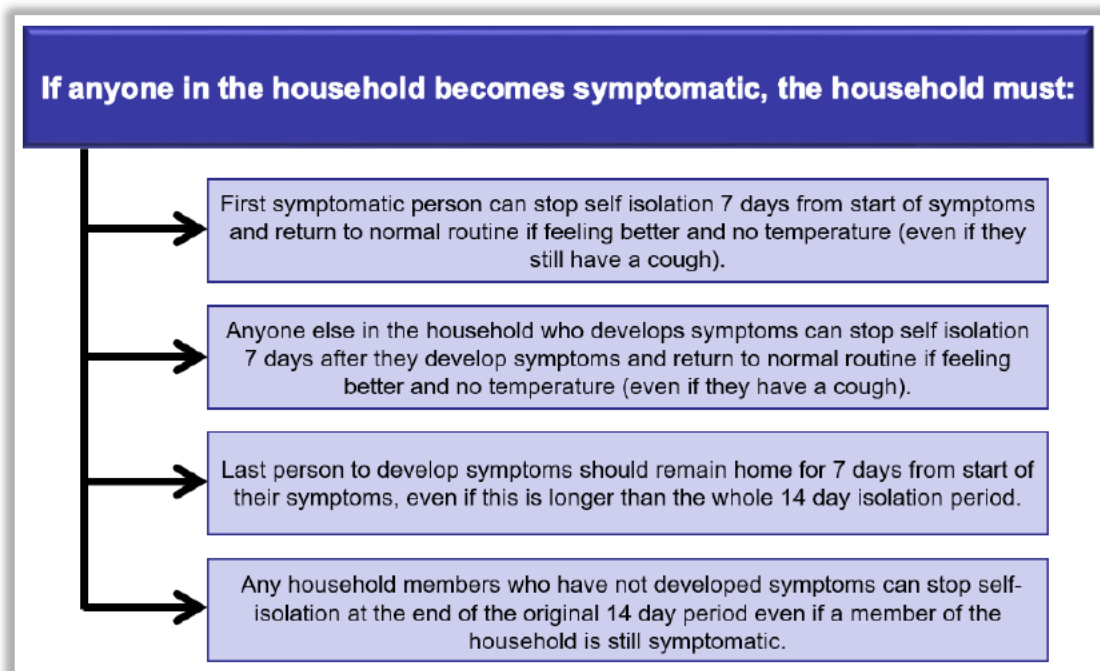
Self-isolation

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

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

- If an employee has symptoms (i.e. a high temperature, a new and continuous cough and/or a loss or change to their sense of smell or taste) they self-isolate for 7 days.
- In cases where the employee lives with others, and someone else in the household has these symptoms but the employee does not have them, then the employee self isolates for 14 days. If the employee develops symptoms during this 14-day period of household isolation, then they should self-isolate for 7 days from the start of when they developed symptoms (irrespective of when during the 14-day period of household isolation they develop the symptoms).

Self-isolation – living with others



An [alternative chart is available here](#) which you may find useful when discussing return to work dates with your employee.

Social distancing

The government's advice on social distancing is that employees should continue to try and follow the two-metre social distancing guidance, but where this is not possible, they should try to minimise the amount of time spent within two metres of others and have the appropriate PPE available.

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

They are:

1. Avoid contact with someone who is displaying symptoms of COVID-19. These symptoms include high temperature and/or new and continuous cough
2. Avoid non-essential use of public transport, varying travel times to avoid rush hour, when possible
3. Work from home, where possible. Please refer to [employer guidance](#) for more information
4. Avoid gatherings with friends and family. Keep in touch using remote technology such as phone, internet, and social media
5. Use telephone or online services to contact a GP or other essential services

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

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

Shielding - UPDATED

The government has updated its guidance for people who are shielding taking into account that COVID-19 disease levels have decreased over the last few weeks.

People who are shielding remain vulnerable and should continue to take precautions but can now leave their home if they wish, as long as they are able to maintain strict social distancing. If they choose to spend time outdoors, this can be with members of their own household. If they live alone, they can spend time outdoors with one person from another household. Ideally, this should be the same person each time. If they do go out, you should take extra care to minimise contact with others by keeping two metres apart.

People classed as clinically extremely vulnerable are advised to take additional action to prevent themselves from coming into contact with the virus. If your employee is clinically extremely vulnerable, they are strongly advised to stay at home as much as possible and keep visits outside to a minimum (for instance once per day).

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

Whilst the rest of their household are not required to adopt these protective shielding measures for themselves (*unless they are the carer of a named person who is clinically extremely vulnerable and have received a letter addressed to them directly from the NHS or government*), they should stringently follow PHE guidance on social distancing which is contained in this document and in this [link](#).

If your employee is living with someone who falls into the clinically extremely vulnerable group who is shielding *and your employee is not their carer (and therefore has not received a letter addressed to them directly from the NHS or government)*, then you should discuss the situation with them to find out if they can work from home during the period of shielding or can attend work and practice social distancing as a result of the measures TfL is putting in place.

An employee who lives with someone who is shielding is not barred from going to work (*unless they are the carer of a named person who is clinically extremely vulnerable*). The important criteria is that they practice social distancing. If they cannot practice social distancing on their journey to and from work and whilst at work, then you should consider whether there are measures which can be taken during their journey and/or at work which would enable them to practice social distancing (e.g. such as driving to work and parking). If it is not possible to introduce any measures to ensure social distancing, then your employee may not be able to resume work. This is a discussion for you and your employee to have. As the aim of TfL is to enable social distancing for commuters and employees, in most cases it should be possible for employees living with someone who is shielding to return to work.

Your employee will also need to provide you, when available, a copy of the letter from the NHS or government clearly showing their home address, which advises *them* to shield for a minimum period of 12 weeks (*whether they are the person who is clinically extremely vulnerable or the carer of a named person who is*). They should blank out the part of the letter that sets out the

individual's name and what their particular medical condition is. This is to ensure that they are not unnecessarily providing sensitive and personal information to you. In order to be GDPR compliant, you should make a note of the fact that you have seen a copy of the letter and then immediately delete the actual letter.

If your employee believes they are in the clinically extremely vulnerable group *or they are the carer of a named person who is*, and hasn't been contacted by the NHS or government, they can register with the government's Coronavirus support team in order to tell them whether or not they need support. It may take time for any support offered through this service to arrive. Wherever possible the employee should continue to rely on friends, family and wider support to help them meet their needs.

Your employee can register by clicking on the link below:

Link: <https://www.gov.uk/coronavirus-extremely-vulnerable>

We recognise that there are some employees with serious health conditions that don't come under Public Health England's clinically extremely vulnerable category, but who may wish to Shield. If your employee is worried about their personal situation and you require further advice as to whether they should shield or not, please contact Occupational Health for advice.

Vulnerable groups

Public Health England (PHE) has advised those people who are in the below vulnerable groups to do the following:

Group	Explanation	Current and continuing guidance	Government support
Clinically vulnerable people (previously 'increased risk' vulnerable group)	<p>People considered to be at higher risk of severe illness from COVID-19.</p> <p>Clinically vulnerable people include the following: people aged 70 or older, people with liver disease, people with diabetes, pregnant women and others.</p>	<p>Stay at home as much as possible. If you do go out, take particular care to minimise contact with others outside your household.</p>	<p>Range of support available while measures in place, including by local authorities and through voluntary and community groups. Support is available via the NHS Volunteer Responders app.</p>

Clinically extremely vulnerable people (all people in this group will have received communication from the NHS)	People defined on medical grounds as clinically extremely vulnerable, meaning they are at the greatest risk of severe illness. This group includes solid organ transplant recipients, people receiving chemotherapy, renal dialysis patients and others.	Follow shielding guidance by staying at home at all times and avoiding all non-essential face-to-face contact. This guidance is in place until end June.	Support available from the National Shielding Programme, which includes food supplies (through food boxes and priority supermarket deliveries), pharmacy deliveries and care. Support is available via the NHS Volunteer Responders app.
--	--	--	--

Clinically vulnerable - *UPDATED*

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

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

- Aged 70 or older (regardless of medical conditions)
- under 70 with an underlying health condition listed below (i.e. anyone instructed to get a flu jab as an adult each year on medical grounds):
 - chronic (long-term) mild to moderate respiratory diseases, such as asthma, chronic obstructive pulmonary disease (COPD), emphysema or bronchitis
 - chronic heart disease, such as heart failure
 - chronic kidney disease
 - chronic liver disease, such as hepatitis
 - chronic neurological conditions, such as Parkinson's disease, motor neurone disease, multiple sclerosis (MS), or cerebral palsy
 - diabetes
 - a weakened immune system as the result of certain conditions or medicines they are taking (such as steroid tablets)
 - being seriously overweight (a body mass index (BMI) of 40 or above)
- those who are pregnant

If you have an employee who says that they are in the clinically vulnerable group and therefore feel unable to work as they feel unable to safely socially distance at work, you should now contact these employees (through the agreed contact arrangements) and request that they complete an Occupational Health (OH) Staff [Risk Assessment Questionnaire](#). *Please note: They should complete and return the questionnaire directly to OH using their OneLondon email account wherever possible and notify you they have done so separately (not by copying the form to you).* Their completed form will be reviewed by OH, which may include a discussion over the phone with the employee to determine the level of risk of them returning to the workplace, OH will, after assessing the information available and calling the employee if necessary, make a recommendation based on one of three categories:

- *Red – Occupational Health will advise your employee to remain at home. If your employee is in this group and they have already been furloughed, they should remain on furlough until the end of July 2020. If they have not been furloughed previously, they will be required to stay at home, and as the furlough scheme is closed to new entrants, Special leave with pay will be provided in these circumstances until 30 June 2020. This situation will be kept under review and is subject always to government guidance which is subject to review and updating at short notice.*
- *Amber – Occupational Health will advise your employee to remain at home, and this will be reviewed by Occupational Health in 3-4 weeks from the date of the assessment. If your employee is in this group and they have already been furloughed, they should remain on furlough as they would not be able to return to work under current social distancing rules. If they have not been furloughed previously, they will be required to stay at home, and as the furlough scheme is closed to new entrants, Special leave with pay will be provided in these circumstances until 30 June 2020. When referring an employee for review, please refer them at the time their review is due (rather than a week or two before) as OH is reviewing cases within 1-2 days. Please include a copy of the original outcome form and make it clear in your referral email that this is an Amber case for review.*
- *Green – Occupational Health will advise your employee that they are fit to return to the workplace with social distancing (and any necessary reasonable adjustments). If your employee is in this group, and they feel unable to return, they will be required to use their annual leave and then, Special leave (unpaid).*

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

Clinically extremely vulnerable - UPDATED

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

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

1. Solid organ transplant recipients
2. People with specific cancers:
 - people with cancer who are undergoing active chemotherapy
 - people with lung cancer who are undergoing radical radiotherapy
 - people with cancers of the blood or bone marrow such as leukaemia, lymphoma or myeloma who are at any stage of treatment
 - people having immunotherapy or other continuing antibody treatments for cancer
 - people having other targeted cancer treatments which can affect the immune system, such as protein kinase inhibitors or PARP inhibitors

- people who have had bone marrow or stem cell transplants in the last six months, or who are still taking immunosuppression drugs
- 3. People with severe respiratory conditions including all cystic fibrosis, severe asthma and severe COPD.
- 4. People with rare diseases and inborn errors of metabolism that significantly increase the risk of infections (such as SCID, homozygous sickle cell).
- 5. People on immunosuppression therapies sufficient to significantly increase risk of infection.
- 6. Women who are pregnant with significant heart disease, congenital or acquired.
- 7. *Other people have also been classed as clinically extremely vulnerable, based on clinical judgement and an assessment of their needs. GPs and hospital clinicians have been provided with guidance to support these decisions.*

Who should I contact for HR advice? - **UPDATED**

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

Other important information to note

Pay and absence duration – **UPDATED**

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

Situation	Arrangements
1. Employees who can work from home	- The employee will receive contractual salary as normal. <i>This is not recorded on SAP.</i>
2. Employees over 70 years old, or who are clinically vulnerable	<i>If you have an employee who says that they are in the clinically vulnerable group and therefore feel unable to work as they feel unable to safely socially distance at work, you should now contact these employees (through the agreed contact arrangements) and request that they complete an Occupational Health (OH) Staff <u>Risk Assessment Questionnaire</u>. Please note: They should complete and return the questionnaire directly to OH using their</i>

	<p><i>OneLondon email account wherever possible and notify you they have done so separately (not by copying the form to you). Their completed form will be reviewed by OH, which may include a discussion over the phone with the employee to determine the level of risk of them returning to the workplace, OH will, after assessing the information available and calling the employee if necessary, make a recommendation based on one of three categories:</i></p> <ul style="list-style-type: none"> <i>• Red – Occupational Health will advise your employee to remain at home. If your employee is in this group and they have already been furloughed, they should remain on furlough until the end of July 2020. If they have not been furloughed previously, they will be required to stay at home, and as the furlough scheme is closed to new entrants, Special leave with pay will be provided in these circumstances until 30 June 2020. This situation will be kept under review and is subject always to government guidance which is subject to review and updating at short notice.</i> <i>• Amber – Occupational Health will advise your employee to remain at home, and this will be reviewed by Occupational Health in 3-4 weeks from the date of the assessment. If your employee is in this group and they have already been furloughed, they should remain on furlough as they would not be able to return to work under current social distancing rules. If they have not been furloughed previously, they will be required to stay at home, and as the furlough scheme is closed to new entrants, Special leave with pay will be provided in these circumstances until 30 June 2020. When referring an employee for review, please refer them at the time their review is due (rather than a week or two before) as OH is reviewing cases</i>
--	--

	<p>within 1-2 days. Please include a copy of the original outcome form and make it clear in your referral email that this is an Amber case for review.</p> <ul style="list-style-type: none"> • Green – Occupational Health will advise your employee that they are fit to return to the workplace with social distancing (and any necessary reasonable adjustments). If your employee is in this group, and they feel unable to return, they will be required to use their annual leave and then, Special leave (unpaid).
<p>3. Employees who are clinically extremely vulnerable (who are required to Shield) and employees who care for a named person who is classified as being in the clinically extremely vulnerable group. <u>In both cases the employee should have received a letter addressed to them directly from the NHS or government.</u></p>	<p>- If the employee is well and able to work from home because their role allows it – they will receive contractual salary as normal. This is not recorded on SAP.</p> <p>- If the employee is well but unable to work from home because their role doesn't allow it - they will receive Special leave with pay until 30 June 2020 (unless furloughed). The situation will be reviewed at the end June 2020 in order to assess the position in light of any updated government guidance.</p> <p>- If your employee began shielding later than 23 March 2020, and their "minimum of 12 weeks" takes them beyond 30 June 2020, they will be permitted to continue on Special leave with pay until the 12 weeks expires. The situation will be reviewed at the end June 2020 in order to assess the position in light of any updated government guidance.</p>
<p>4. Employees living with an individual who is classified as being in the clinically extremely vulnerable group (who are required to Shield) but has <u>not</u> received a letter <u>addressed to them directly from the NHS or government as the carer of a named person who is clinically extremely vulnerable.</u></p>	<p>- If the employee is well and able to work from home because their role allows it – they will receive contractual salary as normal. This is not recorded on SAP.</p> <p>- If the employee is unable to work from home, they should social distance and can request Special leave with pay for up to five days or take annual leave, and then Special leave without pay. Only one spell of Special leave with pay will be granted during the period 14 June 2020 to 17 July 2020.</p>

<p>5. Employees who have COVID-19 symptoms (i.e. a high temperature, a new and continuous cough and/or a loss or change to their sense of smell or taste) OR they have received a positive COVID-19 test result, they must self-isolate for 7 days.</p>	<ul style="list-style-type: none"> - If the employee feels well and is able to work from home because their role allows it – they will receive contractual salary as normal. This is not recorded on SAP. - If the employee feels well but is unable to work from home because their role doesn't allow it – they will be paid company sick pay whilst they are absent from work due to self-isolation. Please note that this period of absence will not count as a sickness absence item. - If the employee feels unwell or has tested positive for COVID-19, they should be classified as being off work through sickness and normal sick pay arrangements and processes apply. Please note that this period of absence will not count as a sickness absence item. - If the employee has tested negative, they can therefore return to work. If they remain at home, they will receive Special leave without pay. - If the employee has tested negative, but are unwell, they should remain at home until they have recovered. This is treated as normal sickness and the usual sick pay arrangements and processes apply.
<p>6. Employees who live with others, and someone else in the household has COVID-19 symptoms but the employee does not have them, then the employee self isolates for 14 days. If the employee develops symptoms during this 14-day period of household isolation, then they should self-isolate for 7 days from the start of when they developed symptoms (irrespective of when during the 14-day period of household isolation they develop the symptoms).</p>	<ul style="list-style-type: none"> - If the employee is able to work from home because their role allows it – they will receive contractual salary as normal. This is not recorded on SAP. - If the employee is unable to work from home because their role doesn't allow it - they will be paid company sick pay whilst they are absent from work due to self-isolation. Please note that this period of absence will not count as a sickness absence item. - If the employee's household member(s) opts to take one of the COVID-19 testing options (Drive thru / home test kit) and the result of that test comes back negative, the employee can therefore return to work. If they remain at home, they will receive Special leave without pay.

<p>7. Employees who receive a notification from the NHS test and trace service informing them to self-isolate</p>	<ul style="list-style-type: none"> - The employee will need to provide evidence that they have received a notification to self-isolate from the NHS test and trace service. - If the employee feels well and is able to work from home because their role allows it – they will receive contractual salary as normal. This is not recorded on SAP. - The employee will need to immediately self-isolate for 14 days from the point of most recent contact with the person who has tested positive for COVID-19. The employee will be paid company sick pay whilst they are absent from work due to self-isolation. Please note that this period of absence will not count as a sickness absence item.
<p>8. Employees returning to the UK from overseas and are in quarantine for 14 days. This applies from 8 June 2020.</p>	<ul style="list-style-type: none"> - If the employee is well and able to work from home because their role allows it, they will receive contractual salary as normal. This is not recorded on SAP. - If the employee is unable to work from home, they should quarantine (self-isolate) and following discussion with their manager, they can request to take annual leave, and then Special leave without pay. The reason for this approach is that it is assumed any international travel is a personal choice. See the 'Returning from Overseas' section for more information. <p><i>Note: if a member of the employee's household returns to the UK from overseas, the employee should social distance and can attend work as usual.</i></p>
<p>9. Childcare - Employees who cannot work from home and therefore are required to be at their workplace but decline to do so due to issues with childcare arrangements (including concerns about their child's health and safety at school/ nursery).</p> <p>OR</p> <p>10. Childcare - Employees whose children's school/ nursery remains closed and the employees cannot work</p>	<p>The employee will be expected to seek alternative childcare arrangements or request to take their annual leave and then Special leave without pay.</p> <p>Additionally, the existing policy provision of up to 5 days Special leave with pay can be taken during the period. Only one spell of Special leave with pay can be taken during the period 14 June 2020 to 17 July 2020.</p> <p><u>Note:</u> The provision for 12 weeks Special leave</p>

<p>from home because their job doesn't allow for it.</p>	<p>with pay is no longer available from 14 June 2020, unless an employee was granted Special leave with pay after 23 March 2020 (in which case the 12 weeks Special leave with pay will continue until exhausted).</p> <p>This guidance is valid until 17 July 2020. Further guidance will be provided in due course about arrangements beyond 18 July 2020.</p> <p><u>Note: Parental Leave</u> – this must be granted if requested. Unpaid parental leave is available to employees who have, or expect to have, parental responsibility for a child. Employees are entitled to 18 weeks of unpaid parental leave for each child up until the child's 18th birthday. During the pandemic outbreak, a maximum of six weeks parental leave can be taken in 2020 in respect of each child which must be taken in blocks of one or more weeks. Parents of disabled children can take leave in blocks of one or more weeks or multiples of one day and for longer periods if required. If your employee has parental leave booked during their furlough period, they are permitted to request a postponement of this leave until after furlough.</p>
<p>11. Childcare - Employees who are unable to work from home and cannot work their usual shift pattern, due to schools revising teaching arrangements e.g.:</p> <ul style="list-style-type: none"> • Schools splitting classes into two (AM and PM) • Schools opening on alternate days • Schools varying opening and closing times <p><u>OR</u></p> <p>12. Childcare - Employees who are unable to work from home and their children are different ages (e.g. one child</p>	<p>- The employee will be expected to seek alternative childcare arrangements or request to take their annual leave and then Special leave without pay, for those days where there is a clash between childcare arrangements and work.</p> <p>- If the employee has not previously taken Special leave with pay, they can request Special leave with pay for up to 5 days. They can also request to take their annual leave and then Special leave without pay. Only one spell of Special leave with pay can be granted during the period 14 June 2020 to 17 July 2020.</p> <p>- The employee can discuss alternative work arrangements with you and temporary revised working arrangements can be implemented</p>

<p>is in Reception, Year 1 or 6 and is due to go back to school, whilst the other/s are not in these groups).</p>	<p>where this is feasible, in order to assist the employee with childcare.</p> <p><u>Note:</u> The provision for 12 weeks Special Leave with pay is no longer available from 14 June 2020, unless an employee was granted Special leave with pay after 23 March 2020 (in which case the 12 weeks Special Leave with Pay will continue until exhausted).</p> <p>This guidance is valid until 17 July 2020. Further guidance will be provided in due course about arrangements beyond 18 July 2020.</p> <p><u>Note: Parental Leave</u> – this must be granted if requested. Unpaid parental leave is available to employees who have, or expect to have, parental responsibility for a child. Employees are entitled to 18 weeks of unpaid parental leave for each child up until the child's 18th birthday. During the pandemic outbreak, a maximum of six weeks parental leave can be taken in 2020 in respect of each child which must be taken in blocks of one or more weeks. Parents of disabled children can take leave in blocks of one or more weeks or multiples of one day and for longer periods if required. If your employee has parental leave booked during their furlough period, they are permitted to request a postponement of this leave until after furlough.</p>
<p>13. Employee is unable to attend work due to stress/anxiety brought on by COVID-19</p>	<p>This is treated as normal sickness and the usual sick pay arrangements and processes apply.</p>

Please note: For all of the above situations, you or whoever is responsible need to update SAP. Previously, you were also required to complete an online COVID-19 absence form and update it as the employee's status changes. This was in addition to logging the item on SAP as it provided a greater level of detail required for tracking purposes. This tool has now been turned off. We are in the process of reconfiguring SAP so you will be able to record the extra level of detail that is required in one place. We hope this will be completed by end of July and we will then work with you and the admin teams to refresh the data. Note: Working from home does not need to be logged on SAP.

Self-isolating more than once

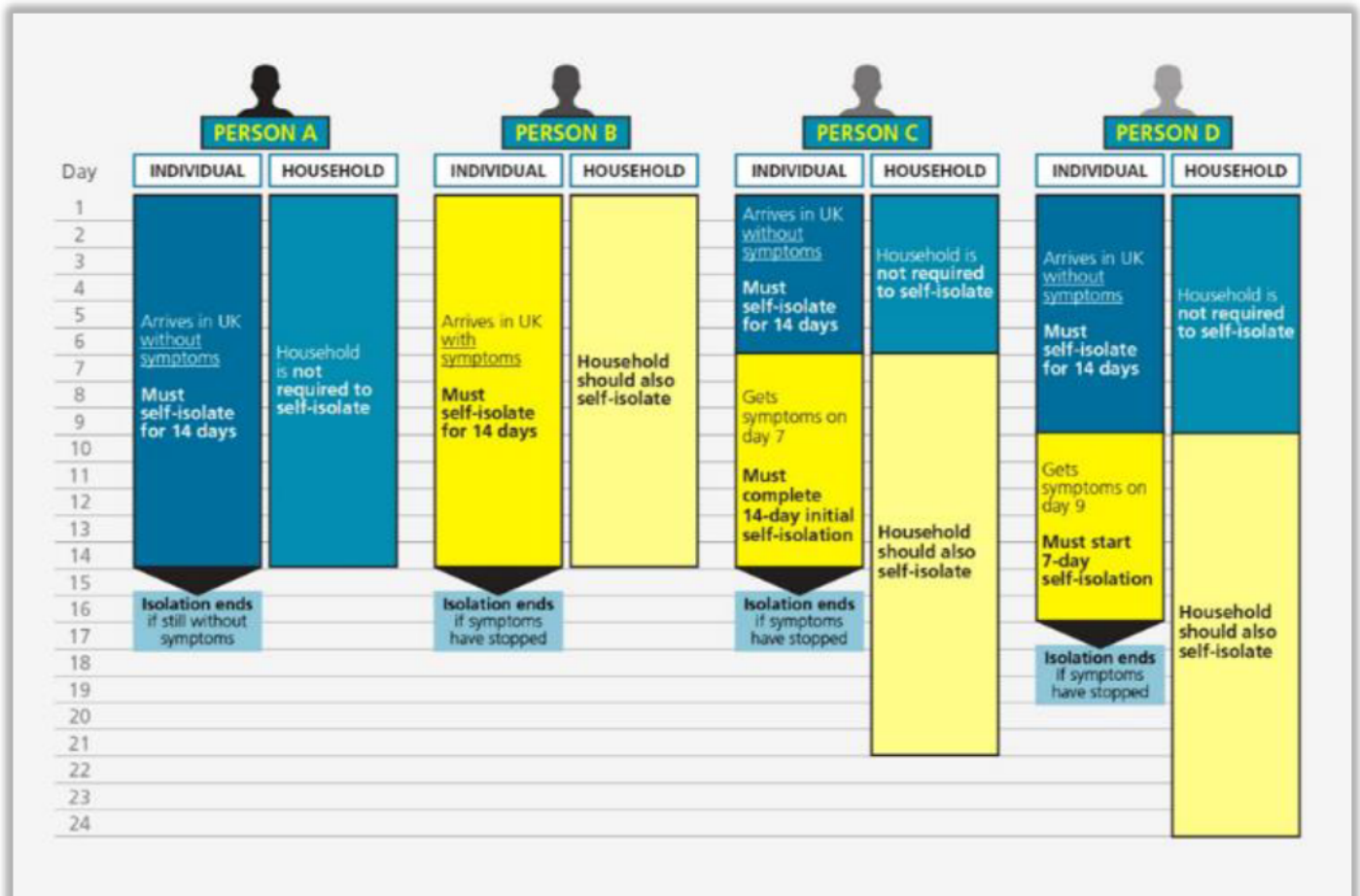
Employees may need to self-isolate more than once. *If your employee is unable to work from home because their role doesn't allow it – they will be paid company sick pay whilst they are absent from work due to self-isolation. Normal sick pay arrangements and process apply, except that this period of absence will not count as a sickness absence item.* If you wish to discuss this with an ER Adviser (ERA) please contact [COVID-19 inbox](#).

Returning from overseas - UPDATED

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

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

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



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

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

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

Schools - *UPDATED*

Children of key workers

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

[This letter confirms that the employee works in the transport sector](#). They will need to take it to their children's school, along with their staff ID to confirm who they are.

For the rest of this term (until 17 July 2020) the majority of London schools will only accept new key worker children if they are Pupil Premium or otherwise vulnerable (i.e. reliant on free school meals and/or at risk at home). This is because of increased numbers of children in school from Early Years, Reception, year 1 and year 6 and in secondary schools for year 10 and year 12.

The government advice is that children should not be attending school and should be social distancing in line with wider guidance. School services are being provided for essential workers in cases where they really have no other way of caring for their children while at work. Please ask your employee to reflect on whether there are other options available to them before approaching their child's school.

The schooling care provided will be during normal school hours so if necessary, please ask your employee to discuss with you their childcare provisions outside of these hours, as other childcare options may not currently be available.

If your employee is a parent or guardian with younger children, some nurseries may remain open as they are not automatically covered by the government's announcement regarding school closures.

It is understood that the school closures may cause your employee real challenges in managing childcare, which of course must be their first priority. You will need to support them if they continue to have difficulty with school or nursery care. All your employees who are parents and guardians should be talking to you about how the closures will affect them and:

- whether they can continue to work in some way. If so, other forms of work pattern may be suitable e.g. they could work at home outside normal working hours (because childcare is needed during their usual working hours), or an alternative shift pattern can be worked.

- altering working arrangements (e.g. rosters) to accommodate their individual circumstances if possible.

It's important that you, as their manager, understands their needs and how you can work with them to keep transport services running for essential journeys.

Phased reopening of schools

Following government guidance primary schools were permitted to reopen from the 1 June 2020 allowing children in Early Years, Reception, year 1 and year 6 to return to school. *From 15 June 2020 schools are able to have a quarter of the cohort for year 10 and year 12 in school at any one time.*

If you haven't already done so, you will need to have a conversation with your employee who has been placed on special leave or working alternative arrangements due to childcare commitments. Employees whose children are now able to return to school will be expected to return to work. *Please be aware that different boroughs and schools may be operating differently, and this should be factored into your conversation with your employee.*

If your employee is unable to send their child into school for any reason this should be managed on a case by case basis. Please email the COVID19 inbox for individual case management advice.

Some nurseries will have reopened, and the above advice should be followed. This may assist with childcare responsibilities.

You will need to continue to support your employees in the lead up to and during the reopening of schools. Where possible, you should be flexible with working arrangements to accommodate school opening and closing hours based on individual circumstances

Please note: further information regarding the phased reopening of schools will be provided in future updates to align with further government guidance.

Finally, please remind your employee to encourage their children to walk, cycle or scooter to and from school to help to make space for those who must use public transport.

For those who must use public transport, please be reminded that from 15 June 2020 it will be mandatory to wear a face covering.

Dependant Leave

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

Annual leave - **UPDATED**

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

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

If your employee has yet to book their leave, you should ask them to book and take their 2020 annual leave quota during the course of the 2020 leave year, again to support their wellbeing, ensure business resilience and minimise the risk of compression in 2020 and subsequent years.

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

Those shielding at home because they are in the clinically extremely vulnerable group *or on long term sick*, will not be required to take any annual leave that is booked or has been allocated/rostered for them, unless they choose to do so (*this includes bank holidays*). Employees living with someone who is shielding, but are not shielding themselves, are required to take their booked/allocated/rostered annual leave.

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

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

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

Given that we are actively encouraging employees to take leave at regular periods during the current leave year to look after themselves, we do not anticipate that there will be many cases where employees will not have the time and opportunity to use their annual leave entitlement during 2020. For all employees, we already have provision in place for employees to carry over five days' annual leave into the next leave year and all employees should be encouraged to take their leave during regular intervals during the 2020 leave year if at all possible.

Annual leave arrangement during furlough

It is important to remember the context in which all decisions are being made at present, including our recent decision on annual leave on furlough. TfL is facing serious financial challenges as a direct result of the current pandemic and the impact on our services. The decision to access the government's Job Retention Scheme is designed to help offset some of the losses we've seen due to the reduction in ridership across our network, whilst also helping to protect our organisation during these unprecedented times. Against this background, we have to make decisions that balance the needs of our employees with the needs of the business. Requiring employees to use a proportion of their annual leave entitlement in a reasonable way throughout the annual leave year (whether they are working or on furlough) to avoid compression in the latter part of the year (which would disrupt the business' recovery), is one way in which we are seeking to protect our business in a proportionate and reasonable manner. If your employee has leave booked when they are on furlough, that leave will not be cancelled and will be considered taken. This is the same as for anyone not on furlough – booked annual leave for this year should now be taken as planned.

When your employee is furloughed for more than 3 weeks, we will allocate a proportion of their annual leave from their 2020 entitlement to be taken during their furlough period as follows:

- For weeks 4, 5 or 6, we will allocate two days annual leave to be taken during their furlough period
- For weeks 7, 8 or 9, we will allocate two days annual leave to be taken during their furlough period
- *For weeks 10, 11, 12, 13 or 14 we will allocate two days annual leave to be taken during their furlough period*
- If your employee has two separate blocks of three weeks furlough leave, we will allocate two days annual leave when they commence their second block of three weeks;
- If your employee has two separate blocks which total seven weeks or more, we will allocate four days annual leave when they commence their second block of furlough.
- *If your employee has separate blocks which total ten weeks or more, we will allocate six days annual leave when they commence their second block of furlough.*

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

Please note: specific details on the process to allocate your employee's leave (as set out above) will be provided in due course. You do not need to do anything at this stage.

If your employee has their annual leave allocated/rostered for them, there is no requirement to retain *six* days as set out above, due to the fact that the whole of the employee's leave entitlement for the year has already been allocated/rostered.

If your employee does not have their annual leave allocated/rostered for them, and they have not yet already booked their 2020 annual leave, they are immediately required to retain *six* days to allow for the allocation as detailed above. It is essential that when approving any annual leave requests, you check that six days have been retained for the above purposes. *If you have an employee that works part time, [this link takes you to a table which shows pro-rated days](#) that need to be retained.*

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

If your employee is furloughed and is shielding or is on long-term sickness absence, we will not allocate or roster leave days as above, nor will they be required to take any annual leave that is booked or has been allocated/rostered for them. Employees living with someone who is shielding, but are not shielding themselves, are required to take their booked/allocated/rostered annual leave.

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

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

If your employee is furloughed and has a long-term sickness or is shielding, we will not allocate leave days as above, nor will they be required to take any annual leave that is booked or has been allocated/rostered for them.

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

Our response to the government's Job Retention Scheme is under regular review - this guidance may change so please ensure that you are referring to the latest management guidance.

Furloughing - *UPDATED*

For the latest manager guidance on furloughing, click on this [link](#). You can also find a useful set of [frequently asked questions here](#).

The government has recently confirmed an extension to the Job Retention Scheme until 31 July 2020 on its current terms and thereafter until the end of October 2020 on terms which have not yet been published.

We have extended our participation in the Job Retention Scheme until 31 July 2020. However, we are unable to add new employees to the scheme after 10 June 2020.

Please note: further information will be provided in future updates once the government publishes further information.

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

Furloughing employees who are on long term sickness

We will consider furloughing all employees who are long term sick if (based on Occupational Health / medical advice and where possible a discussion with the employee) there is no likelihood of them returning to work before 31 July 2020, unless the employee:

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

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

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

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

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

Call up of reservists and Special Constables

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

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

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

Informing other team members

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

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

Employees coming into work (office-based or operational)

The following information should be provided:

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

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

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

Staff working from home

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

Staying in touch with your employees - UPDATED

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

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

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

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

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

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

Returning to work

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

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

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

Staff Travel - **UPDATED**

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

Road User Charging	<p>Road user charging schemes were temporarily suspended when the lockdown restrictions came into place at the end of March 2020.</p> <p>Following some easing of the lockdown restrictions this week, the Congestion Charge, Low Emission Zone (LEZ) and Ultra Low Emission Zone (ULEZ) will apply with effect from 07:00 on Monday 18 May 2020.</p> <p>If your employee, having been assessed as being in a clinically vulnerable group or is a critical worker, has no alternative to driving to work, reimbursements for road user and parking charges as well as mileage may be considered as expenses.</p> <p>These expenses will be subject to senior manager approval with reasonable expenses in these exceptional circumstances reimbursed.</p>
Parking for critical workers	<p><u>Parking in TfL-owned parking spaces</u></p> <p>We'll continue to offer people in critical operational roles access to TfL-owned parking spaces on a first come first served basis. We now have a dedicated email address for these requests. If your employee has a new request they should get your approval, then email their registration details and information of where they would like to park to: COVID-19ParkingEnquiries@tfl.gov.uk.</p> <p><u>Alternative parking spaces in London</u></p> <p>Most of the London Boroughs and National Car Parks (NCP) have relaxed parking restrictions to allow critical workers to park in the spaces they manage. The advice varies between boroughs, so we have created a summary document for all the London Boroughs, including NCP, which we will keep as up to date as possible. This document can be accessed here. However, as the situation is fast moving, and we are not directly responsible for these spaces, your employee should check the relevant websites directly.</p> <p>Should your employee incur any parking fines these will not be reimbursed.</p>
Cycle to Work Scheme	<p>The scheme provides permanent and fixed term contract employees the opportunity to buy a new bicycle and safety accessories up to £1,000 for the use of cycling to and from work. The scheme is tax and national insurance free, saving employees around 32-42% on the cost of the bike (depending on their tax code).</p> <p>The scheme is operated via salary sacrifice with the cost taken from their gross pay over a 12-month period. Find more information and details of how to apply to the scheme here.</p>

Santander Cycles	Santander Cycles should only be used for essential journeys, such as getting to work. Terminal screens, payment devices, docking point numbers and handlebars are cleaned daily with an anti-viral fluid. You should wash your hands before and after using a Santander Cycle. Find more information regarding the cycles here .
Annual Rail Season ticket 75% reimbursement	<p>The normal rules apply in the event that your employee cancels their annual rail season ticket:</p> <p>The employee <u>must</u> contact stafftravelservices@tfl.gov.uk , advising of the date they surrendered their season ticket. Staff Travel can then recalculate the payment, so the employee is only reimbursed for the period of time that the season ticket was valid. The adjustments will then be seen on their next payslip and we will no longer be paying 75% back to the employee each pay period.</p>
Staff/Nominee travel passes	<p>As the Staff Travel team are now all working from home, they are not in the office to produce passes.</p> <p>If your employee is an operational member of staff who needs a replacement staff Oyster card for a frontline or a critical role, please email both [REDACTED] and [REDACTED] discuss.</p> <p>[REDACTED] @tfl.gov.uk [REDACTED] @tfl.gov.uk</p> <p>If your employee has submitted an application for a Nominee pass, this will not be processed, and their application will be deleted. They will need to resubmit their Nominee application at a later date once travel recommendations have been lifted.</p>

End of year reviews

Current circumstances and our priorities mean some colleagues may need additional time to have and process end of year reviews (EOYR). In response to this:

Non-Operational employees

If you have already started to hold your EOYRs with your employees – you should finalise them and put them into SAP as normal.

If you are able to have EOYRs with your employees on the phone/Skype you should continue to go ahead and enter them into SAP.

If you're unable to hold EOYRs virtually – because at present your focus is keeping our services running, we have moved the deadline for completion of this process as detailed below:

The deadline for entering senior manager ratings was 22 May 2020. This revised deadline was required to inform performance analysis in line with scorecard outputs. As mentioned above,

EOYRs should be completed where possible, but ratings should have been entered without having had an EOYR meeting as the rating should not be a surprise to anyone.

The new deadline for entering all other non-operational employee ratings is 19 June 2020. As mentioned above, EOYRs should be completed where possible, but ratings can be entered without having had a EOYR meeting as the rating should not be a surprise to anyone.

Operational employees

If you employees are in operational roles, and not part of the Performance Related Pay or Pay for Performance processes, their P&D review will now take place in October, or in accordance with your CMS schedule where appropriate.

Redeployment

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

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

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

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

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

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

Fixed Term contracts

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

NHS Volunteer Responders

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

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

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

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

Key worker identification letter

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

[Key Worker – TfL employee](#)

Managing the Probation Period

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

Occupational Health

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

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

Periodic Medical Assessments

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

Individual Case Management

Our focus remains the provision of a service to enable key workers to travel to and from work. Combined with the numbers of employees self-isolating, social-distancing and absent due to illness, this means that we need to consider how we manage individual cases during this time. As a result, except where an employee expresses a desire to proceed, we have adopted the following general approach from 6 April 2020 in relation to both new and existing cases until further notice.

If you already have an employee case logged with the ER Team, please contact the ER Adviser/Partner you have been dealing with for advice on progressing the case. If you have a new employee case, email the [Tier 2 Employee Matters](#) or the [Tier 3 Employee Matters](#) inboxes, as appropriate and an ER Adviser/Partner will be able to provide help and guidance.

Disciplinary Cases

We will not be proceeding with investigations and hearings, except for cases of potential gross misconduct, safety related cases such as SPADs or where TfL considers that not proceeding would place the welfare of any employee involved, or the safety of customers, at risk.

Grievances

We will not be proceeding with investigations and hearings, except where TfL considers that not proceeding would place the welfare of any employee involved at risk.

Bullying and Harassment Cases

We will continue to manage these cases in line with existing policy.

Probation

We will continue to manage these cases in line with existing policy and Line Managers must seek advice in relation to each individual case.

Performance Improvement Plans

We will continue to manage these cases in line with existing policy. Where it is not practical or possible to continue with a case, it will be paused.

Attendance at Work Management

Managers should continue to maintain contact with employees who are absent to ensure their wellbeing and employees should continue to comply with their obligations under any relevant policies where appropriate. Referrals to Occupational Health should continue where appropriate. We will not be proceeding with normal absence management processes at this time except where TfL consider that not proceeding would place the welfare of any employee at risk, or where an employee's entitlement to sick pay is due to expire within four weeks. Managers should however continue to record all sickness absence in SAP.

Where, as outlined above, it is necessary to proceed with an individual case, the relevant trade union Full Time Official will be advised by HR and TfL's decision about proceeding with any case will be final.

Where cases are required to proceed, meetings will take place by telephone or video conference.

Where appropriate, cases that have not been progressed as a result of these changes will be reviewed once the current restrictions have been relaxed.

These temporary arrangements will be kept under review and any further changes or a resumption of normal processes will be communicated to the recognised trade unions prior to implementation.

Motor and home insurance

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

The commitments include waiving any requirements to extend cover for key workers who may need to drive to different locations, people who want to help their communities by transporting medicines or groceries to support those affected by COVID-19 and office workers who need to work from home.

Support in the event of a death of a colleague

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

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

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

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

Below, you will find resources and information that you can refer to when talking to your team.

This covers some of the emotional and practical support available for family and colleagues.

- 24/7 EAP emotional support line - 0800 470 2129
All employees have access to the Employee Assistance Programme for emotional support at any time, day or night, which is provided by experienced and qualified counsellors.
- EAP online support for loss and bereavement
Our Employee Assistance Programme website features a section under 'My Homelife' that is dedicated to helping cope with loss and bereavement. You can access this online on any device connected to the internet – work or personal – www.my-eap.com. Use the organisation code **tflwell** to log in.
- Sessions of bereavement counselling for TfL colleagues
Our Employee Assistance Programme includes an option for bereavement counselling of six sessions, where appropriate. While face-to-face counselling is temporarily unavailable to prevent the transmission of COVID-19, the EAP's counsellors are instead providing the same level of support over the telephone or via live video conferencing.
- Emotional support for dependents of a colleague who has passed away
The 24/7 EAP emotional support line is also available to immediate family members of employees. This may support dependents experiencing loss through the early stage of the natural grief process. If you are in contact with the family of our colleague, please ensure that they know the helpline number and that this is available for them to contact whenever they may need.
- Group bereavement support for the team of a colleague that has passed away
We are able to offer a one-day bespoke package of team support and individual counselling for four to eight employees. It is delivered virtually by a counsellor through a TfL digital platform. Managers can access this support by contacting Occupational Health (Counselling@tfl.gov.uk or 0343 222 1177) and providing a brief overview of the situation and the number of people affected. The team members will also have access to individual counselling if needed.
- Support for managers
The Counselling team in Occupational Health (Counselling@tfl.gov.uk or 0343 222 1177) are available for advice and guidance for managers on how to support their team through coping with loss.

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

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

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

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

Funeral Leave

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

Working from home

Equipment to carry out role

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

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

Mobile phone usage

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

As of 25th March, there is a freephone number available for 02 conference calls: 0800 090 2463.

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

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

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

Utility and internet bills

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

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

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

HMRC tax relief

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

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

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

Additional Resources

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

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

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

COVID-19 Testing - *UPDATED*

The Department of Health and Social Affairs is providing COVID-19 testing for all essential workers. This includes transport workers. As a line manager, we're asking you to help with getting our people tested.

How to support your team should they require a test?

There are two ways for our people (and those they live with) to access a COVID-19 test, they are:

1. The self-referral process – our people can refer themselves (*or someone in their household*) for a test using the [website](#) – this includes both drive-through and home testing
2. The employer referral process – as a manager, you can refer your team member (or someone in their household) for a drive-through test (they must have a car). This is the easiest way to get a test, if the person is able to drive/be driven. [You can find out how here.](#)

How do I refer one of my team for drive-through testing (the employer referral process)?

This is for drive-through testing only, your team member must have access to a car to attend a testing site.

- Send the template email - Appendix D in the [line manager guidance on testing](#) to Covid19HRqueries@tfl.gov.uk and copy in your team member. Populate all their details, including name, employee number and their mobile. This is important referral information.
- HR will upload their details to the employer referral portal, then your team member will receive a text, with the link and a code so they can register and book a drive through test appointment.
- They will also receive confirmation of their drive-through test (more information on this in our [FAQs](#))

For the [latest on COVID-19 testing, please use this link](#).

Test and trace for COVID-19

In addition to the existing system of testing, the government have introduced test and trace in England. Test and trace uses a system of contact tracers to identify people who've been in sustained (over 15 minutes) contact with a confirmed case of COVID-19 and advises them to self-isolate for 14 days.

How does the system work?

If your employee develops symptoms of COVID-19, here's what they should do:

1. *At the moment, if someone develops symptoms, they will need to isolate as per the current guidance. They should then order a test either via the [website](#) or by calling the service on 119.*
2. *If their test is positive, they must complete the remainder of their 7-day self-isolation. Anyone in their household must also complete self-isolation for 14 days from when they started having symptoms. If their test is negative, they and other household members no longer need to self-isolate.*
3. *Most importantly, if they test positive, the NHS test and trace service will send them a text or email alert or call them with instructions of how to share details of people with whom they have had close, recent contact and places they have visited. It is important that they respond as soon as possible so that the NHS can give appropriate advice to those who need it. They will be told to do this online via a secure site or called by an NHS contact tracer.*

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

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

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

If the person they were in contact with receives a positive test result, then the colleague will be informed and will be told to self-isolate for 14 days.

What happens if your employee needs to self-isolate and cannot work from home?

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

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

The service will provide a text message or email that can be used as evidence that someone needs to self-isolate. Alternatively, if your employee receives a phone call from a contact tracer this will be done so on 0300 013 5000 and the call log can be shown as evidence. You should ask your employee to provide this evidence to you. If your employee does not provide you with this evidence, please contact Covid19HRqueries@tfl.gov.uk where an Employee Relations Adviser will be able to assist you.

Face coverings - NEW

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

All employees working in public areas on our network will be required to wear a face covering from 15 June 2020, unless they have an agreed exemption for medical reasons. People do not need to wear a face covering when they are not in public areas – this could include working in a train cab, in a control room, carrying out some maintenance activities and elsewhere. Please speak to your employees as soon as possible to check whether they have any concerns about wearing a face covering. The Safety, Health & Environment is providing you with specific which will cover the approach you should take if you have an employee who is refusing to wear a face covering.

We will continue to provide disposal face masks for all employees to use at work, and when travelling to work, and there are trials of reusable face covering options underway now.

From Monday, customers using our network will be required to wear a face covering. We are already distributing free face coverings at key locations to encourage take-up and this will continue until 28 June 2020. There will also be significant customer information campaigns, including advertising and local signage, to make sure everyone knows that face coverings are required on our services, and to encourage the right behaviours.

We expect that vast majority of customers will comply with the new requirement, and there will be a strong police presence across the network from 15 June 2020 – to support the re-opening of retail businesses. Initially, they will be reminding and encouraging people that they are required to wear face coverings and once we are confident that customers are aware and understand the requirement, it is likely we will move to enforcement with the support of police colleagues and our own enforcement staff.

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

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

Supporting Neuro-Divergent employees - NEW

Neurodiversity is an umbrella term commonly associated with Dyslexia, Dyspraxia Autism and ADHD. As we continue to navigate this period of uncertainty and adapt to new ways of living and working, it is important to consider how this may impact neuro-divergent employees; some of whom may be more anxious at this time. Check out the [brief Neurodiversity and COVID-19 guidance document for more information](#).

Contact

Email Covid19HRqueries@tfl.gov.uk



Managing through the coronavirus (COVID-19) outbreak

Guidance for all line
managers

V1.22 – 25 June 2020

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



Contents

Section	Page
Introduction	5
Self-isolation, Social Distancing and Shielding	5
- Self-isolation - <i>UPDATED</i>	5
- Self-isolation – living with others	6
- Social Distancing - <i>UPDATED</i>	6
- Shielding - <i>UPDATED</i>	7
- Vulnerable groups	8
- Clinically vulnerable - <i>UPDATED</i>	8
- Clinically extremely vulnerable - <i>UPDATED</i>	10
Who should I contact for HR advice?	11
Other important information to note:	
- Pay and absence duration - <i>UPDATED</i>	11
- Self-isolating more than once - <i>UPDATED</i>	18
- Returning from overseas	19
- Schools	20
- Dependant Leave	21
- Annual leave - <i>UPDATED</i>	21

- Furloughing - <i>UPDATED</i>	24
- Call up of reservists and Special Constables	26
- Informing other team members	26
- Staying in touch with your employees	27
- Returning to work - <i>UPDATED</i>	28
- Staff Travel	28
- End of year reviews	31
- Redeployment	31
- Fixed Term Contracts	32
- NHS Volunteer Responders	32
- Key worker identification letter	32
- Managing the probation period	32
- Occupational Health	33
- Resumption of individual case management - <i>UPDATED</i>	33
- Motor and home insurance	34
- Support in the event of a death of a colleague	34
- Working from home	36

- COVID-19 Testing - <i>UPDATED</i>	37
- Face coverings	44
- Supporting Neuro-divergent employers	45

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

Introduction

The following guidance is based on advice from Public Health England (PHE) and is correct as of 25 June 2020.

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

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

Self-isolation, Social distancing and Shielding

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

Self-isolation - **UPDATED**

Self-isolation involves: Staying at home, not going to work/school/public areas, and not using public transport or taxis. For more information with about self-isolation go to: <https://www.gov.uk/Government/publications/covid-19-stay-at-home-guidance/stay-at-home-guidance-for-households-with-possible-coronavirus-covid-19-infection>

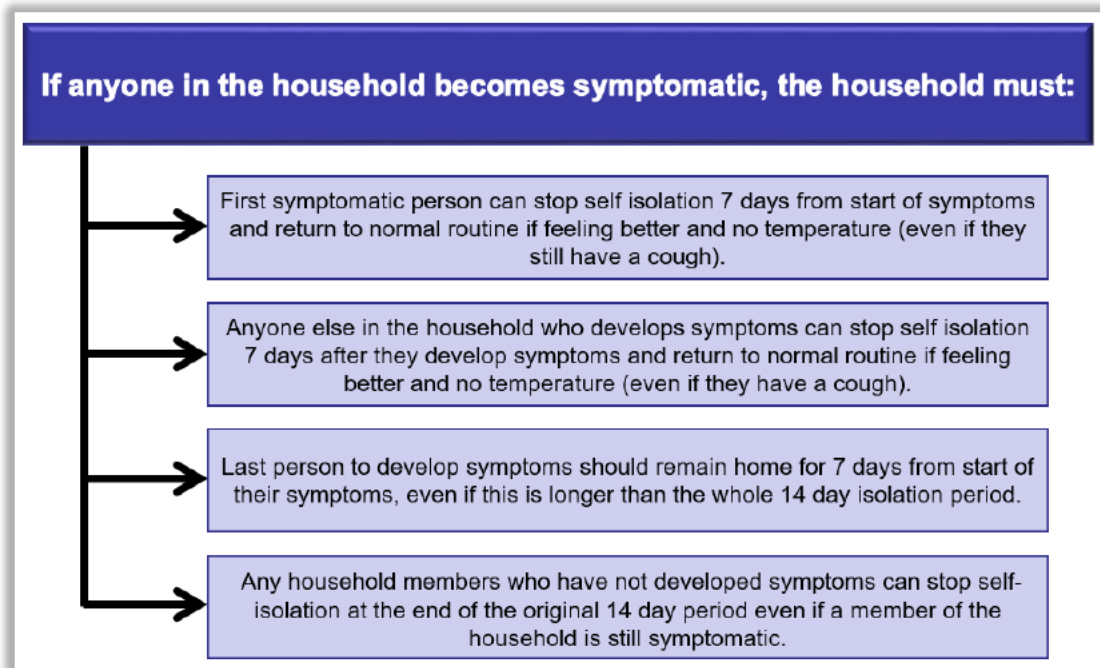
- If an employee has symptoms (i.e. a high temperature, a new and continuous cough and/or a loss or change to their sense of smell or taste) they self-isolate for 7 days.
- In cases where the employee lives with others, and someone else in the household has these symptoms but the employee does not have them, then the employee self isolates for 14 days. If the employee develops symptoms during this 14-day period of household isolation, then they should self-isolate for 7 days from the start of when they developed symptoms (irrespective of when during the 14-day period of household isolation they develop the symptoms).

As the NHS resumes non COVID-19 related operations, before being admitted to hospital, the individual undergoing surgery is likely to be asked to self-isolate for 14-day days at home. Anyone who lives with the individual undergoing the operation will need to do the same.

Employees who have to self-isolate due to either themselves or a member of their household having an operation, will receive sick pay in line with other employees who need to self-isolate. Your employee will need to provide you, when available, with a copy of the letter from the NHS (or similar) clearly showing their home address, which advises them to self-isolate for 14 days (whether they are the person who is undergoing the operation or a household member). They should blank out the part of the letter that sets out the individual's name and what their particular medical condition / operation relates to. This is to ensure that they are not unnecessarily

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

Self-isolation – living with others



An [alternative chart is available here](#) which you may find useful when discussing return to work dates with your employee.

Social distancing - **UPDATED**

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

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

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

They are:

1. Avoid contact with someone who is displaying symptoms of COVID-19. These symptoms include high temperature and/or new and continuous cough
2. Avoid non-essential use of public transport, varying travel times to avoid rush hour, when possible
3. Work from home, where possible. Please refer to [employer guidance](#) for more information

4. Avoid gatherings with friends and family. Keep in touch using remote technology such as phone, internet, and social media
5. Use telephone or online services to contact a GP or other essential services

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

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

Shielding - *UPDATED*

The Government has updated its guidance for people who are shielding taking into account that COVID-19 disease levels have decreased over the last few weeks, with further relaxation of existing measures planned for 6 July and then 1 August. We will be considering our position on this shortly with further updates to our management guidance available next week. Click on this [link](#) for the latest Government plans to ease restrictions for those shielding.

People who are shielding remain vulnerable and should continue to take precautions but can now leave their home if they wish, as long as they are able to maintain strict social distancing. If they choose to spend time outdoors, this can be with members of their own household. If they live alone, they can spend time outdoors with one person from another household. Ideally, this should be the same person each time. If they do go out, you should take extra care to minimise contact with others by keeping two metres apart.

People classed as clinically extremely vulnerable are advised to take additional action to prevent themselves from coming into contact with the virus. If your employee is clinically extremely vulnerable, they are strongly advised to stay at home as much as possible and keep visits outside to a minimum (for instance once per day).

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

Whilst the rest of their household are not required to adopt these protective shielding measures for themselves (unless they are the carer of a named person who is clinically extremely vulnerable and have received a letter addressed to them directly from the NHS or Government), they should stringently follow PHE guidance on social distancing which is contained in this document and in this [link](#).

If your employee is living with someone who falls into the clinically extremely vulnerable group who is shielding and your employee is not their carer (and therefore has not received a letter addressed to them directly from the NHS or Government), then you should discuss the situation with them to find out if they can work from home during the period of shielding or can attend work and practice social distancing as a result of the measures TfL is putting in place.

An employee who lives with someone who is shielding is not barred from going to work (unless they are the carer of a named person who is clinically extremely vulnerable). The important criteria is that they practice social distancing. If they cannot practice social distancing on their

journey to and from work and whilst at work, then you should consider whether there are measures which can be taken during their journey and/or at work which would enable them to practice social distancing (e.g. such as driving to work and parking). If it is not possible to introduce any measures to ensure social distancing, then your employee may not be able to resume work. This is a discussion for you and your employee to have. As the aim of TfL is to enable social distancing for commuters and employees, in most cases it should be possible for employees living with someone who is shielding to return to work.

Your employee will also need to provide you, when available, a copy of the letter from the NHS or Government clearly showing their home address, which advises them to shield for a minimum period of 12 weeks (whether they are the person who is clinically extremely vulnerable or the carer of a named person who is). They should blank out the part of the letter that sets out the individual's name and what their particular medical condition is. This is to ensure that they are not unnecessarily providing sensitive and personal information to you. In order to be GDPR compliant, you should make a note of the fact that you have seen a copy of the letter and then immediately delete the actual letter.

If your employee believes they are in the clinically extremely vulnerable group or they are the carer of a named person who is, and hasn't been contacted by the NHS or Government, they can register with the Government's Coronavirus support team in order to tell them whether or not they need support. It may take time for any support offered through this service to arrive. Wherever possible the employee should continue to rely on friends, family and wider support to help them meet their needs.

Your employee can register by clicking on the link below:

Link: <https://www.gov.uk/coronavirus-extremely-vulnerable>

We recognise that there are some employees with serious health conditions that don't come under Public Health England's clinically extremely vulnerable category, but who may wish to Shield. If your employee is worried about their personal situation and you require further advice as to whether they should shield or not, please contact Occupational Health for advice.

Vulnerable groups

Public Health England (PHE) has advised those people who are in the below vulnerable groups to do the following:

Group	Explanation	Current and continuing guidance	Government support
Clinically vulnerable people (previously 'increased risk' vulnerable group)	<p>People considered to be at higher risk of severe illness from COVID-19.</p> <p>Clinically vulnerable people include the following: people aged 70 or older,</p>	<p>Stay at home as much as possible. If you do go out, take particular care to minimise contact with others outside your</p>	<p>Range of support available while measures in place, including by local authorities and through voluntary and community groups. Support is available via</p>

	people with liver disease, people with diabetes, pregnant women and others.	household.	the NHS Volunteer Responders app.
Clinically extremely vulnerable people (all people in this group will have received communication from the NHS)	People defined on medical grounds as clinically extremely vulnerable, meaning they are at the greatest risk of severe illness. This group includes solid organ transplant recipients, people receiving chemotherapy, renal dialysis patients and others.	Follow shielding guidance by staying at home at all times and avoiding all non-essential face-to-face contact. This guidance is in place until end June.	Support available from the National Shielding Programme, which includes food supplies (through food boxes and priority supermarket deliveries), pharmacy deliveries and care. Support is available via the NHS Volunteer Responders app.

Clinically vulnerable - **UPDATED**

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

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

- Aged 70 or older (regardless of medical conditions)
- under 70 with an underlying health condition listed below (i.e. anyone instructed to get a flu jab as an adult each year on medical grounds):
 - chronic (long-term) mild to moderate respiratory diseases, such as asthma, chronic obstructive pulmonary disease (COPD), emphysema or bronchitis
 - chronic heart disease, such as heart failure
 - chronic kidney disease
 - chronic liver disease, such as hepatitis
 - chronic neurological conditions, such as Parkinson's disease, motor neurone disease, multiple sclerosis (MS), or cerebral palsy
 - diabetes
 - a weakened immune system as the result of certain conditions or medicines they are taking (such as steroid tablets)
 - being seriously overweight (a body mass index (BMI) of 40 or above)
- those who are pregnant

If you have an employee who says that they are in the clinically vulnerable group and therefore feel unable to work as they feel unable to safely socially distance at work, you should now contact these employees (through the agreed contact arrangements) and request that they complete an Occupational Health (OH) Staff [Risk Assessment Questionnaire](#). Please note: They should complete and return the questionnaire directly to OH using their OneLondon email account wherever possible and notify you they have done so separately (not by copying the form

to you). Their completed form will be reviewed by OH, which may include a discussion over the phone with the employee to determine the level of risk of them returning to the workplace, OH will, after assessing the information available and calling the employee if necessary, make a recommendation based on one of three categories:

- Red – Occupational Health will advise your employee to remain at home. If your employee is in this group and they have already been furloughed, they should remain on furlough until the end of July 2020. If they have not been furloughed previously, they will be required to stay at home, and as the furlough scheme is closed to new entrants, Special leave with pay will be provided in these circumstances until 5 July 2020. This situation will be kept under review and is subject always to Government guidance which is subject to review and updating at short notice.
- Amber – Occupational Health will advise your employee to remain at home, and this will be reviewed by Occupational Health in 3-4 weeks from the date of the assessment. If your employee is in this group and they have already been furloughed, they should remain on furlough as they would not be able to return to work under current social distancing rules. If they have not been furloughed previously, they will be required to stay at home, and as the furlough scheme is closed to new entrants, Special leave with pay will be provided in these circumstances *until 5 July 2020*. When referring an employee for review, please refer them at the time their review is due (rather than a week or two before) as OH is reviewing cases within 1-2 days. Please include a copy of the original outcome form and make it clear in your referral email that this is an Amber case for review.
- Green – Occupational Health will advise your employee that they are fit to return to the workplace with social distancing (and any necessary reasonable adjustments). If your employee is in this group, and they feel unable to return, they will be required to use their annual leave and then, Special leave (unpaid).

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

Clinically extremely vulnerable - *UPDATED*

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

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

1. Solid organ transplant recipients
2. People with specific cancers:
 - people with cancer who are undergoing active chemotherapy
 - people with lung cancer who are undergoing radical radiotherapy

- people with cancers of the blood or bone marrow such as leukaemia, lymphoma or myeloma who are at any stage of treatment
 - people having immunotherapy or other continuing antibody treatments for cancer
 - people having other targeted cancer treatments which can affect the immune system, such as protein kinase inhibitors or PARP inhibitors
 - people who have had bone marrow or stem cell transplants in the last six months, or who are still taking immunosuppression drugs
3. People with severe respiratory conditions including all cystic fibrosis, severe asthma and severe COPD.
 4. People with rare diseases and inborn errors of metabolism that significantly increase the risk of infections (such as SCID, homozygous sickle cell).
 5. People on immunosuppression therapies sufficient to significantly increase risk of infection.
 6. Women who are pregnant with significant heart disease, congenital or acquired.
 7. Other people have also been classed as clinically extremely vulnerable, based on clinical judgement and an assessment of their needs. GPs and hospital clinicians have been provided with guidance to support these decisions.

Please note: The Government will be issuing new guidance shortly focusing on a more individual approach to assessing risk which may be different from what is defined above. As soon as further guidance is available, it will be reflected within this document.

Who should I contact for HR advice?

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

Other important information to note

Pay and absence duration

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

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

Situation	Arrangements
1. Employees who can work from home	- The employee will receive contractual salary as normal. This is not recorded on SAP.
2. Employees over 70 years old, or who are clinically vulnerable	<p>If you have an employee who says that they are in the clinically vulnerable group and therefore feel unable to work as they feel unable to safely socially distance at work, you should now contact these employees (through the agreed contact arrangements) and request that they complete an Occupational Health (OH) Staff <u>Risk Assessment Questionnaire</u>. Please note: They should complete and return the questionnaire directly to OH using their OneLondon email account wherever possible and notify you they have done so separately (not by copying the form to you). Their completed form will be reviewed by OH, which may include a discussion over the phone with the employee to determine the level of risk of them returning to the workplace, OH will, after assessing the information available and calling the employee if necessary, make a recommendation based on one of three categories:</p> <ul style="list-style-type: none"> • Red – Occupational Health will advise your employee to remain at home. If your employee is in this group and they have already been furloughed, they should remain on furlough until the end of July 2020. If they have not been furloughed previously, they will be required to stay at home, and as the furlough scheme is closed to new entrants, Special leave with pay will be provided in these circumstances until 5 July 2020. This situation will be kept under review and is subject always to Government guidance which is subject to review and updating at short notice. • Amber – Occupational Health will advise your employee to remain at home, and this will be reviewed by Occupational Health in 3-4 weeks from the date of the assessment. If your employee is in this

	<p>group and they have already been furloughed, they should remain on furlough as they would not be able to return to work under current social distancing rules. If they have not been furloughed previously, they will be required to stay at home, and as the furlough scheme is closed to new entrants, Special leave with pay will be provided in these circumstances until 5 July 2020. When referring an employee for review, please refer them at the time their review is due (rather than a week or two before) as OH is reviewing cases within 1-2 days. Please include a copy of the original outcome form and make it clear in your referral email that this is an Amber case for review.</p> <ul style="list-style-type: none"> • Green – Occupational Health will advise your employee that they are fit to return to the workplace with social distancing (and any necessary reasonable adjustments). If your employee is in this group, and they feel unable to return, they will be required to use their annual leave and then, Special leave (unpaid).
<p>3. Employees who are clinically extremely vulnerable (who are required to Shield) and employees who care for a named person who is classified as being in the clinically extremely vulnerable group. <u>In both cases the employee should have received a letter addressed to them directly from the NHS or Government.</u></p>	<p>- If the employee is well and able to work from home because their role allows it – they will receive contractual salary as normal. This is not recorded on SAP.</p> <p>- If the employee is well but unable to work from home because their role doesn't allow it - they will receive Special leave with pay (unless furloughed) until 5 July 2020.</p> <p>- If your employee began shielding later than 23 March 2020, and their "minimum of 12 weeks" takes them beyond 5 July 2020, they will be permitted to continue on Special leave with pay until the 12 weeks expires.</p>
<p>4. Employees living with an individual who is classified as being in the clinically extremely vulnerable group (who are required to Shield) but has <u>not</u></p>	<p>- If the employee is well and able to work from home because their role allows it – they will receive contractual salary as normal. This is not recorded on SAP.</p>

<p>received a letter <u>addressed to them directly from the NHS or Government as the carer of a named person who is clinically extremely vulnerable.</u></p>	<ul style="list-style-type: none"> - If the employee is unable to work from home, they should social distance and can request Special leave with pay for up to five days or take annual leave, and then Special leave without pay. Only one spell of Special leave with pay will be granted during the period 14 June 2020 to 17 July 2020.
<p>5. Employees who have COVID-19 symptoms (i.e. a high temperature, a new and continuous cough and/or a loss or change to their sense of smell or taste) OR they have received a positive COVID-19 test result, they must self-isolate for 7 days.</p>	<ul style="list-style-type: none"> - If the employee feels well and is able to work from home because their role allows it – they will receive contractual salary as normal. This is not recorded on SAP. - If the employee feels well but is unable to work from home because their role doesn't allow it – they will be paid company sick pay whilst they are absent from work due to self-isolation. Please note that this period of absence will not count as a sickness absence item. - If the employee feels unwell or has tested positive for COVID-19, they should be classified as being off work through sickness and normal sick pay arrangements and processes apply. Please note that this period of absence will not count as a sickness absence item. - If the employee has tested negative <i>and they feel well enough</i>, they should return to work. - If the employee has tested negative, but are unwell, they should remain at home until they have recovered. This is treated as normal sickness and the usual sick pay arrangements and processes apply. <p>If the employee has symptoms but chooses not to take a test, despite Government and TfL advice, then their absence will be treated as normal sickness and the usual sick pay arrangements and processes apply.</p>
<p>6. Employees who live with others, and someone else in the household has COVID-19 symptoms but the employee does not have them, then the employee self isolates for 14 days. If the employee develops symptoms during this 14-day period of household isolation, then they</p>	<ul style="list-style-type: none"> - If the employee is able to work from home because their role allows it – they will receive contractual salary as normal. This is not recorded on SAP. - If the employee is unable to work from home because their role doesn't allow it - they will be

<p>should self-isolate for 7 days from the start of when they developed symptoms (irrespective of when during the 14-day period of household isolation they develop the symptoms).</p>	<p>paid company sick pay whilst they are absent from work due to self-isolation. Please note that this period of absence will not count as a sickness absence item.</p> <ul style="list-style-type: none"> - If the employee's household member(s) opts to take one of the COVID-19 testing options (Drive thru / home test kit) and the result of that test comes back negative, the employee can therefore return to work. If they remain at home, they will receive Special leave without pay.
<p>7. Employees who receive a notification from the NHS test and trace service informing them to self-isolate</p>	<ul style="list-style-type: none"> - The employee will need to provide evidence that they have received a notification to self-isolate from the NHS test and trace service. - If the employee feels well and is able to work from home because their role allows it – they will receive contractual salary as normal. This is not recorded on SAP. - The employee will need to immediately self-isolate for 14 days from the point of most recent contact with the person who has tested positive for COVID-19. The employee will be paid company sick pay whilst they are absent from work due to self-isolation. Please note that this period of absence will not count as a sickness absence item. - If the employee develops symptoms, they should order a test as soon as possible, either via the website or by calling the service on 119. - If the employee develops symptoms and chooses not to take a test, despite Government and TfL advice, then their absence will be treated as normal sickness and the usual sick pay arrangements and processes apply.
<p>8. Employees returning to the UK from overseas and are in quarantine for 14 days. This applies from 8 June 2020.</p>	<ul style="list-style-type: none"> - If the employee is well and able to work from home because their role allows it, they will receive contractual salary as normal. This is not recorded on SAP. - If the employee is unable to work from home, they should quarantine (self-isolate) and following discussion with their manager, they can request to take annual leave, and then Special leave without pay. The reason for this

	<p>approach is that it is assumed any international travel is a personal choice. See the 'Returning from Overseas' section for more information.</p> <p>Note: if a member of the employee's household returns to the UK from overseas, the employee should social distance and can attend work as usual.</p>
<p>9. Childcare - Employees who cannot work from home and therefore are required to be at their workplace but decline to do so due to issues with childcare arrangements (including concerns about their child's health and safety at school/ nursery).</p> <p>OR</p> <p>10. Childcare - Employees whose children's school/ nursery remains closed and the employees cannot work from home because their job doesn't allow for it.</p>	<p>The employee will be expected to seek alternative childcare arrangements or request to take their annual leave and then Special leave without pay.</p> <p>Additionally, the existing policy provision of up to 5 days Special leave with pay can be taken during the period. Only one spell of Special leave with pay can be taken during the period 14 June 2020 to 17 July 2020.</p> <p><u>Note:</u> The provision for 12 weeks Special leave with pay is no longer available from 14 June 2020, unless an employee was granted Special leave with pay after 23 March 2020 (in which case the 12 weeks Special leave with pay will continue until exhausted).</p> <p>This guidance is valid until 17 July 2020. Further guidance will be provided in due course about arrangements beyond 18 July 2020.</p> <p><u>Note:</u> Parental Leave – this must be granted if requested. Unpaid parental leave is available to employees who have, or expect to have, parental responsibility for a child. Employees are entitled to 18 weeks of unpaid parental leave for each child up until the child's 18th birthday. During the pandemic outbreak, a maximum of six weeks parental leave can be taken in 2020 in respect of each child which must be taken in blocks of one or more weeks. Parents of disabled children can take leave in blocks of one or more weeks or multiples of one day and for longer periods if required. If your employee has parental leave booked during their furlough period, they are permitted to request a postponement of this leave until</p>

	after furlough.
<p>11. Childcare - Employees who are unable to work from home and cannot work their usual shift pattern, due to schools revising teaching arrangements e.g.:</p> <ul style="list-style-type: none"> • Schools splitting classes into two (AM and PM) • Schools opening on alternate days • Schools varying opening and closing times <p><u>OR</u></p> <p>12. Childcare - Employees who are unable to work from home and their children are different ages (e.g. one child is in Reception, Year 1 or 6 and is due to go back to school, whilst the other/s are not in these groups).</p>	<p>- The employee will be expected to seek alternative childcare arrangements or request to take their annual leave and then Special leave without pay, for those days where there is a clash between childcare arrangements and work.</p> <p>- If the employee has not previously taken Special leave with pay, they can request Special leave with pay for up to 5 days. They can also request to take their annual leave and then Special leave without pay. Only one spell of Special leave with pay can be granted during the period 14 June 2020 to 17 July 2020.</p> <p>- The employee can discuss alternative work arrangements with you and temporary revised working arrangements can be implemented where this is feasible, in order to assist the employee with childcare.</p> <p><u>Note:</u> The provision for 12 weeks Special Leave with pay is no longer available from 14 June 2020, unless an employee was granted Special leave with pay after 23 March 2020 (in which case the 12 weeks Special Leave with Pay will continue until exhausted).</p> <p>This guidance is valid until 17 July 2020. Further guidance will be provided in due course about arrangements beyond 18 July 2020.</p> <p><u>Note:</u> Parental Leave – this must be granted if requested. Unpaid parental leave is available to employees who have, or expect to have, parental responsibility for a child. Employees are entitled to 18 weeks of unpaid parental leave for each child up until the child's 18th birthday. During the pandemic outbreak, a maximum of six weeks parental leave can be taken in 2020 in respect of each child which must be taken in blocks of one or more weeks. Parents of disabled children can take leave in blocks of one or more weeks or multiples of</p>

	one day and for longer periods if required. If your employee has parental leave booked during their furlough period, they are permitted to request a postponement of this leave until after furlough.
13. Employee is unable to attend work due to stress/anxiety brought on by COVID-19	This is treated as normal sickness and the usual sick pay arrangements and processes apply.
14. Employees who have to self-isolate for 14 days prior to an operation due to either themselves or a member of their household requiring surgery	<p>- If the employee is able to work from home because their role allows it – they will receive contractual salary as normal. This is not recorded on SAP.</p> <p>- If the employee is unable to work from home because their role doesn't allow it - they will be paid company sick pay whilst they are absent from work due to self-isolation. Please note that this period of absence will not count as a sickness absence item.</p>

Please note: For all of the above situations, you or whoever is responsible need to update SAP. Previously, you were also required to complete an online COVID-19 absence form and update it as the employee's status changes. This was in addition to logging the item on SAP as it provided a greater level of detail required for tracking purposes. This tool has now been turned off. We are in the process of reconfiguring SAP so you will be able to record the extra level of detail that is required in one place. We hope this will be completed by end of July and we will then work with you and the admin teams to refresh the data. [Interim SAP codes for you to use can be found here](#). Note: Working from home does not need to be logged on SAP.

Self-isolating more than once - *UPDATED*

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

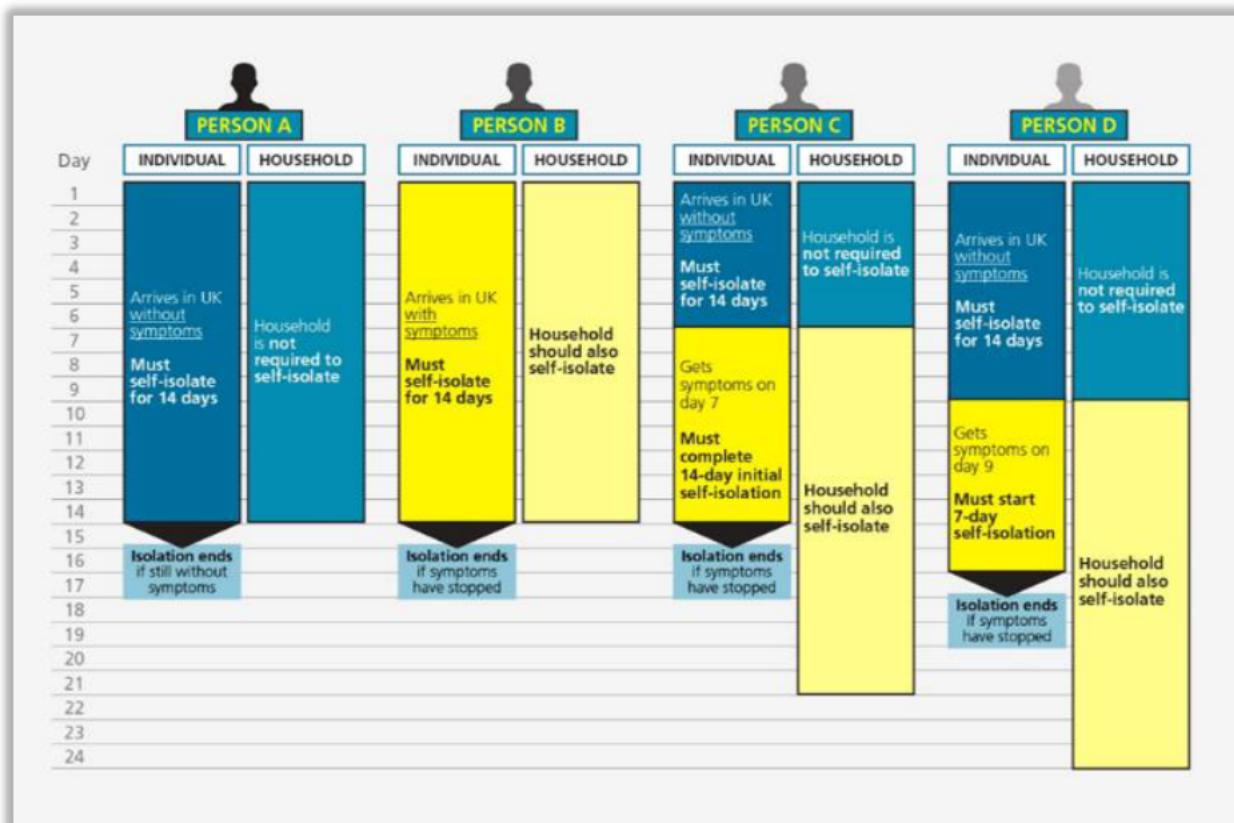
As their line manager, you'll need to have a conversation with your employee to help them identify reasons behind their multiple absences, what steps they can take and what support TfL can provide to mitigate further absences. If you wish to discuss this with an ER Adviser (ERA) please contact [COVID-19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

Returning from overseas

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

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

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



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

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

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

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

Schools

Children of key workers

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

[This letter confirms that the employee works in the transport sector](#). They will need to take it to their children's school, along with their staff ID to confirm who they are.

For the rest of this term (until 17 July 2020) the majority of London schools will only accept new key worker children if they are Pupil Premium or otherwise vulnerable (i.e. reliant on free school meals and/or at risk at home). This is because of increased numbers of children in school from Early Years, Reception, year 1 and year 6 and in secondary schools for year 10 and year 12.

The Government advice is that children should not be attending school and should be social distancing in line with wider guidance. School services are being provided for essential workers in cases where they really have no other way of caring for their children while at work. Please ask your employee to reflect on whether there are other options available to them before approaching their child's school.

The schooling care provided will be during normal school hours so if necessary, please ask your employee to discuss with you their childcare provisions outside of these hours, as other childcare options may not currently be available.

If your employee is a parent or guardian with younger children, some nurseries may remain open as they are not automatically covered by the Government's announcement regarding school closures.

It is understood that the school closures may cause your employee real challenges in managing childcare, which of course must be their first priority. You will need to support them if they continue to have difficulty with school or nursery care. All your employees who are parents and guardians should be talking to you about how the closures will affect them and:

- whether they can continue to work in some way. If so, other forms of work pattern may be suitable e.g. they could work at home outside normal working hours (because childcare is needed during their usual working hours), or an alternative shift pattern can be worked.
- altering working arrangements (e.g. rosters) to accommodate their individual circumstances if possible.

It's important that you, as their manager, understands their needs and how you can work with them to keep transport services running for essential journeys.

Phased reopening of schools

Following Government guidance primary schools were permitted to reopen from the 1 June 2020 allowing children in Early Years, Reception, year 1 and year 6 to return to school. From 15

June 2020 schools are able to have a quarter of the cohort for year 10 and year 12 in school at any one time.

If you haven't already done so, you will need to have a conversation with your employee who has been placed on special leave or working alternative arrangements due to childcare commitments. Employees whose children are now able to return to school will be expected to return to work. Please be aware that different boroughs and schools may be operating differently, and this should be factored into your conversation with your employee.

If your employee is unable to send their child into school for any reason this should be managed on a case by case basis. Please email the COVID19 inbox for individual case management advice.

Some nurseries will have reopened, and the above advice should be followed. This may assist with childcare responsibilities.

You will need to continue to support your employees in the lead up to and during the reopening of schools. Where possible, you should be flexible with working arrangements to accommodate school opening and closing hours based on individual circumstances

Please note: further information regarding the phased reopening of schools will be provided in future updates to align with further Government guidance.

Finally, please remind your employee to encourage their children to walk, cycle or scooter to and from school to help to make space for those who must use public transport.

For those who must use public transport, please be reminded that from 15 June 2020 it will be mandatory to wear a face covering.

Dependant Leave

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

Annual leave

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

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

If your employee has yet to book their leave, you should ask them to book and take their 2020 annual leave quota during the course of the 2020 leave year, again to support their wellbeing, ensure business resilience and minimise the risk of compression in 2020 and subsequent years.

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

Those shielding at home because they are in the clinically extremely vulnerable group or on long term sick, will not be required to take any annual leave that is booked or has been allocated/rostered for them, unless they choose to do so (this includes bank holidays).

Employees living with someone who is shielding, but are not shielding themselves, are required to take their booked/allocated/rostered annual leave.

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

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

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

Given that we are actively encouraging employees to take leave at regular periods during the current leave year to look after themselves, we do not anticipate that there will be many cases where employees will not have the time and opportunity to use their annual leave entitlement during 2020. For all employees, we already have provision in place for employees to carry over five days' annual leave into the next leave year and all employees should be encouraged to take their leave during regular intervals during the 2020 leave year if at all possible.

Annual leave arrangement during furlough

It is important to remember the context in which all decisions are being made at present, including our recent decision on annual leave on furlough. TfL is facing serious financial challenges as a direct result of the current pandemic and the impact on our services. The decision to access the Government's Job Retention Scheme is designed to help offset some of the losses we've seen due to the reduction in ridership across our network, whilst also helping to protect our organisation during these unprecedented times. Against this background, we have to make decisions that balance the needs of our employees with the needs of the business. Requiring employees to use a proportion of their annual leave entitlement in a reasonable way throughout the annual leave year (whether they are working or on furlough) to avoid compression

in the latter part of the year (which would disrupt the business' recovery), is one way in which we are seeking to protect our business in a proportionate and reasonable manner.

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

When your employee is furloughed for more than 3 weeks, we will allocate a proportion of their annual leave from their 2020 entitlement to be taken during their furlough period as follows:

- For weeks 4, 5 or 6, we will allocate two days annual leave to be taken during their furlough period
- For weeks 7, 8 or 9, we will allocate two days annual leave to be taken during their furlough period
- For weeks 10,11,12,13 or 14 we will allocate two days annual leave to be taken during their furlough period
- If your employee has two separate blocks of three weeks furlough leave, we will allocate two days annual leave when they commence their second block of three weeks;
- If your employee has two separate blocks which total seven weeks or more, we will allocate four days annual leave when they commence their second block of furlough.
- If your employee has separate blocks which total ten weeks or more, we will allocate six days annual leave when they commence their second block of furlough.

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

Please note: specific details on the process to allocate your employee's leave (as set out above) will be provided in due course. You do not need to do anything at this stage.

If your employee has their annual leave allocated/rostered for them, there is no requirement to retain six days as set out above, due to the fact that the whole of the employee's leave entitlement for the year has already been allocated/rostered.

If your employee does not have their annual leave allocated/rostered for them, and they have not yet already booked their 2020 annual leave, they are immediately required to retain six days to allow for the allocation as detailed above. It is essential that when approving any annual leave requests, you check that six days have been retained for the above purposes. If you have an employee that works part time, [this link takes you to a table which shows pro-rated days](#) that need to be retained.

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

If your employee was furloughed and was shielding or was on long-term sickness absence immediately prior to being furloughed, we will not allocate or roster leave days as above, nor will they be required to take any annual leave that is booked or has been allocated/rostered for them. These employees will need to cancel their leave as this will not be done automatically. Employees living with someone who is shielding, but are not shielding themselves, are required to take their booked/allocated/rostered annual leave.

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

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

If your employee is furloughed and has a long-term sickness or is shielding, we will not allocate leave days as above, nor will they be required to take any annual leave that is booked or has been allocated/rostered for them.

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

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

Furloughing - *UPDATED*

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

We have extended our participation in the Job Retention Scheme until 31 July 2020. However, in line with Government guidance, we are unable to add new employees to the scheme after 10 June 2020, unless the employee is returning from family leave or a returning reservist.

Background

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

What is furlough?

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

Please note: This remains in effect until 31 July. TfL's position on whether we continue to furlough our employees beyond this date and on what terms we would do so will be announced in due course.

Examples of employee groups we are not furloughing

The following criteria was used to determine this:

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

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

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

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

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

Furloughing employees who are on long term sickness

Consideration for furloughing all employees who are long term sick was given (based on Occupational Health / medical advice and where possible a discussion with the employee) where there was no likelihood of them returning to work before 31 July 2020, unless the employee:

- is hospitalised with COVID-19 (in order that we can support the employee and their family sensitively)
- is on half or no sick pay so that we can continue to manage these long terms sickness absence cases and because to do otherwise would not be within the spirit of the Scheme
- and/or their manager wishes to proceed with their sickness absence case

- wishes to discuss options for returning to work, including possible reasonable adjustments, in which case the usual return to work process would apply

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

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

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

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

Returning to work from furlough

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

Additional guidance for Apprentices and Graduates returning to work from furlough

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

Call up of reservists and Special Constables

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

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

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

Informing other team members

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

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

Employees coming into work (office-based or operational)

The following information should be provided:

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

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

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

Staff working from home

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

Staying in touch with your employees

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

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

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

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

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

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

Returning to work - **UPDATED**

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

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

For those employees who contact you, wishing to return to work from shielding from 1 August, you should let them know that more detailed guidance on the risk assessment process will be available shortly and that you will contact them again to discuss this further

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

Staff Travel

Public Transport	<p>Everyone should continue to avoid public transport wherever possible to minimise the number of people with whom they come into close contact. If someone has no other alternative but to use public transport to commute to and from work, the Government is advising that a face-covering/mask should be worn for the duration of the journey.</p> <p>If possible, you should also support your employee to travel off peak, avoiding the busiest times of 05:45-07:30 and 16:00-17:30.</p> <p>Those using public transport are advised to plan ahead by identifying alternative routes and options in case of unexpected disruption.</p>
Driving to work for critical workers	<p>Critical workers may request reimbursement for car mileage and parking charges. Subject to senior manager approval, reasonable expenses in exceptional circumstances, will be reimbursed. Your employee can use this link for guidance on car mileage and this link for parking charge reimbursement. Please note parking fines will not be reimbursed.</p> <p>HMRC regard all home to work travel as a taxable benefit and they have made no exceptions due to the current COVID-19 circumstances.</p>

	<p>All claims should have a vehicle type of 'private car home to work travel' or 'Private car Covid19' as tax and national insurance are due on these amounts. Once the claim has been paid the value of the claim will then be added to the employee's taxable pay and the appropriate Tax and National Insurance deducted on their next pay slip. Income tax will be deducted at the employee's marginal rate of tax.</p> <p>London Underground Area Managers and Train Operations Managers have been sent separate guidance on their staff driving to work and should refer to that guidance in the first instance.</p>
Road User Charging	<p>Road user charging schemes were temporarily suspended when the lockdown restrictions came into place at the end of March 2020.</p> <p>Following some easing of the lockdown restrictions this week, the Congestion Charge, Low Emission Zone (LEZ) and Ultra Low Emission Zone (ULEZ) will apply with effect from 07:00 on Monday 18 May 2020.</p> <p>If your employee, having been assessed as being in a clinically vulnerable group or is a critical worker, has no alternative to driving to work, reimbursements for road user and parking charges as well as mileage may be considered as expenses.</p> <p>These expenses will be subject to senior manager approval with reasonable expenses in these exceptional circumstances reimbursed.</p>
Parking for critical workers	<p><u>Parking in TfL-owned parking spaces</u></p> <p>We'll continue to offer people in critical operational roles access to TfL-owned parking spaces on a first come first served basis. We now have a dedicated email address for these requests. If your employee has a new request they should get your approval, then email their registration details and information of where they would like to park to: COVID-19ParkingEnquiries@tfl.gov.uk.</p> <p><u>Alternative parking spaces in London</u></p> <p>Most of the London Boroughs and National Car Parks (NCP) have relaxed parking restrictions to allow critical workers to park in the spaces they manage. The advice varies between boroughs, so we have created a summary document for all the London Boroughs, including NCP, which we will keep as up to date as possible. This document can be accessed here. However, as the situation is fast moving, and we are not directly responsible for these spaces, your employee should check the relevant websites directly.</p> <p>Should your employee incur any parking fines these will not be reimbursed.</p>

Cycle to Work Scheme	<p>The scheme provides permanent and fixed term contract employees the opportunity to buy a new bicycle and safety accessories up to £1,000 for the use of cycling to and from work. The scheme is tax and national insurance free, saving employees around 32-42% on the cost of the bike (depending on their tax code).</p> <p>The scheme is operated via salary sacrifice with the cost taken from their gross pay over a 12-month period. Find more information and details of how to apply to the scheme here.</p>
Santander Cycles	<p>Santander Cycles should only be used for essential journeys, such as getting to work. Terminal screens, payment devices, docking point numbers and handlebars are cleaned daily with an anti-viral fluid. You should wash your hands before and after using a Santander Cycle. Find more information regarding the cycles here.</p>
Annual Rail Season ticket 75% reimbursement	<p>The normal rules apply in the event that your employee cancels their annual rail season ticket:</p> <p>The employee <u>must</u> contact stafftravelservices@tfl.gov.uk , advising of the date they surrendered their season ticket. Staff Travel can then recalculate the payment, so the employee is only reimbursed for the period of time that the season ticket was valid. The adjustments will then be seen on their next payslip and we will no longer be paying 75% back to the employee each pay period.</p>
Staff/Nominee travel passes	<p>As the Staff Travel team are now all working from home, they are not in the office to produce passes.</p> <p>If your employee is an operational member of staff who needs a replacement staff Oyster card for a frontline or a critical role, please email both [REDACTED] and [REDACTED] discuss.</p> <p>[REDACTED] @tfl.gov.uk [REDACTED] @tfl.gov.uk</p> <p>If your employee has submitted an application for a Nominee pass, this will not be processed, and their application will be deleted. They will need to resubmit their Nominee application at a later date once travel recommendations have been lifted.</p>

End of year reviews

Current circumstances and our priorities mean some colleagues may need additional time to have and process end of year reviews (EOYR). In response to this:

Non-Operational employees

If you have already started to hold your EOYRs with your employees – you should finalise them and put them into SAP as normal.

If you are able to have EOYRs with your employees on the phone/Skype you should continue to go ahead and enter them into SAP.

If you're unable to hold EOYRs virtually – because at present your focus is keeping our services running, we have moved the deadline for completion of this process as detailed below:

The deadline for entering senior manager ratings was 22 May 2020. This revised deadline was required to inform performance analysis in line with scorecard outputs. As mentioned above, EOYRs should be completed where possible, but ratings could have been entered without having had an EOYR meeting as the rating should not be a surprise to anyone.

The deadline for entering all other non-operational employee ratings was 19 June 2020. As mentioned above, EOYRs should be completed where possible, but ratings could have been entered without having had an EOYR meeting as the rating should not be a surprise to anyone.

Operational employees

If you employees are in operational roles, and not part of the Performance Related Pay or Pay for Performance processes, their P&D review will now take place in October, or in accordance with your CMS schedule where appropriate.

Redeployment

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

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

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

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

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

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

Fixed Term contracts

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

NHS Volunteer Responders

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

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

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

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

Key worker identification letter

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

[Key Worker – TfL employee](#)

Managing the Probation Period

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

Occupational Health

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

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

Periodic Medical Assessments

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

Resumption of individual case management - **UPDATED**

Day-to-day individual case management activity, subject to certain exceptions, was suspended on 6 April, consistent with the approach adopted across the rail industry. We have now decided that case management should recommence across TfL with effect from 1 July. We recognise that there are practical challenges with this e.g. that some/all of the parties involved in a case may currently be furloughed. Our ER Advisors/Partners (ERA/ERP) will help you navigate through these thorny issues.

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

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

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

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

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

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

Motor and home insurance

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

The commitments include waiving any requirements to extend cover for key workers who may need to drive to different locations, people who want to help their communities by transporting medicines or groceries to support those affected by COVID-19 and office workers who need to work from home.

Support in the event of a death of a colleague

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

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

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

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

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

- 24/7 EAP emotional support line - 0800 470 2129
All employees have access to the Employee Assistance Programme for emotional support at any time, day or night, which is provided by experienced and qualified counsellors.
- EAP online support for loss and bereavement
Our Employee Assistance Programme website features a section under 'My Homelife' that is dedicated to helping cope with loss and bereavement. You can access this online on

any device connected to the internet – work or personal – www.my-eap.com. Use the organisation code **tflwell** to log in.

- Sessions of bereavement counselling for TfL colleagues
Our Employee Assistance Programme includes an option for bereavement counselling of six sessions, where appropriate. While face-to-face counselling is temporarily unavailable to prevent the transmission of COVID-19, the EAP's counsellors are instead providing the same level of support over the telephone or via live video conferencing.
- Emotional support for dependents of a colleague who has passed away
The 24/7 EAP emotional support line is also available to immediate family members of employees. This may support dependents experiencing loss through the early stage of the natural grief process. If you are in contact with the family of our colleague, please ensure that they know the helpline number and that this is available for them to contact whenever they may need.
- Group bereavement support for the team of a colleague that has passed away
We are able to offer a one-day bespoke package of team support and individual counselling for four to eight employees. It is delivered virtually by a counsellor through a TfL digital platform. Managers can access this support by contacting Occupational Health (Counselling@tfl.gov.uk or 0343 222 1177) and providing a brief overview of the situation and the number of people affected. The team members will also have access to individual counselling if needed.
- Support for managers
The Counselling team in Occupational Health (Counselling@tfl.gov.uk or 0343 222 1177) are available for advice and guidance for managers on how to support their team through coping with loss.

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

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

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

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

Funeral Leave

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

Working from home

Equipment to carry out role

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

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

Mobile phone usage

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

As of 25th March, there is a freephone number available for 02 conference calls: 0800 090 2463.

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

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

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

Utility and internet bills

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

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

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

HMRC tax relief

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

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

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

Additional Resources

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

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

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

COVID-19 Testing - *UPDATED*

What is Testing?

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

Testing options available to employees:

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

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

Who is eligible for testing?

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

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

At a glance:



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



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



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



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

The process

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

Script template for Line Managers

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

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

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

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

Or

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

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

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

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

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

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

1. Employer Referral – (Drive Thru Test)

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

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

2. Drive-Thru Test (self-referral)

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

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

3. Home testing kit: (Self-referral)

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

Results

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

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

A negative test result for:

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

A positive test result for:

- An employee who is self-isolating because someone in their household is symptomatic – they cannot return to work and must self-isolate for 14 days from day 1 of the household member's symptoms.
- An employee who is self-isolating because he/she have been symptomatic - they cannot return to work for at least 7 days or until they are no longer showing symptoms as per PHE guidance.

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

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

Updating on results

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

+++++

Line Manager Template email (HR Update on testing)

To: Covid19HRqueries@tfl.gov.uk
Subject: Coronavirus testing results

Employee name
Employee number

Delete as applicable

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

Or

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

Regards
Line Manager Name

+++++

Privacy

Please see the below link for privacy information and testing for coronavirus:
<https://www.gov.uk/Government/publications/coronavirus-covid-19-testing-privacy-information/testing-for-coronavirus-privacy-information>

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

Test and trace

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

How is 'contact' determined?

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

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

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

How does the system work?

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

1. At the moment, if someone develops symptoms, they will need to isolate as per the current guidance. They should then order a test either via the [website](#) or by calling the service on **119**.
2. If their test is positive, they must complete the remainder of their 7-day self-isolation. Anyone in their household must also complete self-isolation for 14 days from when they started having symptoms. If the test is negative, they and other household members no longer need to self-isolate.
3. Most importantly, if they test positive, the NHS test and trace service will send them a text or email alert or call them with instructions of how to share details of people with whom they have had close, recent contact and places they have visited. It is important that they respond as soon as possible so that they can give appropriate advice to those who need it. They will be told to do this online via a secure site or called by an NHS contact tracer. Please note, due to the volume of work, it can take a while for an NHS contact tracer to get in touch.

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

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

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

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

not need to identify which employee has tested positive, but will only need to tell them that someone they were in contact with has received a positive test and that they now will need to self-isolate for 14 days.

Their household doesn't need to self-isolate with them, if they do not have symptoms, but they must take extra care to follow the guidance on social distancing and handwashing and avoid contact with those at home. They will need to undergo a test if they develop symptoms of coronavirus. At that point, other members of their household must then self-isolate immediately at home for 14 days. If they then test positive, they must continue to stay at home for at least 7 days. If their test is negative, they must still complete their 14-day self-isolation period because the virus may not be detectable yet - this is crucial to avoid unknowingly spreading the virus.

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

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

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

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

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

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

Face coverings

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

All employees working in public areas on our network will be required to wear a face covering from 15 June 2020, unless they have an agreed exemption for medical reasons. People do not need to wear a face covering when they are not in public areas – this could include working in a train cab, in a control room, carrying out some maintenance activities and elsewhere. Please speak to your employees as soon as possible to check whether they have any concerns about wearing a face covering. The Safety, Health & Environment is providing you with specific which will cover the approach you should take if you have an employee who is refusing to wear a face covering.

We will continue to provide disposal face masks for all employees to use at work, and when travelling to work, and there are trials of reusable face covering options underway now.

From Monday, customers using our network will be required to wear a face covering. We are already distributing free face coverings at key locations to encourage take-up and this will continue until 28 June 2020. There will also be significant customer information campaigns, including advertising and local signage, to make sure everyone knows that face coverings are required on our services, and to encourage the right behaviours.

We expect that vast majority of customers will comply with the new requirement, and there will be a strong police presence across the network from 15 June 2020 – to support the re-opening of retail businesses. Initially, they will be reminding and encouraging people that they are required to wear face coverings and once we are confident that customers are aware and understand the requirement, it is likely we will move to enforcement with the support of police colleagues and our own enforcement staff.

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

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

Supporting Neuro-Divergent employees

Neurodiversity is an umbrella term commonly associated with Dyslexia, Dyspraxia Autism and ADHD. As we continue to navigate this period of uncertainty and adapt to new ways of living and working, it is important to consider how this may impact neuro-divergent employees; some of whom may be more anxious at this time. Check out the [brief Neurodiversity and COVID-19 guidance document for more information](#).

Contact

Email Covid19HRqueries@tfl.gov.uk



Managing through the COVID-19 outbreak

Guidance for managers
17 March 2020



Guidance for managers to use from 17 March 2020

The following guidance is based on advice from Public Health England (PHE) and is correct as of 17 March 2020. This guidance for managers is subject to ongoing review as advice from the Government and PHE is updated and as the situation progresses. This guidance may therefore change at short notice and managers should ensure that they are referring to the most up-to-date guidance which will be circulated each time there is a change in the Government position.

Reasons to self-isolate

- Employees who can work from home should do so. They should let you know that they are doing this.
- Employees over 70 or who are vulnerable – currently defined as anyone whose doctor asks them to have a flu jab annually and anyone who is pregnant should speak to you to let you know about their health condition as soon as they are able to do so. Please note this is the current definition of a vulnerable person and is subject to further clarification. This will help make sure we can support them when Government advice around shielding these individuals from all non-essential contact comes into effect on the weekend of 21 March 2020.
- If you live with someone who is vulnerable, current arrangements continue to apply. Please refer to the relevant time off for dependent arrangements.
- If an employee or anyone in their household has a high temperature of 37.8 or higher, or a new persistent cough, their entire household should self-isolate for 14 days. Those employees who live alone should self-isolate for 7 days. Every employee should let you know, should they need to do this even if they are currently working from home.

You do not need to contact NHS 111 to tell them you're staying at home.

Who should I contact for HR advice?

Monday to Friday 08:30 and 17:30

- Between the hours of 08:30 to 17:30 (Monday to Friday) email the dedicated Tier 2 Employee Matters inbox (Tier2EmployeeMatt@tfl.gov.uk). If you leave your contact details and brief a description of your enquiry, then an Employee Relations Adviser (ERA) or an Employee Relations Partner (ERP) will contact you to help you with your enquiry

- If your query relates to an employee who is not at work, you will be advised to complete an online absence form for the individual and in most cases update SAP.
- It is very important that managers log all instances of self-isolation as soon as possible, as this information will be tracked

Out of office hours: Monday to Friday 17:30 to 21:30 and at weekends 08:30 to 21:30

- HR will provide email support to you via Covid19HRqueries@tfl.gov.uk When writing in, please provide brief a description of your query.

Other important information to note

Pay and duration (where applicable)

Situation	Arrangements
Employees who can work from home	- The employee will receive contractual salary as normal
Employees over 70 or who are vulnerable (with effect from the weekend of 21 March 2020)	<p>- If the employee is well and able to work from home because their role allows it – they will receive contractual salary as normal</p> <p>- If the employee is well but unable to work from home because their role doesn't allow it - they will receive Special Leave with Pay (SAP code = Special/Domestic) for a maximum of 12 weeks</p>
If an employee or anyone in their household has a high temperature of 37.8 or higher, or a new persistent cough, their entire household should self-isolate for 14 days	<p>- If the employee is well and able to work from home because their role allows it – they will receive contractual salary as normal.</p> <p>- If the employee is well but unable to work from home because their role doesn't allow it – they will receive Special Leave with Pay (SAP code = Special/Domestic)</p>
If an employee lives on their own and	The employee should self-isolate for 7 days

experiences these symptoms	- they will receive Special Leave with Pay (SAP code = Special/Domestic)
If an employee is unwell at home	The employee is classified as being off work through sickness and normal sick pay arrangements and processes apply. Please note that any Covid-19 sickness will not count as a sickness absence item

Please note: For all of the above situations, apart from working from home, you or whoever is responsible for updating absence on SAP will be required to complete an online Covid-19 absence form and update it as the employee's status changes. This is in addition to logging the item on SAP as it provides a greater level of detail required for tracking purposes.

Annual Leave

- Employees who have annual leave booked but fall ill with Covid-19 sickness should adopt the normal practice for cancelling leave in SAP and should speak to you about taking this leave at another time
- Employees may need to cancel their holiday plans at short notice as a result of current Government restrictions and this may result in requests to cancel / postpone holiday dates that have already been agreed. These requests should be granted where possible, subject to business and operational requirements.

Informing other team members

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

- tests positive for coronavirus
- starts self-isolation and has symptoms of coronavirus
- starts self-isolating with no symptoms.

Employees coming into work (office-based or operational)

The following information should be provided:

- the identity of the colleague affected

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

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

The information should only be provided to team members who work in close proximity to the employee (i.e. close enough to be at risk of exposure). The guidelines of at least 15 minutes contact and 2 metres proximity are useful reference points. This could be a smaller group than their formal team (e.g. where a team is split across different locations or shifts). The information should be provided confidentially, and team members must be told not to disclose it. Any communications to a wider group of staff (e.g. about a positive test and resultant cleaning measures) should be dealt with by senior management on an anonymised basis.

Staff working from home

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

Staying in touch with your employees

Stay in contact with your colleagues who are working from home and/or self-isolating and arrange regular catch ups with them over the phone. All of these employees will benefit from regular contact and support. Your employees might be worried about Covid-19 and how it could affect their lives. There are resources available that could help with their wellbeing. MIND, the mental health charity, has some helpful resources to support their wellbeing. Occupational Health are working on advice for employees.

Return to work from self-isolation

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

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

Contact

Email Covid19HRQueries@tfl.gov.uk



Managing through the coronavirus (COVID-19) outbreak

Guidance for all line
managers

V1.10 - 20 March 2020

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



Contents

Section	Page
Introduction	3
Self-isolation and social distancing	3
- Self-isolation	3
- Self-isolation – living with others	3
- Social distancing	4
- What is social distancing?	5
Who should I contact for HR advice?	5
Other important information to note:	
- Pay and duration (where applicable)	6
- Self-isolating more than once	7
- School/nursery closures	7
- Dependant Leave	7
- Annual leave	7
- Call up of reservists	8
- Informing other team members	8
- Staying in touch with your employees	9
- Returning to work from self-isolation	9

Introduction

The following guidance is based on advice from Public Health England (PHE) and is correct as of 19 March 2020.

This guidance for managers is subject to ongoing review as advice from the Government and PHE is updated and as the situation progresses. This guidance may therefore change at short notice and managers should ensure that they are referring to the most up-to-date guidance which will be circulated each time there is a change in the Government position.

Self-isolation and social distancing

Social distancing (shielding) is not the same as **self-isolation** which is used for individuals with symptoms of a new continuous cough and/or high temperature (>37.8 degrees Celsius) and other members of their household.

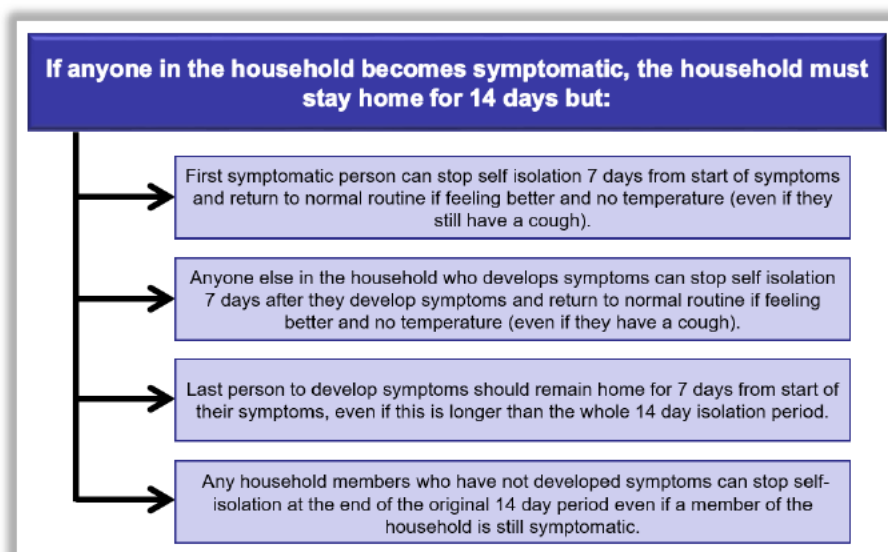
Self-isolation

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

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

- If an employee or anyone in their household has a or a new persistent cough and/or high temperature of >37.8 degrees Celsius, their entire household should self-isolate for 14 days. Those employees who live alone should self-isolate for seven days. Every employee should let you know, should they need to do this even if they are currently working from home.

Self-isolation – living with others



Social distancing

Public Health England is advising those who are at increased risk of severe illness from coronavirus (COVID-19) to be particularly stringent in following social distancing measures.

This group includes those who are:

- aged 70 or older (regardless of medical conditions)
- under 70 with an underlying health condition listed below (ie anyone instructed to get a flu jab as an adult each year on medical grounds):
 - chronic (long-term) respiratory diseases, such as [asthma](#), [chronic obstructive pulmonary disease \(COPD\)](#), emphysema or [bronchitis](#)
 - chronic heart disease, such as [heart failure](#)
 - [chronic kidney disease](#)
 - chronic liver disease, such as [hepatitis](#)
 - chronic neurological conditions, such as [Parkinson's disease](#), [motor neurone disease](#), [multiple sclerosis \(MS\)](#), a learning disability or cerebral palsy
 - [diabetes](#)
 - problems with your spleen – for example, [sickle cell](#) disease or if you have had your spleen removed
 - a weakened immune system as the result of conditions such as [HIV and AIDS](#), or medicines such as [steroid tablets](#) or [chemotherapy](#)
 - being seriously overweight (a body mass index (BMI) of 40 or above)
- those who are pregnant

Note: there are some clinical conditions which put people at even higher risk of severe illness from COVID-19. If you are in this category, next week the NHS in England will directly contact you with advice on the more stringent measures you should take in order to keep yourself and others safe. For now, you should rigorously follow the social distancing advice in full, outlined below.

People falling into this group are those who may be at particular risk due to complex health problems such as:

- people who have received an organ transplant and remain on ongoing immunosuppression medication
- people with cancer who are undergoing active chemotherapy or radiotherapy
- people with cancers of the blood or bone marrow such as leukaemia who are at any stage of treatment
- people with severe chest conditions such as cystic fibrosis or severe asthma (requiring hospital admissions or courses of steroid tablets)
- people with severe diseases of body systems, such as severe kidney disease (dialysis)

What is social distancing?

Social distancing measures are steps you can take to reduce the social interaction between people. This will help reduce the transmission of coronavirus (COVID-19).

They are:

1. Avoid contact with someone who is displaying symptoms of coronavirus (COVID-19). These symptoms include high temperature and/or new and continuous cough
2. Avoid non-essential use of public transport, varying your travel times to avoid rush hour, when possible
3. Work from home, where possible. Your employer should support you to do this. Please refer to [employer guidance](#) for more information
4. Avoid large gatherings, and gatherings in smaller public spaces such as pubs, cinemas, restaurants, theatres, bars, clubs
5. Avoid gatherings with friends and family. Keep in touch using remote technology such as phone, internet, and social media
6. Use telephone or online services to contact your GP or other essential services

Everyone should be trying to follow these measures as much as is practicable.

We strongly advise you to follow the above measures as much as you can and to significantly limit your face-to-face interaction with friends and family if possible, particularly if you:

- are over 70
- have an underlying health condition
- are pregnant

This advice is likely to be in place for some weeks.

Who should I contact for HR advice?

- The <mailto:Covid19HRqueries@tfl.gov.uk> inbox will be monitored every day between the hours of 08:30 and 21:30. Leave your contact details and brief a description of your enquiry, then an Employee Relations Adviser (ERA) or an Employee Relations Partner (ERP) will contact you to help you with your enquiry.
- If your query relates to an employee who is not at work, you will be advised to complete an online absence form for the individual and in most cases update SAP.
- It is very important that managers log all instances of self-isolation as soon as possible, as this information will be tracked.

Other important information to note

Pay and duration (where applicable)

Situation	Arrangements
Employees who can work from home	<ul style="list-style-type: none"> - The employee will receive contractual salary as normal
Employees over 70 years old, or who are vulnerable (with effect from the weekend of 21 March 2020)	<ul style="list-style-type: none"> - If the employee is well and able to work from home because their role allows it – they will receive contractual salary as normal - If the employee is well but unable to work from home because their role doesn't allow it - they will receive Special Leave with Pay (SAP code = Special/Domestic) for a maximum of 12 weeks
If an employee or anyone in their household has a high temperature of 37.8 or higher, or a new persistent cough, their entire household should self-isolate for 14 days	<ul style="list-style-type: none"> - If the employee is well and able to work from home because their role allows it – they will receive contractual salary as normal - If the employee is well but unable to work from home because their role doesn't allow it – they will receive Special Leave with Pay (SAP code = Special/Domestic)
If an employee lives on their own and experiences a high temperature of 37.8 or higher, or a new persistent cough	The employee should self-isolate for seven days - they will receive Special Leave with Pay (SAP code = Special/Domestic)
If an employee is unwell at home	The employee is classified as being off work through sickness and normal sick pay arrangements and processes apply. Please note that any coronavirus (COVID-19) sickness will not count as a sickness absence item

Please note: For all of the above situations, you or whoever is responsible for updating absence on SAP, are required to complete an online coronavirus (COVID-19) absence form and update it as the employee's status changes. This is in addition to logging the item on SAP as it provides a greater level of detail required for tracking purposes. Note: Working from home does not need to be logged on SAP. The form can be found here:

<https://transportforlondon.sharepoint.com/sites/bper/SitePages/Logging-COVID-19-Absences.aspx>

Self-isolating more than once

Employees may need to self-isolate more than once. The **Pay and duration** arrangements set out above apply to each occasion of self-isolation.

School/nursery closures

The Government has announced that schools are closed until further notice from Monday 23 March 2020.

- Discuss with the employee whether they can continue to work in some way. If so, other forms of work pattern may be suitable e.g. the employee can work at home outside normal working hours (because childcare is needed during their usual working hours), or an alternative shift pattern can be worked.
- Also consider altering working arrangements (e.g. rosters) to accommodate individual circumstances wherever possible.
- Where the above elements have been considered and exhausted, and you have considered whether existing policy arrangements will assist the employee (e.g. dependant leave), then special paid leave will be granted during closure (currently, this is up to a maximum of 12 weeks).

Dependant Leave

- If an employee needs time to deal with unforeseen circumstances for a dependant at home who is elderly or vulnerable, they can apply for paid leave of up to 5 days.

Annual leave

- Employees who have leave booked but enter self-isolation can withdraw leave and take it at a later date. SAP will need to be updated accordingly.
- Employees who fall ill with coronavirus (COVID-19) sickness will have their leave cancelled and can take it at a later date. SAP will need to be updated accordingly.

- Employees not in the above situations may need to cancel their holiday plans at short notice as a result of current Government restrictions and this may result in requests to cancel / postpone holiday dates that have already been agreed. These requests should be granted where possible.

Call up of reservists

TfL recognises that individuals may be called up immediately for military duties, which in this instance could be to support the response to the COVID-19 outbreak. TfL will continue to treat the period of absence as special leave without pay, because whilst they are on active service they are paid by the Ministry of Defence in line with forces pay scales.

In the event that the forces pay does not equate to contractual earnings pay, TfL will pay the difference.

Informing other team members

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

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

Employees coming into work (office-based or operational)

The following information should be provided:

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

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

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

Staff working from home

There is no need for information about a positive test or self-isolation to be shared with close team members or more widely. The only information that should be shared with their team from a

business resilience perspective is that the employee is not working (if applicable). Here's a [collection of resources related to Smart Working](#) and [guidance on using Skype for Business](#).

Staying in touch with your employees

Stay in contact with your colleagues who are working from home and/or self-isolating and arrange regular catch ups with them over the phone. All of these employees will benefit from regular contact and support. Your employees might be worried about coronavirus (COVID-19) and how it could affect their lives.

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

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

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

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

Some more helpful mental health resources can be found on the [Mind site](#).

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

Returning to work from self-isolation

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

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

Contact

Email Covid19HRqueries@tfl.gov.uk



Managing through the coronavirus (COVID-19) outbreak

Guidance for all line
managers

V1.12 - 23 March 2020

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



Contents

Section	Page
<u>Introduction</u>	4
<u>Self-isolation, Social Distancing and Shielding</u>	4
- <u>Self-isolation</u>	4
- <u>Self-isolation – living with others</u>	4
- <u>Social Distancing</u>	5
- <u>What is Social Distancing?</u>	5
- <u>Shielding</u>	6
- <u>What is Shielding?</u>	7
<u>Who should I contact for HR advice?</u>	8
Other important information to note:	
- <u>Pay and duration (where applicable)</u>	8
- <u>Self-isolating more than once</u>	9
- <u>School closures</u> – key workers	9
- <u>Dependant Leave</u>	10
- <u>Annual leave</u>	10
- <u>Call up of reservists and Special Constables</u>	11
- <u>Informing other team members</u>	11

- <u>Staying in touch with your employees</u>	12
- <u>Returning to work from self-isolation</u>	12
- <u>Driving to work</u>	12
- <u>End of year reviews</u>	13

Introduction

The following guidance is based on advice from Public Health England (PHE) and is correct as of 23 March 2020.

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

Self-isolation, Social distancing and Shielding

Social distancing is not the same as **Self-isolation** which is used for individuals with symptoms of a new continuous cough and/or high temperature (>37.8 degrees Celsius) and other members of their household. Shielding is a measure to protect people who are clinically extremely vulnerable by minimising all interaction between them and others.

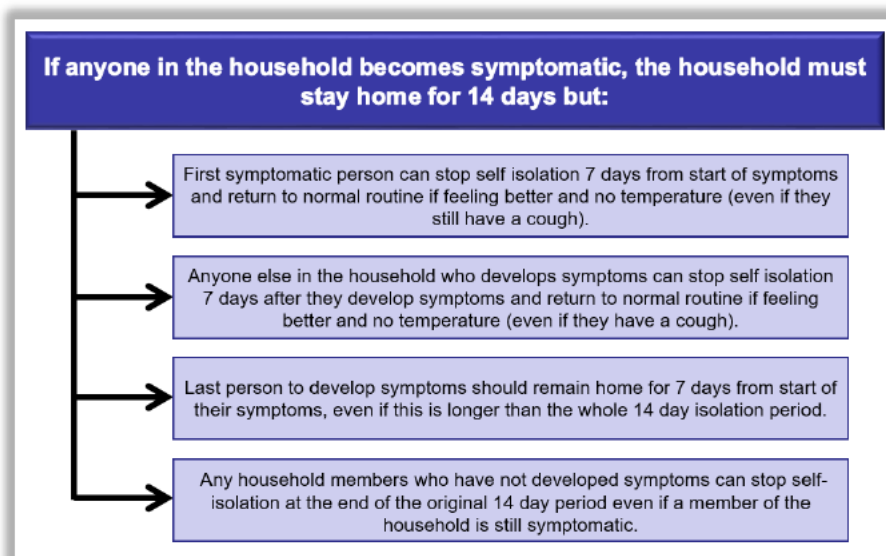
Self-isolation

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

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

- If an employee or anyone in their household has a or a new persistent cough and/or high temperature of >37.8 degrees Celsius, their entire household should self-isolate for 14 days. Those employees who live alone should self-isolate for seven days. Every employee should let you know, should they need to do this even if they are currently working from home.

Self-isolation – living with others



Social distancing

Public Health England has advised those who are at increased risk of severe illness from coronavirus (COVID-19) to be particularly stringent in following social distancing measures, but everyone should be trying to follow these measures as much as possible.

People falling into this 'increased risk' vulnerable group include:

- aged 70 or older (regardless of medical conditions)
- under 70 with an underlying health condition listed below (i.e. anyone instructed to get a flu jab as an adult each year on medical grounds):
 - chronic (long-term) respiratory diseases, such as [asthma](#), [chronic obstructive pulmonary disease \(COPD\)](#), emphysema or [bronchitis](#)
 - chronic heart disease, such as [heart failure](#)
 - [chronic kidney disease](#)
 - chronic liver disease, such as [hepatitis](#)
 - chronic neurological conditions, such as [Parkinson's disease](#), [motor neurone disease](#), [multiple sclerosis \(MS\)](#), a learning disability or cerebral palsy
 - [diabetes](#)
 - problems with your spleen – for example, [sickle cell](#) disease or if you have had your spleen removed
 - a weakened immune system as the result of conditions such as [HIV and AIDS](#), or medicines such as [steroid tablets](#) or [chemotherapy](#)
 - being seriously overweight (a body mass index (BMI) of 40 or above)
- those who are pregnant

What is social distancing?

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

They are:

1. Avoid contact with someone who is displaying symptoms of coronavirus (COVID-19). These symptoms include high temperature and/or new and continuous cough
2. Avoid non-essential use of public transport, varying travel times to avoid rush hour, when possible
3. Work from home, where possible. Please refer to [employer guidance](#) for more information
4. Avoid large gatherings, and gatherings in smaller public spaces such as pubs, cinemas, restaurants, theatres, bars, clubs (as of 21 March 2020, the Government ordered the closure of restaurants, pubs, bars and other facilities where people gather. This also includes leisure centres, gyms, cinemas, theatres and betting shops).
5. Avoid gatherings with friends and family. Keep in touch using remote technology such as phone, internet, and social media
6. Use telephone or online services to contact a GP or other essential services

Everyone should be trying to follow these measures as much as is practicable.

This advice is likely to be in place for some weeks.

Shielding

This guidance is for those employees, who are at very high risk of severe illness from coronavirus (COVID-19) because of an underlying health condition. It is intended for use in situations where the employee is living in their own home, with or without additional support.

Please Note: employees who live with someone who is Shielding should follow the social distancing guidance

We are strongly advising employees with serious underlying health conditions (listed below) which put them at very high risk of severe illness from coronavirus (COVID-19) to rigorously follow shielding measures in order to keep themselves safe.

The NHS in England is directly contacting people with these conditions to provide further advice.

If your employee thinks they fall into one of the categories of extremely vulnerable people listed below and they have not received a letter by Sunday 29 March 2020 or been contacted by their GP, they should discuss their concerns with their GP or hospital clinician.

If your employee confirms to you that they are in the extremely vulnerable group and need to undertake shielding, you will not require any further information from them before they start shielding. You should ask them to send in a copy of their GP letter clearly showing their name and home address and advising them to shield for a period of 12 weeks. They should blank out the part of the letter that sets out what their particular medical condition is. This is to ensure that they are not unnecessarily providing sensitive and personal information to you.

Explain to your employee that we understand this is an anxious time and people considered extremely vulnerable will understandably have questions and concerns. Plans are being readied to make sure they can rely on a wide range of help and support.

Employees are strongly advised to stay at home at all times and avoid any face-to-face contact for a period of at least 12 weeks from the day they receive their letter. Please note that this period of time could change.

Employees falling into this 'extremely' vulnerable group include:

1. Solid organ transplant recipients
2. People with specific cancers:
 - people with cancer who are undergoing active chemotherapy or radical radiotherapy for lung cancer
 - people with cancers of the blood or bone marrow such as leukaemia, lymphoma or myeloma who are at any stage of treatment
 - people having immunotherapy or other continuing antibody treatments for cancer
 - people having other targeted cancer treatments which can affect the immune system, such as protein kinase inhibitors or PARP inhibitors
 - people who have had bone marrow or stem cell transplants in the last 6 months, or who are still taking immunosuppression drugs

3. People with severe respiratory conditions including all cystic fibrosis, severe asthma and severe COPD.
4. People with rare diseases and inborn errors of metabolism that significantly increase the risk of infections (such as SCID, homozygous sickle cell).
5. People on immunosuppression therapies sufficient to significantly increase risk of infection.
6. Women who are pregnant with significant heart disease, congenital or acquired.

What is shielding?

Shielding is a measure to protect extremely vulnerable people by minimising interaction between them and others. This means that those who are extremely vulnerable should not leave their homes, and within their homes should minimise all non-essential contact with other members of their household. This is to protect those who are at very high risk of severe illness from coronavirus (COVID-19) from coming into contact with the virus.

If your employee thinks they have a condition which makes them extremely vulnerable or has received a letter from NHS England they are strongly advised to shield themselves, to reduce the chance of getting coronavirus (COVID-19) and follow the face-to-face distancing measures below.

The measures are:

1. Strictly avoid contact with someone who is displaying symptoms of coronavirus (COVID-19). These symptoms include high temperature and/or new and continuous cough.
2. Do not leave your house.
3. Do not attend any gatherings. This includes gatherings of friends and families in private spaces for example family homes, weddings and religious services.
4. Do not go out for shopping, leisure or travel and, when arranging food or medication deliveries, these should be left at the door to minimise contact.
5. Keep in touch using remote technology such as phone, internet, and social media.

Do use telephone or online services to contact your GP or other essential services.

Stopping these activities will be difficult, so your employee should try to identify ways of staying in touch with others and participating in their normal activities remotely from their home. However, they must not participate in alternative activities if they involve any contact with other people.

This advice will be in place for at least 12 weeks from the day the employee receives their letter.

Whilst the rest of their household are not required to adopt these protective shielding measures for themselves, they should stringently follow Public Health England guidance on social distancing.

Who should I contact for HR advice?

- The <mailto:Covid19HRqueries@tfl.gov.uk> inbox will be monitored every day between the hours of 08:30 and 21:30. Leave your contact details and brief a description of your enquiry, then an Employee Relations Adviser (ERA) or an Employee Relations Partner (ERP) will contact you to help you with your enquiry.
- If your query relates to an employee who is not at work, you will be advised to complete an online absence form for the individual and in most cases update SAP.
- It is very important that managers log all instances of self-isolation as soon as possible, as this information will be tracked.

Other important information to note

Pay and duration (where applicable)

Situation	Arrangements
Employees who can work from home	- The employee will receive contractual salary as normal
Employees over 70 years old, or who are vulnerable (increased risk)	<p>- If the employee is well and able to work from home because their role allows it – they will receive contractual salary as normal</p> <p>- If the employee is well but unable to work from home because their role doesn't allow it - they will receive Special Leave with Pay (SAP code = Special/Domestic) for a maximum of 12 weeks</p>
Employees who are extremely vulnerable (who are required to Shield) as a result of receiving a letter from the Government.	<p>- If the employee is well and able to work from home because their role allows it – they will receive contractual salary as normal</p> <p>- If the employee is well but unable to work from home because their role doesn't allow it - they will receive Special Leave with Pay (SAP code = Special/Domestic) for a minimum of 12 weeks</p>
If an employee or anyone in their household has a high temperature of 37.8 or higher, or a new persistent cough, their entire	- If the employee is well and able to work from home because their role allows it – they will receive contractual salary as

household should self-isolate for 14 days	normal - If the employee is well but unable to work from home because their role doesn't allow it – they will receive Special Leave with Pay (SAP code = Special/Domestic)
If an employee lives on their own and experiences a high temperature of 37.8 or higher, or a new persistent cough	The employee should self-isolate for seven days - they will receive Special Leave with Pay (SAP code = Special/Domestic)
If an employee is unwell at home	The employee is classified as being off work through sickness and normal sick pay arrangements and processes apply. Please note that any coronavirus (COVID-19) sickness will not count as a sickness absence item

Please note: For all of the above situations, you or whoever is responsible for updating absence on SAP, are required to complete an online coronavirus (COVID-19) absence form and update it as the employee's status changes. This is in addition to logging the item on SAP as it provides a greater level of detail required for tracking purposes. Note: Working from home does not need to be logged on SAP. The form can be found here:

<https://transportforlondon.sharepoint.com/sites/bper/SitePages/Logging-COVID-19-Absences.aspx>

Self-isolating more than once

Employees may need to self-isolate more than once. The **Pay and duration** arrangements set out above apply to each occasion of self-isolation.

School – key workers

The Government has now made it clear that transport workers are included in the list of those whose work is critical to the COVID-19 response. This means that if your employee's children cannot be cared for at home, they should be able to attend school even after the announced general school closure from Monday 23 March 2020.

This letter confirms that the employee works in the transport sector. They will need to take it to their children's school, along with their staff ID to confirm who they are.

The Government advice is that children should not be attending school and should be social distancing in line with wider guidance. School services are being provided for essential workers in cases where they really have no other way of caring for their children while at work. Please ask your employee to reflect on whether there are other options available to them before approaching their child's school.

The schooling care provided will be during normal school hours so if necessary, please ask your employee to discuss with you their childcare provisions outside of these hours, as other childcare options may not currently be available.

If your employee is a parent or guardian with younger children, some nurseries may remain open as they are not automatically covered by the Government's announcement regarding school closures.

It is understood that the school closures may cause your employee real challenges in managing childcare, which of course must be their first priority. You will need to support them if they continue to have difficulty with school or nursery care. All your employees who are parents and guardians should be talking to you about how the closures will affect them and:

- whether they can continue to work in some way. If so, other forms of work pattern may be suitable e.g. they could work at home outside normal working hours (because childcare is needed during their usual working hours), or an alternative shift pattern can be worked.
- altering working arrangements (e.g. rosters) to accommodate their individual circumstances if possible.

Please reassure your employees that if all options are explored and no workable solution can be found, they will be supported. Where the above options have been exhausted, then special paid leave will be granted during school/nursery closures (currently, this is up to a maximum of 12 weeks).

What's most important is that you, as their manager, understands their needs and how you can work with them to keep transport services running for essential journeys.

Dependant Leave

If an employee needs time with unforeseen circumstances for a dependant at home who is elderly or vulnerable, they can apply for paid leave of up to 5 days.

Annual leave

- Employees who have leave booked but enter self-isolation can withdraw leave and take it at a later date. SAP will need to be updated accordingly.
- Employees who fall ill with coronavirus (COVID-19) sickness will have their leave cancelled and can take it at a later date. SAP will need to be updated accordingly.
- Employees not in the above situations may need to cancel their holiday plans at short notice as a result of current Government restrictions and this may result in requests to cancel / postpone holiday dates that have already been agreed. These requests should be granted where possible.

Call up of reservists and Special Constables

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

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

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

Informing other team members

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

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

Employees coming into work (office-based or operational)

The following information should be provided:

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

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

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

Staff working from home

There is no need for information about a positive test or self-isolation to be shared with close team members or more widely. The only information that should be shared with their team from a business resilience perspective is that the employee is not working (if applicable). Here's a [collection of resources related to Smart Working](#) and [guidance on using Skype for Business](#).

Staying in touch with your employees

Stay in contact with your colleagues who are working from home and/or self-isolating and arrange regular catch ups with them over the phone. All of these employees will benefit from regular contact and support. Your employees might be worried about coronavirus (COVID-19) and how it could affect their lives.

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

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

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

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

Some more helpful mental health resources can be found on the [Mind site](#).

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

Returning to work from self-isolation

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

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

Driving to work

Your employee, who is required to come in to work, may wish to drive to protect their own health. They may request reimbursement for fuel and car parking charges. If they live in an area where public transport has been suspended, reasonable expenses will be reimbursed.

End of year reviews

The timescale to conduct end of year reviews has been extended to 30 April 2020. In these circumstances, these reviews will need to be done remotely. This situation will be reviewed at the end of April 2020 in light of the ongoing situation.

Contact

Email Covid19HRqueries@tfl.gov.uk



Managing through the coronavirus (COVID-19) outbreak

Guidance for all line
managers

V1.13 - 26 March 2020

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



Contents

Section	Page
<u>Introduction</u>	4
<u>Self-isolation, Social Distancing and Shielding</u>	4
- <u>Self-isolation</u>	4
- <u>Self-isolation – living with others</u>	4
- <u>Social Distancing</u>	5
- <u>What is Social Distancing?</u>	5
- <u>Shielding</u>	6
- <u>What is Shielding?</u>	7
<u>Who should I contact for HR advice?</u>	8
Other important information to note:	
- <u>Pay and absence duration</u>	8
- <u>Self-isolating more than once</u>	10
- <u>Schools – key workers</u>	10
- <u>Dependant Leave</u>	11
- <u>Annual leave</u>	11
- <u>Call up of reservists and Special Constables</u>	11
- <u>Informing other team members</u>	11

- <u>Staying in touch with your employees</u>	12
- <u>Returning to work</u>	13
- <u>Staff Travel</u>	13
- <u>End of year reviews</u>	14
- <u>Redeployment</u>	14
- <u>Fixed Term Contracts</u>	14
- <u>NHS Volunteer Responders</u>	14

Introduction

The following guidance is based on advice from Public Health England (PHE) and is correct as of 26 March 2020.

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

Self-isolation, Social distancing and Shielding

Social distancing is not the same as **Self-isolation** which is used for individuals with symptoms of a new continuous cough and/or high temperature (>37.8 degrees Celsius) and other members of their household. Shielding is a measure to protect people who are clinically extremely vulnerable by minimising all interaction between them and others.

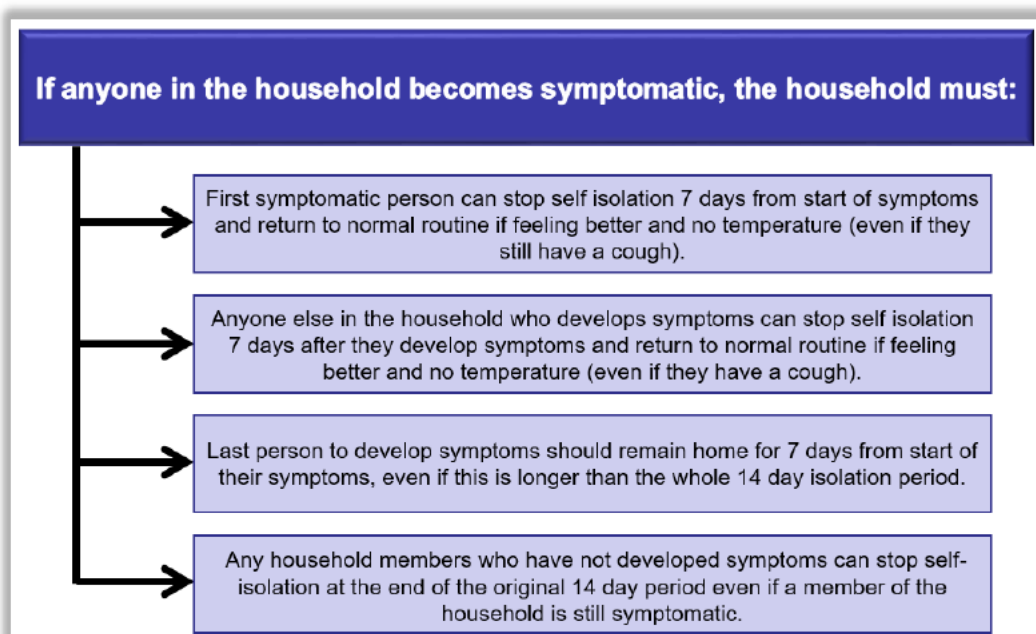
Self-isolation

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

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

- If an employee or anyone in their household has a or a new persistent cough and/or high temperature of >37.8 degrees Celsius, their entire household should self-isolate for 14 days. Those employees who live alone should self-isolate for seven days. Every employee should let you know, should they need to do this even if they are currently working from home.

Self-isolation – living with others



Social distancing

Public Health England (PHE) has advised those who are at increased risk of severe illness from coronavirus (COVID-19) to be particularly stringent in following social distancing measures, but everyone should be trying to follow these measures as much as possible.

People falling into this 'increased risk' vulnerable group include:

- aged 70 or older (regardless of medical conditions)
- under 70 with an underlying health condition listed below (i.e. anyone instructed to get a flu jab as an adult each year on medical grounds):
 - chronic (long-term) respiratory diseases, such as [asthma](#), [chronic obstructive pulmonary disease \(COPD\)](#), emphysema or [bronchitis](#)
 - chronic heart disease, such as [heart failure](#)
 - [chronic kidney disease](#)
 - chronic liver disease, such as [hepatitis](#)
 - chronic neurological conditions, such as [Parkinson's disease](#), [motor neurone disease](#), [multiple sclerosis \(MS\)](#), a learning disability or cerebral palsy
 - [diabetes](#)
 - problems with your spleen – for example, [sickle cell](#) disease or if you have had your spleen removed
 - a weakened immune system as the result of conditions such as [HIV and AIDS](#), or medicines such as [steroid tablets](#) or [chemotherapy](#)
 - being seriously overweight (a body mass index (BMI) of 40 or above)
- those who are pregnant

What is social distancing?

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

They are:

1. Avoid contact with someone who is displaying symptoms of coronavirus (COVID-19). These symptoms include high temperature and/or new and continuous cough
2. Avoid non-essential use of public transport, varying travel times to avoid rush hour, when possible
3. Work from home, where possible. Please refer to [employer guidance](#) for more information
4. Avoid large gatherings, and gatherings in smaller public spaces such as pubs, cinemas, restaurants, theatres, bars, clubs (as of 21 March 2020, the Government ordered the closure of restaurants, pubs, bars and other facilities where people gather. This also includes leisure centres, gyms, cinemas, theatres and betting shops).
5. Avoid gatherings with friends and family. Keep in touch using remote technology such as phone, internet, and social media
6. Use telephone or online services to contact a GP or other essential services

Everyone should be trying to follow these measures as much as is practicable.

This advice is likely to be in place for some weeks.

Shielding

This guidance is for those employees, who are at very high risk of severe illness from coronavirus (COVID-19) because of an underlying health condition. It is intended for use in situations where the employee is living in their own home, with or without additional support.

We are strongly advising employees with serious underlying health conditions (listed below) which put them at very high risk of severe illness from coronavirus (COVID-19) to rigorously follow shielding measures in order to keep themselves safe.

The NHS in England is directly contacting people with these conditions to provide further advice.

If your employee thinks they fall into one of the categories of extremely vulnerable people listed below and they have not received a letter by Sunday 29 March 2020 or been contacted by their GP, they should discuss their concerns with their GP or hospital clinician.

If your employee confirms to you that they are in the extremely vulnerable group and need to undertake shielding, you will not require any further information from them before they start shielding. You should ask them to send in a copy of their letter from NHS England clearly showing their name and home address and advising them to shield for a period of 12 weeks. They should blank out the part of the letter that sets out what their particular medical condition is. This is to ensure that they are not unnecessarily providing sensitive and personal information to you. In order to be GDPR compliant, you should make a note of the fact that you have seen a copy of the letter and then immediately delete the actual letter.

Explain to your employee that we understand this is an anxious time and people considered extremely vulnerable will understandably have questions and concerns. Plans are being readied to make sure they can rely on a wide range of help and support.

Employees are strongly advised to stay at home at all times and avoid any face-to-face contact for a period of at least 12 weeks from the day they receive their letter. Please note that this period of time could change.

Employees falling into this 'extremely' vulnerable group include:

1. Solid organ transplant recipients
2. People with specific cancers:
 - people with cancer who are undergoing active chemotherapy or radical radiotherapy for lung cancer
 - people with cancers of the blood or bone marrow such as leukaemia, lymphoma or myeloma who are at any stage of treatment
 - people having immunotherapy or other continuing antibody treatments for cancer
 - people having other targeted cancer treatments which can affect the immune system, such as protein kinase inhibitors or PARP inhibitors
 - people who have had bone marrow or stem cell transplants in the last six months, or who are still taking immunosuppression drugs
3. People with severe respiratory conditions including all cystic fibrosis, severe asthma and severe COPD.

4. People with rare diseases and inborn errors of metabolism that significantly increase the risk of infections (such as SCID, homozygous sickle cell).
5. People on immunosuppression therapies sufficient to significantly increase risk of infection.
6. Women who are pregnant with significant heart disease, congenital or acquired.

What is shielding?

Shielding is a measure to protect extremely vulnerable people by minimising interaction between them and others. This means that those who are extremely vulnerable should not leave their homes, and within their homes should minimise all non-essential contact with other members of their household. This is to protect those who are at very high risk of severe illness from coronavirus (COVID-19) from coming into contact with the virus.

If your employee has received a letter/other correspondence from NHS England they are strongly advised to shield themselves, to reduce the chance of getting coronavirus (COVID-19) and follow the face-to-face distancing measures below.

The measures are:

1. Strictly avoid contact with someone who is displaying symptoms of coronavirus (COVID-19). These symptoms include high temperature and/or new and continuous cough.
2. Do not leave your house.
3. Do not attend any gatherings. This includes gatherings of friends and families in private spaces for example family homes, weddings and religious services.
4. Do not go out for shopping, leisure or travel and, when arranging food or medication deliveries, these should be left at the door to minimise contact.
5. Keep in touch using remote technology such as phone, internet, and social media.

Do use telephone or online services to contact your GP or other essential services.

Stopping these activities will be difficult, so your employee should try to identify ways of staying in touch with others and participating in their normal activities remotely from their home. However, they must not participate in any activities if they involve any contact with other people.

This advice will be in place for at least 12 weeks from the day the employee receives their letter.

Whilst the rest of their household are not required to adopt these protective shielding measures for themselves, they should stringently follow PHE guidance on social distancing which is contained in this document.

If your employee is living with someone who falls into the extremely vulnerable group, then you should discuss the situation with them to find out if they can work from home during the 12-week period. If they are unable to do so, and if requested by them, you can agree special leave with pay while the period of shielding is ongoing (currently this is for a minimum of 12 weeks). You will need to explain to the employee that this is subject to ongoing review as advice from the Government and Public Health England is updated regularly and is subject to change.

The employee will also need to provide you, when available, a copy of the letter from NHS England clearly showing their home address, which advises the household member to shield for a minimum period of 12 weeks. They should blank out the part of the letter that sets out the individual's name and what their particular medical condition is. This is to ensure that they are not unnecessarily providing sensitive and personal information to you. In order to be GDPR compliant, you should make a note of the fact that you have seen a copy of the letter and then immediately delete the actual letter.

Who should I contact for HR advice?

- The <mailto:Covid19HRqueries@tfl.gov.uk> inbox will be monitored every day between the hours of 08:30 and 21:30. Leave your contact details and brief a description of your enquiry, then an Employee Relations Adviser (ERA) or an Employee Relations Partner (ERP) will contact you to help you with your enquiry.
- If your query relates to an employee who is not at work, you will be advised to complete an online absence form for the individual and in most cases update SAP.
- It is very important that managers log all instances of self-isolation as soon as possible, as this information will be tracked.

Other important information to note

Pay and absence duration – Self-isolation, Social Distancing and Shielding

Situation	Arrangements
Employees who can work from home	- The employee will receive contractual salary as normal
Employees over 70 years old, or who are vulnerable (increased risk)	<p>- If the employee is well and able to work from home because their role allows it – they will receive contractual salary as normal</p> <p>- If the employee is well but unable to work from home because their role doesn't allow it - they will receive Special Leave with Pay (SAP code = Special/Domestic) for a maximum of 12 weeks</p>
Employees who are extremely vulnerable (who are required to Shield) as a result of receiving a letter from the Government.	<p>- If the employee is well and able to work from home because their role allows it – they will receive contractual salary as normal</p> <p>- If the employee is well but unable to work from home because their role doesn't allow it - they will receive Special Leave with Pay (SAP code = Special/Domestic) for a minimum of 12 weeks</p>

	weeks
If an employee or anyone in their household has a high temperature of 37.8 or higher, or a new persistent cough, their entire household should self-isolate for 14 days	<p>- If the employee is well and able to work from home because their role allows it – they will receive contractual salary as normal</p> <p>- If the employee is well but unable to work from home because their role doesn't allow it – they will receive Special Leave with Pay (SAP code = Special/Domestic)</p>
If an employee lives on their own and experiences a high temperature of 37.8 or higher, or a new persistent cough	The employee should self-isolate for seven days - they will receive Special Leave with Pay (SAP code = Special/Domestic)
If an employee is unwell at home	The employee is classified as being off work through sickness and normal sick pay arrangements and processes apply. It is recognised that your employee may not be able to obtain a doctor's certificate at present. This should be noted on the employee's sickness record. Please note that any coronavirus (COVID-19) sickness will not count as a sickness absence item.
If an employee is living with an individual who is classified as being in the 'increased risk' vulnerable group	The employee should social distance and can request Special Leave with Pay for up to five days (SAP code = Special/Domestic). They can also request to take their annual leave and then Special leave without pay (SAP code = Special/Domestic UNPAID)
If an employee is living with an individual who is classified as being in the 'extremely' vulnerable group (who are required to Shield)	The employee should social distance and following discussion with you and evidence that someone at their home address is shielding, they can request Special Leave with Pay for a minimum of 12 weeks

Please note: For all of the above situations, you or whoever is responsible for updating absence on SAP, are required to complete an online coronavirus (COVID-19) absence form and update it as the employee's status changes. This is in addition to logging the item on SAP as it provides a greater level of detail required for tracking purposes. Note: Working from home does not need to be logged on SAP. The form can be found here:

<https://transportforlondon.sharepoint.com/sites/bper/SitePages/Logging-COVID-19-Absences.aspx>

Self-isolating more than once

Employees may need to self-isolate more than once. The **Pay and duration** arrangements set out above apply to each occasion of self-isolation.

School – key workers

The Government has now made it clear that [transport workers are included in the list of those whose work is critical to the COVID-19 response](#). This means that if your employee's children cannot be cared for at home, they should be able to attend school even after the announced general school closure from Monday 23 March 2020.

[This letter confirms that the employee works in the transport sector](#). They will need to take it to their children's school, along with their staff ID to confirm who they are.

The Government advice is that children should not be attending school and should be social distancing in line with wider guidance. School services are being provided for essential workers in cases where they really have no other way of caring for their children while at work. Please ask your employee to reflect on whether there are other options available to them before approaching their child's school.

The schooling care provided will be during normal school hours so if necessary, please ask your employee to discuss with you their childcare provisions outside of these hours, as other childcare options may not currently be available.

If your employee is a parent or guardian with younger children, some nurseries may remain open as they are not automatically covered by the Government's announcement regarding school closures.

It is understood that the school closures may cause your employee real challenges in managing childcare, which of course must be their first priority. You will need to support them if they continue to have difficulty with school or nursery care. All your employees who are parents and guardians should be talking to you about how the closures will affect them and:

- whether they can continue to work in some way. If so, other forms of work pattern may be suitable e.g. they could work at home outside normal working hours (because childcare is needed during their usual working hours), or an alternative shift pattern can be worked.
- altering working arrangements (e.g. rosters) to accommodate their individual circumstances if possible.

Please reassure your employees that if all options are explored and no workable solution can be found, they will be supported. Where the above options have been exhausted, then special paid leave will be granted during school/nursery closures (currently, this is up to a maximum of 12 weeks).

What's most important is that you, as their manager, understands their needs and how you can work with them to keep transport services running for essential journeys.

Dependant Leave

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

Annual leave

- Employees who have leave booked but enter self-isolation can withdraw leave and take it at a later date. SAP will need to be updated accordingly.
- Employees who fall ill with coronavirus (COVID-19) sickness will have their leave cancelled and can take it at a later date. SAP will need to be updated accordingly.
- Employees not in the above situations may need to cancel their holiday plans at short notice as a result of current Government restrictions and this may result in requests to cancel / postpone holiday dates that have already been agreed. These requests should be granted where possible.

Call up of reservists and Special Constables

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

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

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

Informing other team members

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

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

Employees coming into work (office-based or operational)

The following information should be provided:

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

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

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

Staff working from home

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

Staying in touch with your employees

Stay in contact with your colleagues who are working from home and/or self-isolating and arrange regular catch ups with them over the phone. All of these employees will benefit from regular contact and support. Your employees might be worried about coronavirus (COVID-19) and how it could affect their lives.

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

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

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

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

Some more helpful mental health resources can be found on the [Mind site](#).

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

Working from home for a prolonged period can be challenging. Here's a collection of resources related to working from home:

[Smart Working](#)

[Display Screen Equipment guidance](#)

[Skype for Business](#)

Returning to work

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

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

Staff Travel

Driving to work	Your employee, who is required to come in to work, may wish to drive to protect their own health. They may request reimbursement for car mileage and parking charges. Subject to senior manager approval, reasonable expenses will be reimbursed. Your employee can use this link for guidance on car mileage and this link for parking charge reimbursement. Please note parking fines will not be reimbursed.
Annual Rail Season ticket 75% reimbursement	<p>The normal rules apply in the event that your employee cancels their annual rail season ticket:</p> <p>The employee <u>must</u> contact stafftravelservices@tfl.gov.uk , advising of the date they surrendered their season ticket. Staff Travel can then recalculate the payment, so the employee is only reimbursed for the period of time that the season ticket was valid. The adjustments will then be seen on their next payslip and we will no longer be paying 75% back to the employee each pay period.</p>
Staff/Nominee travel passes	<p>As the Staff Travel team are now all working from home, they are not in the office to produce passes.</p> <p>If your employee is an operational member of staff who needs a replacement staff Oyster card for a frontline or a critical role, please email both [REDACTED] and [REDACTED] to discuss.</p> <p>[REDACTED] @tfl.gov.uk [REDACTED] @tfl.gov.uk</p>

	If your employee has submitted an application for a Nominee pass, this will not be processed, and their application will be deleted. They will need to resubmit their Nominee application at a later date once travel recommendations have been lifted.
--	---

End of year reviews

Current circumstances and our priorities mean some colleagues may need additional time to have and process end of year reviews (EOYR). In response to this:

- If you already have held your EOYR – you should finalise it and put it in SAP as normal
- If you are able to have your EOYR on the phone/ skype you should continue to go ahead and enter it into SAP
- If you're unable to hold it virtually – because at present your focus is keeping our services running, we have moved the deadline for completion of this process until the end of April 2020
- If you are in an operational role, and not part of the performance related pay process, your P&D review will now take place in October, or in accordance with your CMS schedule where appropriate

Redeployment (Organisational Change, Medical Redeployment and EVS/VS Leavers)

As a result of the current circumstances, Redeployment processes have been updated. If you have an employee currently being supported by the Redeployment team in any capacity, please email Redeployment@tfl.gov.uk.

Fixed Term contracts

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

NHS Volunteer Responders

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

We are officially recognising this NHS volunteering programme and have opened this opportunity to all employees except those who are keeping the network going in critical and operational roles.

It's important our critical workers and operational frontline teams, whose work directly affects the running of our network, continue in their roles so we can run a good service for key workers at this crucial time.

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

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

Contact

Email Covid19HRqueries@tfl.gov.uk



Managing through the coronavirus (COVID-19) outbreak

Guidance for all line
managers

V1.14 - 27 March 2020

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



Contents

Section	Page
<u>Introduction</u>	4
<u>Self-isolation, Social Distancing and Shielding</u>	4
- <u>Self-isolation</u>	4
- <u>Self-isolation – living with others</u>	4
- <u>Social Distancing</u>	5
- <u>What is Social Distancing?</u>	5
- <u>Shielding</u>	6
- <u>What is Shielding?</u>	7
<u>Who should I contact for HR advice?</u>	8
Other important information to note:	
- <u>Pay and absence duration</u>	8
- <u>Self-isolating more than once</u>	10
- <u>Schools – key workers</u>	10
- <u>Dependant Leave</u>	11
- <u>Annual leave</u>	11
- <u>Call up of reservists and Special Constables</u>	11
- <u>Informing other team members</u>	11

- <u>Staying in touch with your employees</u>	12
- <u>Returning to work</u>	13
- <u>Staff Travel</u>	13
- <u>End of year reviews</u>	14
- <u>Redeployment</u>	14
- <u>Fixed Term Contracts</u>	14
- <u>NHS Volunteer Responders</u>	14
- <u>Key worker identification letter</u>	15

Introduction

The following guidance is based on advice from Public Health England (PHE) and is correct as of 26 March 2020.

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

Self-isolation, Social distancing and Shielding

Social distancing is not the same as **Self-isolation** which is used for individuals with symptoms of a new continuous cough and/or high temperature (>37.8 degrees Celsius) and other members of their household. Shielding is a measure to protect people who are clinically extremely vulnerable by minimising all interaction between them and others.

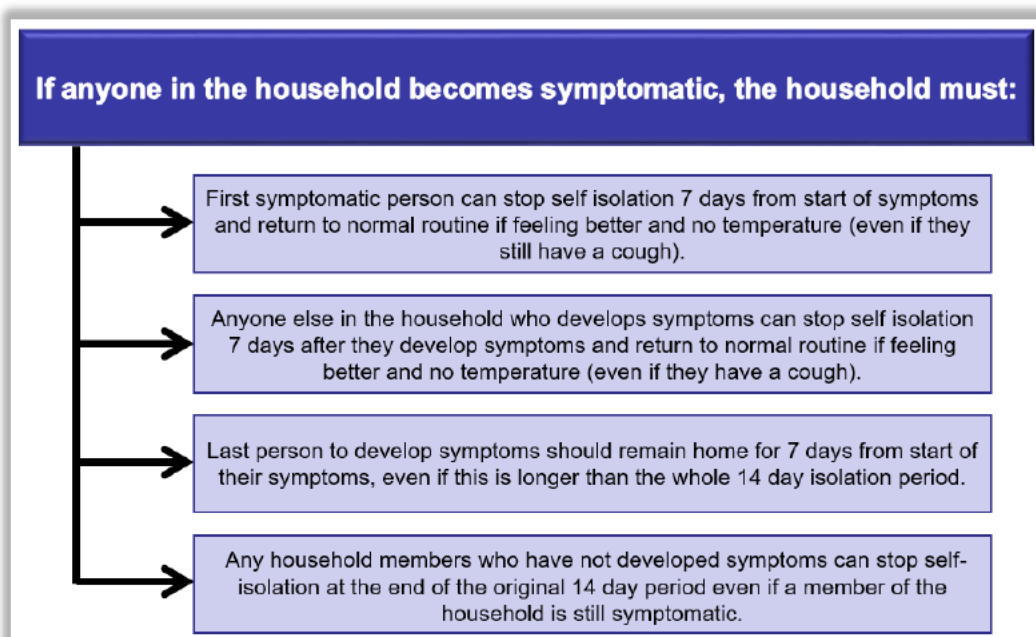
Self-isolation

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

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

- If an employee or anyone in their household has a or a new persistent cough and/or high temperature of >37.8 degrees Celsius, their entire household should self-isolate for 14 days. Those employees who live alone should self-isolate for seven days. Every employee should let you know, should they need to do this even if they are currently working from home.

Self-isolation – living with others



Social distancing

Public Health England (PHE) has advised those who are at increased risk of severe illness from coronavirus (COVID-19) to be particularly stringent in following social distancing measures, but everyone should be trying to follow these measures as much as possible.

People falling into this 'increased risk' vulnerable group include:

- aged 70 or older (regardless of medical conditions)
- under 70 with an underlying health condition listed below (i.e. anyone instructed to get a flu jab as an adult each year on medical grounds):
 - chronic (long-term) respiratory diseases, such as [asthma](#), [chronic obstructive pulmonary disease \(COPD\)](#), emphysema or [bronchitis](#)
 - chronic heart disease, such as [heart failure](#)
 - [chronic kidney disease](#)
 - chronic liver disease, such as [hepatitis](#)
 - chronic neurological conditions, such as [Parkinson's disease](#), [motor neurone disease](#), [multiple sclerosis \(MS\)](#), a learning disability or cerebral palsy
 - [diabetes](#)
 - problems with your spleen – for example, [sickle cell](#) disease or if you have had your spleen removed
 - a weakened immune system as the result of conditions such as [HIV and AIDS](#), or medicines such as [steroid tablets](#) or [chemotherapy](#)
 - being seriously overweight (a body mass index (BMI) of 40 or above)
- those who are pregnant

What is social distancing?

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

They are:

1. Avoid contact with someone who is displaying symptoms of coronavirus (COVID-19). These symptoms include high temperature and/or new and continuous cough
2. Avoid non-essential use of public transport, varying travel times to avoid rush hour, when possible
3. Work from home, where possible. Please refer to [employer guidance](#) for more information
4. Avoid large gatherings, and gatherings in smaller public spaces such as pubs, cinemas, restaurants, theatres, bars, clubs (as of 21 March 2020, the Government ordered the closure of restaurants, pubs, bars and other facilities where people gather. This also includes leisure centres, gyms, cinemas, theatres and betting shops).
5. Avoid gatherings with friends and family. Keep in touch using remote technology such as phone, internet, and social media
6. Use telephone or online services to contact a GP or other essential services

Everyone should be trying to follow these measures as much as is practicable.

This advice is likely to be in place for some weeks.

Shielding

This guidance is for those employees, who are at very high risk of severe illness from coronavirus (COVID-19) because of an underlying health condition. It is intended for use in situations where the employee is living in their own home, with or without additional support.

We are strongly advising employees with serious underlying health conditions (listed below) which put them at very high risk of severe illness from coronavirus (COVID-19) to rigorously follow shielding measures in order to keep themselves safe.

The NHS in England is directly contacting people with these conditions to provide further advice.

If your employee thinks they fall into one of the categories of extremely vulnerable people listed below and they have not received a letter by Sunday 29 March 2020 or been contacted by their GP, they should discuss their concerns with their GP or hospital clinician.

If your employee confirms to you that they are in the extremely vulnerable group and need to undertake shielding, you will not require any further information from them before they start shielding. You should ask them to send in a copy of their letter from NHS England clearly showing their name and home address and advising them to shield for a period of 12 weeks. They should blank out the part of the letter that sets out what their particular medical condition is. This is to ensure that they are not unnecessarily providing sensitive and personal information to you. In order to be GDPR compliant, you should make a note of the fact that you have seen a copy of the letter and then immediately delete the actual letter.

Explain to your employee that we understand this is an anxious time and people considered extremely vulnerable will understandably have questions and concerns. Plans are being readied to make sure they can rely on a wide range of help and support.

Employees are strongly advised to stay at home at all times and avoid any face-to-face contact for a period of at least 12 weeks from the day they receive their letter. Please note that this period of time could change.

Employees falling into this 'extremely' vulnerable group include:

1. Solid organ transplant recipients
2. People with specific cancers:
 - people with cancer who are undergoing active chemotherapy or radical radiotherapy for lung cancer
 - people with cancers of the blood or bone marrow such as leukaemia, lymphoma or myeloma who are at any stage of treatment
 - people having immunotherapy or other continuing antibody treatments for cancer
 - people having other targeted cancer treatments which can affect the immune system, such as protein kinase inhibitors or PARP inhibitors
 - people who have had bone marrow or stem cell transplants in the last six months, or who are still taking immunosuppression drugs
3. People with severe respiratory conditions including all cystic fibrosis, severe asthma and severe COPD.

4. People with rare diseases and inborn errors of metabolism that significantly increase the risk of infections (such as SCID, homozygous sickle cell).
5. People on immunosuppression therapies sufficient to significantly increase risk of infection.
6. Women who are pregnant with significant heart disease, congenital or acquired.

What is shielding?

Shielding is a measure to protect extremely vulnerable people by minimising interaction between them and others. This means that those who are extremely vulnerable should not leave their homes, and within their homes should minimise all non-essential contact with other members of their household. This is to protect those who are at very high risk of severe illness from coronavirus (COVID-19) from coming into contact with the virus.

If your employee has received a letter/other correspondence from NHS England they are strongly advised to shield themselves, to reduce the chance of getting coronavirus (COVID-19) and follow the face-to-face distancing measures below.

The measures are:

1. Strictly avoid contact with someone who is displaying symptoms of coronavirus (COVID-19). These symptoms include high temperature and/or new and continuous cough.
2. Do not leave your house.
3. Do not attend any gatherings. This includes gatherings of friends and families in private spaces for example family homes, weddings and religious services.
4. Do not go out for shopping, leisure or travel and, when arranging food or medication deliveries, these should be left at the door to minimise contact.
5. Keep in touch using remote technology such as phone, internet, and social media.

Do use telephone or online services to contact your GP or other essential services.

Stopping these activities will be difficult, so your employee should try to identify ways of staying in touch with others and participating in their normal activities remotely from their home. However, they must not participate in any activities if they involve any contact with other people.

This advice will be in place for at least 12 weeks from the day the employee receives their letter.

Whilst the rest of their household are not required to adopt these protective shielding measures for themselves, they should stringently follow PHE guidance on social distancing which is contained in this document.

If your employee is living with someone who falls into the extremely vulnerable group, then you should discuss the situation with them to find out if they can work from home during the 12-week period. If they are unable to do so, and if requested by them, you can agree special leave with pay while the period of shielding is ongoing (currently this is for a minimum of 12 weeks). You will need to explain to the employee that this is subject to ongoing review as advice from the Government and Public Health England is updated regularly and is subject to change.

The employee will also need to provide you, when available, a copy of the letter from NHS England clearly showing their home address, which advises the household member to shield for a minimum period of 12 weeks. They should blank out the part of the letter that sets out the individual's name and what their particular medical condition is. This is to ensure that they are not unnecessarily providing sensitive and personal information to you. In order to be GDPR compliant, you should make a note of the fact that you have seen a copy of the letter and then immediately delete the actual letter.

Who should I contact for HR advice?

- The <mailto:Covid19HRqueries@tfl.gov.uk> inbox will be monitored every day between the hours of 08:30 and 21:30. Leave your contact details and brief a description of your enquiry, then an Employee Relations Adviser (ERA) or an Employee Relations Partner (ERP) will contact you to help you with your enquiry.
- If your query relates to an employee who is not at work, you will be advised to complete an online absence form for the individual and in most cases update SAP.
- It is very important that managers log all instances of self-isolation as soon as possible, as this information will be tracked.

Other important information to note

Pay and absence duration – Self-isolation, Social Distancing and Shielding

Situation	Arrangements
Employees who can work from home	- The employee will receive contractual salary as normal
Employees over 70 years old, or who are vulnerable (increased risk)	<p>- If the employee is well and able to work from home because their role allows it – they will receive contractual salary as normal</p> <p>- If the employee is well but unable to work from home and where safe social distancing at work is not viable, they will receive Special Leave with Pay (SAP code = Special/Domestic) for a maximum of 12 weeks</p>
Employees who are extremely vulnerable (who are required to Shield) as a result of receiving a letter from the Government.	<p>- If the employee is well and able to work from home because their role allows it – they will receive contractual salary as normal</p> <p>- If the employee is well but unable to work from home because their role doesn't allow it - they will receive Special Leave with Pay (SAP code = Special/Domestic) for a minimum of 12 weeks</p>

<p>If an employee or anyone in their household has a high temperature of 37.8 or higher, or a new persistent cough, their entire household should self-isolate for 14 days</p>	<p>- If the employee is well and able to work from home because their role allows it – they will receive contractual salary as normal</p> <p>- If the employee is well but unable to work from home because their role doesn't allow it – they will receive Special Leave with Pay (SAP code = Special/Domestic)</p>
<p>If an employee lives on their own and experiences a high temperature of 37.8 or higher, or a new persistent cough</p>	<p>The employee should self-isolate for seven days - they will receive Special Leave with Pay (SAP code = Special/Domestic)</p>
<p>If an employee is unwell at home</p>	<p>The employee is classified as being off work through sickness and normal sick pay arrangements and processes apply. It is recognised that your employee may not be able to obtain a doctor's certificate at present. This should be noted on the employee's sickness record. Please note that any coronavirus (COVID-19) sickness will not count as a sickness absence item.</p>
<p>If an employee is living with an individual who is classified as being in the 'increased risk' vulnerable group</p>	<p>The employee should social distance and can request Special Leave with Pay for up to five days (SAP code = Special/Domestic). They can also request to take their annual leave and then Special leave without pay (SAP code = Special/Domestic UNPAID)</p>
<p>If an employee is living with an individual who is classified as being in the 'extremely' vulnerable group (who are required to Shield)</p>	<p>The employee should social distance and following discussion with you and evidence that someone at their home address is shielding, they can request Special Leave with Pay for a minimum of 12 weeks</p>

Please note: For all of the above situations, you or whoever is responsible for updating absence on SAP, are required to complete an online coronavirus (COVID-19) absence form and update it as the employee's status changes. This is in addition to logging the item on SAP as it provides a greater level of detail required for tracking purposes. Note: Working from home does not need to be logged on SAP. The form can be found here:

<https://transportforlondon.sharepoint.com/sites/bper/SitePages/Logging-COVID-19-Absences.aspx>

Self-isolating more than once

Employees may need to self-isolate more than once. The **Pay and duration** arrangements set out above apply to each occasion of self-isolation.

School – key workers

The Government has now made it clear that [transport workers are included in the list of those whose work is critical to the COVID-19 response](#). This means that if your employee's children cannot be cared for at home, they should be able to attend school even after the announced general school closure from Monday 23 March 2020.

[This letter confirms that the employee works in the transport sector](#). They will need to take it to their children's school, along with their staff ID to confirm who they are.

The Government advice is that children should not be attending school and should be social distancing in line with wider guidance. School services are being provided for essential workers in cases where they really have no other way of caring for their children while at work. Please ask your employee to reflect on whether there are other options available to them before approaching their child's school.

The schooling care provided will be during normal school hours so if necessary, please ask your employee to discuss with you their childcare provisions outside of these hours, as other childcare options may not currently be available.

If your employee is a parent or guardian with younger children, some nurseries may remain open as they are not automatically covered by the Government's announcement regarding school closures.

It is understood that the school closures may cause your employee real challenges in managing childcare, which of course must be their first priority. You will need to support them if they continue to have difficulty with school or nursery care. All your employees who are parents and guardians should be talking to you about how the closures will affect them and:

- whether they can continue to work in some way. If so, other forms of work pattern may be suitable e.g. they could work at home outside normal working hours (because childcare is needed during their usual working hours), or an alternative shift pattern can be worked.
- altering working arrangements (e.g. rosters) to accommodate their individual circumstances if possible.

Please reassure your employees that if all options are explored and no workable solution can be found, they will be supported. Where the above options have been exhausted, then special paid leave will be granted during school/nursery closures (currently, this is up to a maximum of 12 weeks).

What's most important is that you, as their manager, understands their needs and how you can work with them to keep transport services running for essential journeys.

Dependant Leave

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

Annual leave

- Employees who have leave booked but enter self-isolation or are now in the shielding category can withdraw leave and take it at a later date. SAP will need to be updated accordingly.
- Employees who fall ill with coronavirus (COVID-19) sickness will have their leave cancelled and can take it at a later date. SAP will need to be updated accordingly.
- Employees not in the above situations may need to cancel their holiday plans at short notice as a result of current Government restrictions and this may result in requests to cancel / postpone holiday dates that have already been agreed. These requests should be granted where possible.

Call up of reservists and Special Constables

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

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

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

Informing other team members

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

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

Employees coming into work (office-based or operational)

The following information should be provided:

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

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

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

Staff working from home

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

Staying in touch with your employees

Stay in contact with your colleagues who are working from home and/or self-isolating and arrange regular catch ups with them over the phone. All of these employees will benefit from regular contact and support. Your employees might be worried about coronavirus (COVID-19) and how it could affect their lives.

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

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

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

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

Some more helpful mental health resources can be found on the [Mind site](#).

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

Working from home for a prolonged period can be challenging. Here's a useful [collection of resources related to working from home](#).

Returning to work

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

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

Staff Travel

Driving to work	Your employee, who is required to come in to work, may wish to drive to protect their own health. They may request reimbursement for car mileage and parking charges. Subject to senior manager approval, reasonable expenses will be reimbursed. Your employee can use this link for guidance on car mileage and this link for parking charge reimbursement. Please note parking fines will not be reimbursed.
Annual Rail Season ticket 75% reimbursement	<p>The normal rules apply in the event that your employee cancels their annual rail season ticket:</p> <p>The employee <u>must</u> contact stafftravelservices@tfl.gov.uk, advising of the date they surrendered their season ticket. Staff Travel can then recalculate the payment, so the employee is only reimbursed for the period of time that the season ticket was valid. The adjustments will then be seen on their next payslip and we will no longer be paying 75% back to the employee each pay period.</p>
Staff/Nominee travel passes	<p>As the Staff Travel team are now all working from home, they are not in the office to produce passes.</p> <p>If your employee is an operational member of staff who needs a replacement staff Oyster card for a frontline or a critical role, please email both [REDACTED] and [REDACTED] to discuss.</p> <p>[REDACTED] @tfl.gov.uk [REDACTED] @tfl.gov.uk</p> <p>If your employee has submitted an application for a Nominee pass, this will not be processed, and their application will be deleted. They will need to resubmit their Nominee application at a later date once travel recommendations have been lifted.</p>

End of year reviews

Current circumstances and our priorities mean some colleagues may need additional time to have and process end of year reviews (EOYR). In response to this:

- If you already have held your EOYR – you should finalise it and put it in SAP as normal
- If you are able to have your EOYR on the phone/ skype you should continue to go ahead and enter it into SAP
- If you're unable to hold it virtually – because at present your focus is keeping our services running, we have moved the deadline for completion of this process until the end of April 2020
- If you are in an operational role, and not part of the performance related pay process, your P&D review will now take place in October, or in accordance with your CMS schedule where appropriate

Redeployment (Organisational Change, Medical Redeployment and EVS/VS Leavers)

As a result of the current circumstances, Redeployment processes have been updated. If you have an employee currently being supported by the Redeployment team in any capacity, please email Redeployment@tfl.gov.uk.

Fixed Term contracts

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

NHS Volunteer Responders

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

We are officially recognising this NHS volunteering programme and have opened this opportunity to all employees except those who are keeping the network going in critical and operational roles.

It's important our critical workers and operational frontline teams, whose work directly affects the running of our network, continue in their roles so we can run a good service for key workers at this crucial time.

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

Your employee can [read more information on the NHS volunteering scheme here](#). If they are interested in this scheme, they should speak to you first. Anyone who is approved for release will

be supported with full pay. You should enter this into SAP as 'Public Duties'. Only volunteering during working hours needs to be logged.

Key worker identification letter

Letters that can be issued to employees and contractors to confirm their status as key workers, are contained within the links below:

[Key Worker – TfL employee](#)

[Key Worker – Contractor working for TfL](#)

Contact

Email Covid19HRqueries@tfl.gov.uk



Managing through the coronavirus (COVID-19) outbreak

Guidance for all line
managers

V1.15 – 30 March 2020

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



Contents

Section	Page
<u>Introduction</u>	4
<u>Self-isolation, Social Distancing and Shielding</u>	4
- <u>Self-isolation</u>	4
- <u>Self-isolation – living with others</u>	4
- <u>Social Distancing</u>	5
- <u>What is Social Distancing?</u>	5
- <u>Shielding</u>	6
- <u>What is Shielding?</u>	7
<u>Who should I contact for HR advice?</u>	8
Other important information to note:	
- <u>Pay and absence duration</u> - <i>UPDATED</i>	8
- <u>Self-isolating more than once</u>	10
- <u>Schools – key workers</u>	10
- <u>Dependant Leave</u>	11
- <u>Annual leave</u>	11
- <u>Call up of reservists and Special Constables</u>	11
- <u>Informing other team members</u>	11

- Staying in touch with your employees	12
- Returning to work	13
- Staff Travel - <i>UPDATED</i>	13
- End of year reviews	14
- Redeployment	14
- Fixed Term Contracts	14
- NHS Volunteer Responders	14
- Key worker identification letter - <i>UPDATED</i>	15
- Managing the Probation period - <i>NEW</i>	15

Introduction

The following guidance is based on advice from Public Health England (PHE) and is correct as of 26 March 2020.

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

Self-isolation, Social distancing and Shielding

Social distancing is not the same as **Self-isolation** which is used for individuals with symptoms of a new continuous cough and/or high temperature (>37.8 degrees Celsius) and other members of their household. Shielding is a measure to protect people who are clinically extremely vulnerable by minimising all interaction between them and others.

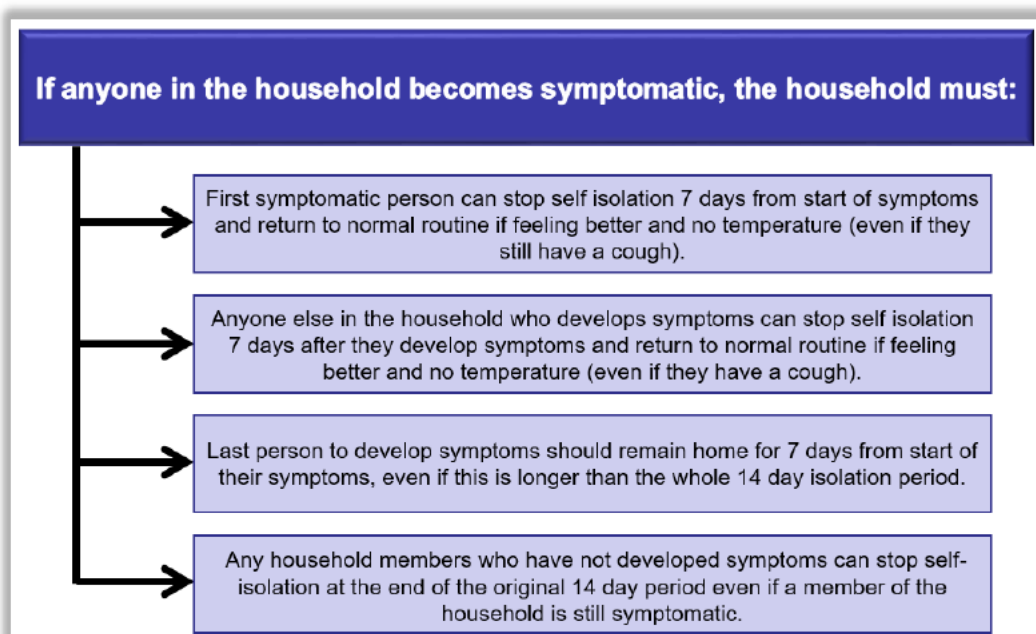
Self-isolation

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

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

- If an employee or anyone in their household has a or a new persistent cough and/or high temperature of >37.8 degrees Celsius, their entire household should self-isolate for 14 days. Those employees who live alone should self-isolate for seven days. Every employee should let you know, should they need to do this even if they are currently working from home.

Self-isolation – living with others



Social distancing

Public Health England (PHE) has advised those who are at increased risk of severe illness from coronavirus (COVID-19) to be particularly stringent in following social distancing measures, but everyone should be trying to follow these measures as much as possible.

People falling into this 'increased risk' vulnerable group include:

- aged 70 or older (regardless of medical conditions)
- under 70 with an underlying health condition listed below (i.e. anyone instructed to get a flu jab as an adult each year on medical grounds):
 - chronic (long-term) respiratory diseases, such as [asthma](#), [chronic obstructive pulmonary disease \(COPD\)](#), emphysema or [bronchitis](#)
 - chronic heart disease, such as [heart failure](#)
 - [chronic kidney disease](#)
 - chronic liver disease, such as [hepatitis](#)
 - chronic neurological conditions, such as [Parkinson's disease](#), [motor neurone disease](#), [multiple sclerosis \(MS\)](#), a learning disability or cerebral palsy
 - [diabetes](#)
 - problems with your spleen – for example, [sickle cell](#) disease or if you have had your spleen removed
 - a weakened immune system as the result of conditions such as [HIV and AIDS](#), or medicines such as [steroid tablets](#) or [chemotherapy](#)
 - being seriously overweight (a body mass index (BMI) of 40 or above)
- those who are pregnant

What is social distancing?

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

They are:

1. Avoid contact with someone who is displaying symptoms of coronavirus (COVID-19). These symptoms include high temperature and/or new and continuous cough
2. Avoid non-essential use of public transport, varying travel times to avoid rush hour, when possible
3. Work from home, where possible. Please refer to [employer guidance](#) for more information
4. Avoid large gatherings, and gatherings in smaller public spaces such as pubs, cinemas, restaurants, theatres, bars, clubs (as of 21 March 2020, the Government ordered the closure of restaurants, pubs, bars and other facilities where people gather. This also includes leisure centres, gyms, cinemas, theatres and betting shops).
5. Avoid gatherings with friends and family. Keep in touch using remote technology such as phone, internet, and social media
6. Use telephone or online services to contact a GP or other essential services

Everyone should be trying to follow these measures as much as is practicable.

This advice is likely to be in place for some weeks.

Shielding

This guidance is for those employees, who are at very high risk of severe illness from coronavirus (COVID-19) because of an underlying health condition. It is intended for use in situations where the employee is living in their own home, with or without additional support.

We are strongly advising employees with serious underlying health conditions (listed below) which put them at very high risk of severe illness from coronavirus (COVID-19) to rigorously follow shielding measures in order to keep themselves safe.

The NHS in England is directly contacting people with these conditions to provide further advice.

If your employee thinks they fall into one of the categories of extremely vulnerable people listed below and they have not received a letter by Sunday 29 March 2020 or been contacted by their GP, they should discuss their concerns with their GP or hospital clinician.

If your employee confirms to you that they are in the extremely vulnerable group and need to undertake shielding, you will not require any further information from them before they start shielding. You should ask them to send in a copy of their letter from NHS England clearly showing their name and home address and advising them to shield for a period of 12 weeks. They should blank out the part of the letter that sets out what their particular medical condition is. This is to ensure that they are not unnecessarily providing sensitive and personal information to you. In order to be GDPR compliant, you should make a note of the fact that you have seen a copy of the letter and then immediately delete the actual letter.

Explain to your employee that we understand this is an anxious time and people considered extremely vulnerable will understandably have questions and concerns. Plans are being readied to make sure they can rely on a wide range of help and support.

Employees are strongly advised to stay at home at all times and avoid any face-to-face contact for a period of at least 12 weeks from the day they receive their letter. Please note that this period of time could change.

Employees falling into this 'extremely' vulnerable group include:

1. Solid organ transplant recipients
2. People with specific cancers:
 - people with cancer who are undergoing active chemotherapy or radical radiotherapy for lung cancer
 - people with cancers of the blood or bone marrow such as leukaemia, lymphoma or myeloma who are at any stage of treatment
 - people having immunotherapy or other continuing antibody treatments for cancer
 - people having other targeted cancer treatments which can affect the immune system, such as protein kinase inhibitors or PARP inhibitors
 - people who have had bone marrow or stem cell transplants in the last six months, or who are still taking immunosuppression drugs
3. People with severe respiratory conditions including all cystic fibrosis, severe asthma and severe COPD.

4. People with rare diseases and inborn errors of metabolism that significantly increase the risk of infections (such as SCID, homozygous sickle cell).
5. People on immunosuppression therapies sufficient to significantly increase risk of infection.
6. Women who are pregnant with significant heart disease, congenital or acquired.

What is shielding?

Shielding is a measure to protect extremely vulnerable people by minimising interaction between them and others. This means that those who are extremely vulnerable should not leave their homes, and within their homes should minimise all non-essential contact with other members of their household. This is to protect those who are at very high risk of severe illness from coronavirus (COVID-19) from coming into contact with the virus.

If your employee has received a letter/other correspondence from NHS England they are strongly advised to shield themselves, to reduce the chance of getting coronavirus (COVID-19) and follow the face-to-face distancing measures below.

The measures are:

1. Strictly avoid contact with someone who is displaying symptoms of coronavirus (COVID-19). These symptoms include high temperature and/or new and continuous cough.
2. Do not leave your house.
3. Do not attend any gatherings. This includes gatherings of friends and families in private spaces for example family homes, weddings and religious services.
4. Do not go out for shopping, leisure or travel and, when arranging food or medication deliveries, these should be left at the door to minimise contact.
5. Keep in touch using remote technology such as phone, internet, and social media.

Do use telephone or online services to contact your GP or other essential services.

Stopping these activities will be difficult, so your employee should try to identify ways of staying in touch with others and participating in their normal activities remotely from their home. However, they must not participate in any activities if they involve any contact with other people.

This advice will be in place for at least 12 weeks from the day the employee receives their letter.

Whilst the rest of their household are not required to adopt these protective shielding measures for themselves, they should stringently follow PHE guidance on social distancing which is contained in this document.

If your employee is living with someone who falls into the extremely vulnerable group, then you should discuss the situation with them to find out if they can work from home during the 12-week period. If they are unable to do so, and if requested by them, you can agree special leave with pay while the period of shielding is ongoing (currently this is for a minimum of 12 weeks). You will need to explain to the employee that this is subject to ongoing review as advice from the Government and Public Health England is updated regularly and is subject to change.

The employee will also need to provide you, when available, a copy of the letter from NHS England clearly showing their home address, which advises the household member to shield for a minimum period of 12 weeks. They should blank out the part of the letter that sets out the individual's name and what their particular medical condition is. This is to ensure that they are not unnecessarily providing sensitive and personal information to you. In order to be GDPR compliant, you should make a note of the fact that you have seen a copy of the letter and then immediately delete the actual letter.

Who should I contact for HR advice?

- The <mailto:Covid19HRqueries@tfl.gov.uk> inbox will be monitored every day between the hours of 08:30 and 21:30. Leave your contact details and brief a description of your enquiry, then an Employee Relations Adviser (ERA) or an Employee Relations Partner (ERP) will contact you to help you with your enquiry.
- If your query relates to an employee who is not at work, you will be advised to complete an online absence form for the individual and in most cases update SAP.
- It is very important that managers log all instances of self-isolation as soon as possible, as this information will be tracked.

Other important information to note

Pay and absence duration – Self-isolation, Social Distancing and Shielding

Situation	Arrangements
Employees who can work from home	- The employee will receive contractual salary as normal
Employees over 70 years old, or who are vulnerable (increased risk)	<p>- If the employee is well and able to work from home because their role allows it – they will receive contractual salary as normal</p> <p>- If the employee is well but unable to work from home and where safe social distancing at work is not viable, they will receive Special Leave with Pay (SAP code = Special/Domestic) for a maximum of 12 weeks</p>
Employees who are extremely vulnerable (who are required to Shield) as a result of receiving a letter from the Government.	<p>- If the employee is well and able to work from home because their role allows it – they will receive contractual salary as normal</p> <p>- If the employee is well but unable to work from home because their role doesn't allow it - they will receive Special Leave with Pay (SAP code = Special/Domestic) for a minimum of 12 weeks</p>

<p>If an employee or anyone in their household has a high temperature of 37.8 or higher, or a new persistent cough, their entire household should self-isolate for 14 days</p>	<p>- If the employee is well and able to work from home because their role allows it – they will receive contractual salary as normal</p> <p>- If the employee is well but unable to work from home because their role doesn't allow it – they will receive Special Leave with Pay (SAP code = Special/Domestic)</p>
<p>If an employee lives on their own and experiences a high temperature of 37.8 or higher, or a new persistent cough</p>	<p>The employee should self-isolate for seven days - they will receive Special Leave with Pay (SAP code = Special/Domestic)</p>
<p>UPDATED: If an employee is unwell at home</p>	<p>The employee is classified as being off work through sickness and normal sick pay arrangements and processes apply. It is recognised that your employee may not be able to obtain a doctor's certificate at present. This should be noted on the employee's sickness record. Please note that any coronavirus (COVID-19) sickness will not count as a sickness absence item. (SAP code = Sick with Illness reason = 'Influenza/Flu')</p>
<p>If an employee is living with an individual who is classified as being in the 'increased risk' vulnerable group</p>	<p>The employee should social distance and can request Special Leave with Pay for up to five days (SAP code = Special/Domestic). They can also request to take their annual leave and then Special leave without pay (SAP code = Special/Domestic UNPAID)</p>
<p>If an employee is living with an individual who is classified as being in the 'extremely' vulnerable group (who are required to Shield)</p>	<p>The employee should social distance and following discussion with you and evidence that someone at their home address is shielding, they can request Special Leave with Pay for a minimum of 12 weeks</p>

Please note: For all of the above situations, you or whoever is responsible for updating absence on SAP, are required to complete an online coronavirus (COVID-19) absence form and update it as the employee's status changes. This is in addition to logging the item on SAP as it provides a greater level of detail required for tracking purposes. Note: Working from home does not need to be logged on SAP. The form can be found here:

<https://transportforlondon.sharepoint.com/sites/bper/SitePages/Logging-COVID-19-Absences.aspx>

Self-isolating more than once

Employees may need to self-isolate more than once. The **Pay and duration** arrangements set out above apply to each occasion of self-isolation.

School – key workers

The Government has now made it clear that [transport workers are included in the list of those whose work is critical to the COVID-19 response](#). This means that if your employee's children cannot be cared for at home, they should be able to attend school even after the announced general school closure from Monday 23 March 2020.

[This letter confirms that the employee works in the transport sector](#). They will need to take it to their children's school, along with their staff ID to confirm who they are.

The Government advice is that children should not be attending school and should be social distancing in line with wider guidance. School services are being provided for essential workers in cases where they really have no other way of caring for their children while at work. Please ask your employee to reflect on whether there are other options available to them before approaching their child's school.

The schooling care provided will be during normal school hours so if necessary, please ask your employee to discuss with you their childcare provisions outside of these hours, as other childcare options may not currently be available.

If your employee is a parent or guardian with younger children, some nurseries may remain open as they are not automatically covered by the Government's announcement regarding school closures.

It is understood that the school closures may cause your employee real challenges in managing childcare, which of course must be their first priority. You will need to support them if they continue to have difficulty with school or nursery care. All your employees who are parents and guardians should be talking to you about how the closures will affect them and:

- whether they can continue to work in some way. If so, other forms of work pattern may be suitable e.g. they could work at home outside normal working hours (because childcare is needed during their usual working hours), or an alternative shift pattern can be worked.
- altering working arrangements (e.g. rosters) to accommodate their individual circumstances if possible.

Please reassure your employees that if all options are explored and no workable solution can be found, they will be supported. Where the above options have been exhausted, then special paid leave will be granted during school/nursery closures (currently, this is up to a maximum of 12 weeks).

What's most important is that you, as their manager, understands their needs and how you can work with them to keep transport services running for essential journeys.

Dependant Leave

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

Annual leave

- Employees who have leave booked but enter self-isolation or are now in the shielding category can withdraw leave and take it at a later date. SAP will need to be updated accordingly.
- Employees who fall ill with coronavirus (COVID-19) sickness will have their leave cancelled and can take it at a later date. SAP will need to be updated accordingly.
- Employees not in the above situations may need to cancel their holiday plans at short notice as a result of current Government restrictions and this may result in requests to cancel / postpone holiday dates that have already been agreed. These requests should be granted where possible.

Call up of reservists and Special Constables

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

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

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

Informing other team members

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

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

Employees coming into work (office-based or operational)

The following information should be provided:

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

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

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

Staff working from home

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

Staying in touch with your employees

Stay in contact with your colleagues who are working from home and/or self-isolating and arrange regular catch ups with them over the phone. All of these employees will benefit from regular contact and support. Your employees might be worried about coronavirus (COVID-19) and how it could affect their lives.

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

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

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

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

Some more helpful mental health resources can be found on the [Mind site](#).

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

Working from home for a prolonged period can be challenging. Here's a useful [collection of resources related to working from home](#).

Returning to work

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

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

Staff Travel

UPDATED: Driving to work	Your employee, who is required to come in to work, may wish to drive to protect their own health. They may request reimbursement for car mileage and parking charges. Subject to senior manager approval, reasonable expenses <i>in exceptional circumstances</i> , will be reimbursed. Your employee can use this link for guidance on car mileage and this link for parking charge reimbursement. Please note parking fines will not be reimbursed.
Annual Rail Season ticket 75% reimbursement	<p>The normal rules apply in the event that your employee cancels their annual rail season ticket:</p> <p>The employee <u>must</u> contact stafftravelservices@tfl.gov.uk, advising of the date they surrendered their season ticket. Staff Travel can then recalculate the payment, so the employee is only reimbursed for the period of time that the season ticket was valid. The adjustments will then be seen on their next payslip and we will no longer be paying 75% back to the employee each pay period.</p>
Staff/Nominee travel passes	<p>As the Staff Travel team are now all working from home, they are not in the office to produce passes.</p> <p>If your employee is an operational member of staff who needs a replacement staff Oyster card for a frontline or a critical role, please email both [REDACTED] and [REDACTED] to discuss.</p> <p>[REDACTED] @tfl.gov.uk [REDACTED] @tfl.gov.uk</p> <p>If your employee has submitted an application for a Nominee pass, this will not be processed, and their application will be deleted. They will need to resubmit their Nominee application at a later date once travel recommendations have been lifted.</p>

End of year reviews

Current circumstances and our priorities mean some colleagues may need additional time to have and process end of year reviews (EOYR). In response to this:

- If you already have held your EOYR – you should finalise it and put it in SAP as normal
- If you are able to have your EOYR on the phone/ skype you should continue to go ahead and enter it into SAP
- If you're unable to hold it virtually – because at present your focus is keeping our services running, we have moved the deadline for completion of this process until the end of April 2020
- If you are in an operational role, and not part of the performance related pay process, your P&D review will now take place in October, or in accordance with your CMS schedule where appropriate

Redeployment (Organisational Change, Medical Redeployment and EVS/VS Leavers)

As a result of the current circumstances, Redeployment processes have been updated. If you have an employee currently being supported by the Redeployment team in any capacity, please email Redeployment@tfl.gov.uk.

Fixed Term contracts

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

NHS Volunteer Responders

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

We are officially recognising this NHS volunteering programme and have opened this opportunity to all employees except those who are keeping the network going in critical and operational roles.

It's important our critical workers and operational frontline teams, whose work directly affects the running of our network, continue in their roles so we can run a good service for key workers at this crucial time.

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

Your employee can [read more information on the NHS volunteering scheme here](#). If they are interested in this scheme, they should speak to you first. Anyone who is approved for release will

be supported with full pay. You should enter this into SAP as 'Public Duties'. Only volunteering during working hours needs to be logged.

Key worker identification letter - UPDATED

Letters that can be issued to employees and contractors to confirm their status as key workers, are contained within the links below. *You can give this to key workers who are worried about being stopped by the Police on their way to/from work.*

[Key Worker – TfL employee](#)

[Key Worker – Contractor working for TfL](#)

Managing the Probation Period - NEW

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

Contact

Email Covid19HRqueries@tfl.gov.uk



Managing through the coronavirus (COVID-19) outbreak

Guidance for all line
managers

V1.19 – 7 May 2020

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



Contents

Section	Page
<u>Introduction</u>	4
<u>Self-isolation, Social Distancing and Shielding</u>	4
- <u>Self-isolation</u>	4
- <u>Self-isolation – living with others</u>	5
- <u>Social Distancing</u>	5
- <u>What is Social Distancing?</u>	6
- <u>Shielding</u>	6
- <u>What is Shielding?</u>	7
<u>Who should I contact for HR advice? - UPDATED</u>	9
Other important information to note:	
- <u>Pay and absence duration</u>	9
- <u>Self-isolating more than once</u>	11
- <u>Schools – key workers</u>	11
- <u>Dependant Leave</u>	12
- <u>Annual leave - UPDATED</u>	12
- <u>Furloughing</u>	14
- <u>Call up of reservists and Special Constables</u>	14

- <u>Informing other team members</u>	15
- <u>Staying in touch with your employees</u>	15
- <u>Returning to work</u>	16
- <u>Staff Travel</u>	16
- <u>End of year reviews</u>	17
- <u>Redeployment</u>	18
- <u>Fixed Term Contracts</u>	18
- <u>NHS Volunteer Responders</u>	18
- <u>Key worker identification letter</u>	19
- <u>Managing the Probation period</u>	19
- <u>Occupational Health</u>	19
- <u>Individual Case Management</u>	20
- <u>Motor and home insurance</u>	21
- <u>Support in the event of a death of a colleague</u>	21
- <u>Working from home</u>	23
- <u>Coronavirus Testing</u>	24

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

Introduction

The following guidance is based on advice from Public Health England (PHE) and is correct as of 7 May 2020.

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

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

Self-isolation, Social distancing and Shielding

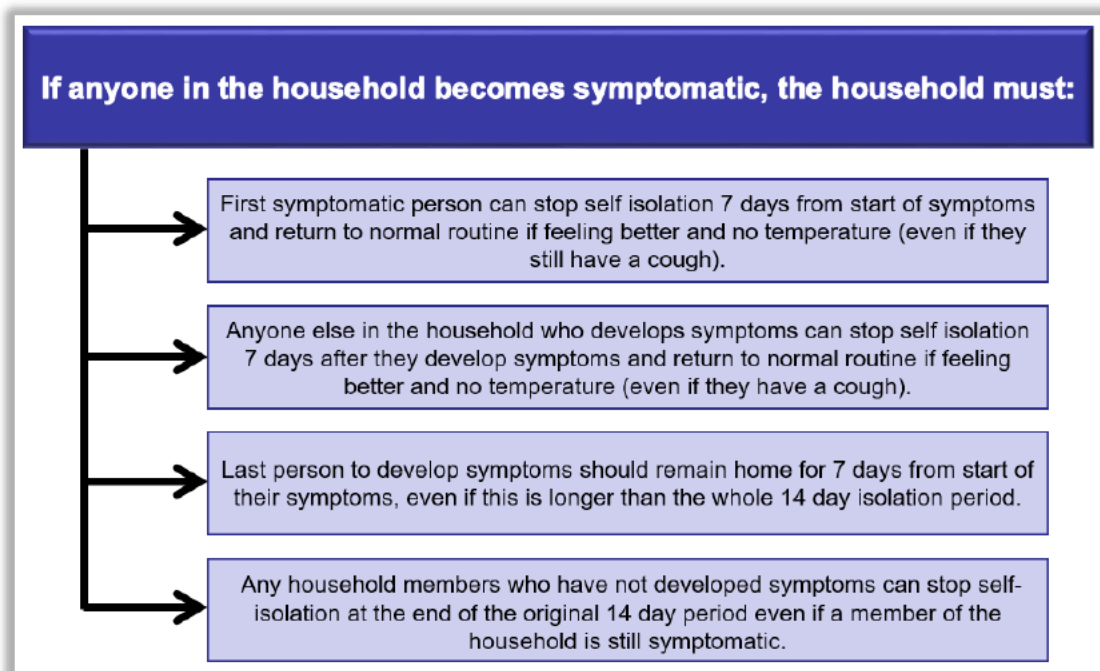
Social distancing is not the same as **Self-isolation or Shielding**. Social distancing is about steps we should all take to reduce social interaction between people in order to reduce transmission of coronavirus. Self-isolation is used for individuals with symptoms of a new continuous cough and/or high temperature (>37.8 degrees Celsius) and other members of their household. Shielding is a measure to protect people who are clinically extremely vulnerable by minimising all interaction between them and others.

Self-isolation

Self-isolation involves: Staying at home, not going to work/school/public areas, and not using public transport or taxis. For more information with about self-isolation go to: <https://www.gov.uk/government/publications/covid-19-stay-at-home-guidance/stay-at-home-guidance-for-households-with-possible-coronavirus-covid-19-infection>

- If an employee has symptoms (i.e. a high temperature of 37.8 Celsius or higher, or a new persistent cough) they self-isolate for 7 days.
- In cases where the employee lives with others, and someone else in the household has these symptoms but the employee does not have them, then the employee self isolates for 14 days. If the employee develops symptoms during this 14-day period of household isolation, then they should self-isolate for 7 days from the start of when they developed symptoms (irrespective of when during the 14-day period of household isolation they develop the symptoms).

Self-isolation – living with others



An alternative chart is available by clicking this [link](#) which you may find useful when discussing return to work dates with your employee.

Social distancing

Public Health England (PHE) has advised those who are at increased risk of severe illness from coronavirus (COVID-19) to be particularly stringent in following social distancing measures, but everyone should be trying to follow these measures as much as possible.

If you have an employee who says that they are in the 'increased risk' vulnerable group and therefore feel unable to work as they feel unable to safely socially distance at work, you can contact [Occupational Health](#) or send in a management referral for guidance on what to do in these circumstances. Occupational Health will be able to contact your employee and obtain more detail about their health concerns and then provide you with further advice.

People falling into this 'increased risk' vulnerable group include:

- Aged 70 or older (regardless of medical conditions)
- under 70 with an underlying health condition listed below (i.e. anyone instructed to get a flu jab as an adult each year on medical grounds):
 - chronic (long-term) respiratory diseases, such as [asthma](#), [chronic obstructive pulmonary disease \(COPD\)](#), emphysema or [bronchitis](#)
 - chronic heart disease, such as [heart failure](#)
 - [chronic kidney disease](#)
 - chronic liver disease, such as [hepatitis](#)
 - chronic neurological conditions, such as [Parkinson's disease](#), [motor neurone disease](#), [multiple sclerosis \(MS\)](#), a learning disability or cerebral palsy
 - [diabetes](#)

- problems with your spleen – for example, [sickle cell](#) disease or if you have had your spleen removed
 - a weakened immune system as the result of conditions such as [HIV and AIDS](#), or medicines such as [steroid tablets](#) or [chemotherapy](#)
 - being seriously overweight (a body mass index (BMI) of 40 or above)
- those who are pregnant

What is social distancing?

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

They are:

1. Avoid contact with someone who is displaying symptoms of coronavirus (COVID-19). These symptoms include high temperature and/or new and continuous cough
2. Avoid non-essential use of public transport, varying travel times to avoid rush hour, when possible
3. Work from home, where possible. Please refer to [employer guidance](#) for more information
4. Avoid gatherings with friends and family. Keep in touch using remote technology such as phone, internet, and social media
5. Use telephone or online services to contact a GP or other essential services

Everyone should be trying to follow these measures as much as is practicable.

This advice is likely to be in place for some time. If you require further specific occupational health advice on how your employee can safely social distance at work, email

Pandemic@tfl.gov.uk

Shielding

This guidance is for those employees, who are at very high risk of severe illness from coronavirus (COVID-19) because of an underlying health condition. It is intended for use in situations where the employee is living in their own home, with or without additional support.

We are strongly advising employees with serious underlying health conditions (listed below) which put them at very high risk of severe illness from coronavirus (COVID-19) to rigorously follow shielding measures in order to keep themselves safe.

The NHS in England is directly contacting people with these conditions to provide further advice.

If your employee thinks they fall into one of the categories of extremely vulnerable people listed below and they have not received a letter by Sunday 29 March 2020 or been contacted by their GP, they should discuss their concerns with their GP or hospital clinician.

If your employee confirms to you that they are in the extremely vulnerable group and need to undertake shielding, you will not require any further information from them before they start shielding. You should ask them to send in a copy of their letter from NHS England clearly showing their name and home address and advising them to shield for a period of 12 weeks.

They should blank out the part of the letter that sets out what their particular medical condition is. This is to ensure that they are not unnecessarily providing sensitive and personal information to you. In order to be GDPR compliant, you should make a note of the fact that you have seen a copy of the letter and then immediately delete the actual letter.

Explain to your employee that we understand this is an anxious time and people considered extremely vulnerable will understandably have questions and concerns.

Employees are strongly advised to stay at home at all times and avoid any face-to-face contact for a period of at least 12 weeks from the day they receive their letter. Please note that this period of time could change.

Employees falling into this 'extremely' vulnerable group include:

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

What is shielding?

Shielding is a measure to protect extremely vulnerable people by minimising interaction between them and others. This means that those who are extremely vulnerable should not leave their homes, and within their homes should minimise all non-essential contact with other members of their household. This is to protect those who are at very high risk of severe illness from coronavirus (COVID-19) from coming into contact with the virus.

If your employee has received a letter/other correspondence from NHS England they are strongly advised to shield themselves, to reduce the chance of getting coronavirus (COVID-19) and follow the face-to-face distancing measures below.

The measures are:

1. Strictly avoid contact with someone who is displaying symptoms of coronavirus (COVID-19). These symptoms include high temperature and/or new and continuous cough.
2. Do not leave your house.
3. Do not attend any gatherings. This includes gatherings of friends and families in private spaces for example family homes, weddings and religious services.
4. Do not go out for shopping, leisure or travel and, when arranging food or medication deliveries, these should be left at the door to minimise contact.
5. Keep in touch using remote technology such as phone, internet, and social media.

Do use telephone or online services to contact your GP or other essential services.

Stopping these activities will be difficult, so your employee should try to identify ways of staying in touch with others and participating in their normal activities remotely from their home. However, they must not participate in any activities if they involve any contact with other people.

This advice will be in place for at least 12 weeks from the day the employee receives their letter.

Whilst the rest of their household are not required to adopt these protective shielding measures for themselves, they should stringently follow PHE guidance on social distancing which is contained in this document.

If your employee is living with someone who falls into the extremely vulnerable group, then you should discuss the situation with them to find out if they can work from home during the 12-week period. If they are unable to do so, and if requested by them, you can agree special leave with pay while the period of shielding is ongoing (currently this is for a minimum of 12 weeks). You will need to explain to the employee that this is subject to ongoing review as advice from the Government and Public Health England is updated regularly and is subject to change.

The employee will also need to provide you, when available, a copy of the letter from NHS England clearly showing their home address, which advises the household member to shield for a minimum period of 12 weeks. They should blank out the part of the letter that sets out the individual's name and what their particular medical condition is. This is to ensure that they are not unnecessarily providing sensitive and personal information to you. In order to be GDPR compliant, you should make a note of the fact that you have seen a copy of the letter and then immediately delete the actual letter.

If your employee believes they are in the extremely vulnerable group and hasn't been contacted by their GP or hospital clinician, they can register with the Government's Coronavirus support team in order to tell them whether or not they need support. It may take time for any support offered through this service to arrive. Wherever possible the employee should continue to rely on friends, family and wider support to help them meet their needs.

Your employee can register by clicking on the link below:

Link: <https://www.gov.uk/coronavirus-extremely-vulnerable>

We recognise that there are some employees with serious health conditions that don't come under Public Health England's 'extremely' vulnerable category, but who may wish to Shield. If

your employee is worried about their personal situation and you require further advice as to whether they should shield or not, please contact Occupational Health for advice.

Who should I contact for HR advice? - **UPDATED**

The Covid19HRqueries@tfl.gov.uk inbox will be monitored Monday to Friday between the hours of 08:30 and 17:30. It will also be checked on Saturday and Sunday at 12:00 and 18:00 with urgent enquiries responded to straight away. Leave your contact details and brief a description of your enquiry, then an Employee Relations Adviser (ERA) or an Employee Relations Partner (ERP) will contact you to help you with your enquiry.

Other important information to note

Pay and absence duration

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

Situation	Arrangements
Employees who can work from home	- The employee will receive contractual salary as normal
Employees over 70 years old, or who are vulnerable (increased risk)	<ul style="list-style-type: none"> - If the employee is well and able to work from home because their role allows it – they will receive contractual salary as normal - If the employee is well but unable to work from home and where safe social distancing at work is not viable, they will receive Special Leave with Pay (SAP code Special/Domestic) for a maximum of 12 weeks
Employees who are extremely vulnerable (who are required to Shield) as a result of receiving a letter from the Government.	<ul style="list-style-type: none"> - If the employee is well and able to work from home because their role allows it – they will receive contractual salary as normal - If the employee is well but unable to work from home because their role doesn't allow it - they will receive Special Leave with Pay (SAP code Special/Domestic) for a minimum of 12 weeks
If an employee has symptoms (i.e. a high temperature of 37.8 Celsius or higher, or a	- If the employee feels well and is able to work from home because their role allows it – they

<p>new persistent cough) they self-isolate for 7 days.</p> <p>In cases where the employee lives with others, and someone else in the household has these symptoms but the employee does not have them, then the employee self isolates for 14 days. If the employee develops symptoms during this 14-day period of household isolation, then they should self-isolate for 7 days from the start of when they developed symptoms (irrespective of when during the 14-day period of household isolation they develop the symptoms).</p>	<p>will receive contractual salary as normal</p> <ul style="list-style-type: none"> - If the employee feels well but is unable to work from home because their role doesn't allow it – they will receive Special Leave with Pay for the period they need to self-isolate. (SAP code Special/Domestic) - If the employees household member(s) opts to take one of the coronavirus testing options (Drive thru / home test kit) and the result of that test comes back negative, the employee can therefore return to work. If they remain at home, they will receive Special leave without pay (SAP code Special/Domestic UNPAID)
<p>If an employee feels unwell</p>	<ul style="list-style-type: none"> -The employee is classified as being off work through sickness and normal sick pay arrangements and processes apply. It is recognised that your employee may not be able to obtain a doctor's certificate at present. This should be noted on the employee's sickness record. Please note that any coronavirus (COVID-19) sickness will not count as a sickness absence item. (SAP code Sick with Illness reason 'Influenza/Flu') - If the employee opts to take one of the coronavirus testing options (Drive thru / home test kit) and the result of that test comes back negative - please note that this will not count as a sickness absence item as we would want to encourage our employees to take the test to put their mind at ease.
<p>If an employee is living with an individual who is classified as being in the 'increased risk' vulnerable group</p>	<ul style="list-style-type: none"> - If the employee is well and able to work from home because their role allows it – they will receive contractual salary as normal - If the employee is unable to work from home, they should social distance and can request Special Leave with Pay for up to five days (SAP code Special/Domestic). They can also request to take their annual leave and then Special leave without pay (SAP code Special/Domestic UNPAID)

<p>If an employee is living with an individual who is classified as being in the 'extremely' vulnerable group (who are required to Shield)</p>	<ul style="list-style-type: none"> - If the employee is well and able to work from home because their role allows it – they will receive contractual salary as normal - If the employee is unable to work from home they should social distance and following discussion with you and evidence that someone at their home address is shielding, they can request Special Leave with Pay for a minimum of 12 weeks (SAP code Special/Domestic) for a minimum of 12 weeks
--	---

Please note: For all of the above situations, you or whoever is responsible for updating absence on SAP, are required to complete an online coronavirus (COVID-19) absence form and update it as the employee's status changes. This is in addition to logging the item on SAP as it provides a greater level of detail required for tracking purposes. Note: Working from home does not need to be logged on SAP. The form can be found here:

<https://transportforlondon.sharepoint.com/sites/bper/SitePages/Logging-COVID-19-Absences.aspx>

Self-isolating more than once

Employees may need to self-isolate more than once. The pay and duration arrangements set out above apply to each occasion of self-isolation.

School – key workers

The Government has now made it clear that [transport workers are included in the list of those whose work is critical to the COVID-19 response](#). This means that if your employee's children cannot be cared for at home, they should be able to attend school even after the announced general school closure from Monday 23 March 2020.

[This letter confirms that the employee works in the transport sector](#). They will need to take it to their children's school, along with their staff ID to confirm who they are.

The Government advice is that children should not be attending school and should be social distancing in line with wider guidance. School services are being provided for essential workers in cases where they really have no other way of caring for their children while at work. Please ask your employee to reflect on whether there are other options available to them before approaching their child's school.

The schooling care provided will be during normal school hours so if necessary, please ask your employee to discuss with you their childcare provisions outside of these hours, as other childcare options may not currently be available.

If your employee is a parent or guardian with younger children, some nurseries may remain open as they are not automatically covered by the Government's announcement regarding school closures.

It is understood that the school closures may cause your employee real challenges in managing childcare, which of course must be their first priority. You will need to support them if they continue to have difficulty with school or nursery care. All your employees who are parents and guardians should be talking to you about how the closures will affect them and:

- whether they can continue to work in some way. If so, other forms of work pattern may be suitable e.g. they could work at home outside normal working hours (because childcare is needed during their usual working hours), or an alternative shift pattern can be worked.
- altering working arrangements (e.g. rosters) to accommodate their individual circumstances if possible.

Please reassure your employees that if all options are explored and no workable solution can be found, they will be supported. Where the above options have been exhausted, then special paid leave will be granted during school/nursery closures (currently, this is up to a maximum of 12 weeks).

What's most important is that you, as their manager, understands their needs and how you can work with them to keep transport services running for essential journeys.

Dependant Leave

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

Annual leave

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

2019 outstanding leave

If your employee was unable to take the remainder of their 2019 leave entitlement by 31 March 2020 due to COVID-19, employees will no longer automatically lose this leave in line with normal practice. They will now be able to rebook this accrued but unused leave (up to a maximum of five days), provided that this is taken by 31 May 2020

Any affected employee will need to obtain Line Manager approval and then forward this by email to 1729HelpdeskBSF@tfl.gov.uk to have the unused leave added back on to their SAP record.

2020 leave

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

If your employee has yet to book their leave, you should ask them to book and take their 2020 annual leave quota during the course of the 2020 leave year, again to support their wellbeing, ensure business resilience and minimise the risk of compression in 2020 and subsequent years.

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

Those shielding at home because they are in the 'extremely' vulnerable group, will not be required to take any annual leave that is booked or has been allocated for them.

Annual leave arrangement during furlough

As always, we must ensure that we manage leave for everyone in a fair and consistent way. As a result of coronavirus impact, we will also need to take steps to avoid large numbers of people wanting to take accrued annual leave at the same time when we return to more normal operations.

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

When your employee is furloughed for more than 3 weeks, we will allocate a proportion of their annual leave from their 2020 entitlement to be taken during their furlough period as follows:

- For weeks 4, 5 or 6, we will allocate two days annual leave to be taken during their furlough period
- For weeks 7, 8 or 9, we will allocate two days annual leave to be taken during their furlough period
- If your employee has two separate blocks of three weeks furlough leave, we will allocate two days annual leave when they commence their second block of three weeks;
- If your employee has two separate blocks which total seven weeks or more, we will allocate four days annual leave when they commence their second block of furlough.

Any outstanding leave from 2019 will be allocated before any of your employee's 2020 annual leave is used. If your employee is having their furlough period backdated, the above annual leave allocations will only apply from 27 April 2020 onwards.

If your employee already has leave booked during the furlough period, the above allocation will be included in this. If the amount of leave your employee already has booked or rostered during their furlough period is less than the amount of leave detailed above, then the difference will be allocated.

If your employee is furloughed and has a long-term sickness or is shielding, we will not allocate leave days as above.

If your employee is on furlough and has not yet booked or had their 2020 annual leave allocation rostered, they are immediately required to retain four days to allow for the allocation as detailed above, should the allocation be required.

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

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

Furloughing

For the latest manager guidance on furloughing, click on this [link](#). You can also find a useful set of [frequently asked questions here](#).

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

Furloughing employees who are on long term sickness

We will consider furloughing all employees who are long term sick if (based on Occupational Health / medical advice and where possible a discussion with the employee) there is no likelihood of them returning to work before 30 June 2020 (or such later date that the Government may extend the Job Retention Scheme to), unless the employee:

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

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

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

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

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

Call up of reservists and Special Constables

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

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

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

Informing other team members

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

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

Employees coming into work (office-based or operational)

The following information should be provided:

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

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

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

Staff working from home

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

Staying in touch with your employees

Stay in contact with your colleagues who are working from home and/or self-isolating and arrange regular catch ups with them over the phone. All of these employees will benefit from regular contact and support. Your employees might be worried about coronavirus (COVID-19) and how it could affect their lives.

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

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

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

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

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

Returning to work

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

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

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

Staff Travel

Driving to work	<p>Your employee, who is required to come in to work, may wish to drive to protect their own health. They may request reimbursement for car mileage and parking charges. Subject to senior manager approval, reasonable expenses in exceptional circumstances, will be reimbursed. Your employee can use this link for guidance on car mileage and this link for parking charge reimbursement. Please note parking fines will not be reimbursed.</p> <p>London Underground Area Managers and Train Operations Managers have been sent separate guidance on their staff driving to work and should refer to that guidance in the first instance.</p>
Parking for critical workers	<p><u>Parking in TfL-owned parking spaces</u></p> <p>We'll continue to offer people in critical operational roles access to TfL-owned parking spaces on a first come first served basis. We</p>

	<p>now have a dedicated email address for these requests. If your employee has a new request they should get your approval, then email their registration details and information of where they would like to park to: COVID-19ParkingEnquiries@tfl.gov.uk.</p> <p><u>Alternative parking spaces in London</u></p> <p>Most of the London Boroughs and National Car Parks (NCP) have relaxed parking restrictions to allow critical workers to park in the spaces they manage. The advice varies between boroughs, so we have created a summary document for all the London Boroughs, including NCP, which we will keep as up to date as possible. This document can be accessed here. However, as the situation is fast moving, and we are not directly responsible for these spaces, your employee should check the relevant websites directly.</p> <p>Should your employee incur any parking fines these will not be reimbursed.</p>
Annual Rail Season ticket 75% reimbursement	<p>The normal rules apply in the event that your employee cancels their annual rail season ticket:</p> <p>The employee <u>must</u> contact stafftravelservices@tfl.gov.uk, advising of the date they surrendered their season ticket. Staff Travel can then recalculate the payment, so the employee is only reimbursed for the period of time that the season ticket was valid. The adjustments will then be seen on their next payslip and we will no longer be paying 75% back to the employee each pay period.</p>
Staff/Nominee travel passes	<p>As the Staff Travel team are now all working from home, they are not in the office to produce passes.</p> <p>If your employee is an operational member of staff who needs a replacement staff Oyster card for a frontline or a critical role, please email both [REDACTED] and [REDACTED] to discuss.</p> <p>[REDACTED] [REDACTED] tfl.gov.uk</p> <p>If your employee has submitted an application for a Nominee pass, this will not be processed, and their application will be deleted. They will need to resubmit their Nominee application at a later date once travel recommendations have been lifted.</p>

End of year reviews

Current circumstances and our priorities mean some colleagues may need additional time to have and process end of year reviews (EOYR). In response to this:

Non-Operational employees

If you have already started to hold your EOYRs with your employees – you should finalise them and put them into SAP as normal.

If you are able to have EOYRs with your employees on the phone/Skype you should continue to go ahead and enter them into SAP.

If you're unable to hold EOYRs virtually – because at present your focus is keeping our services running, we have moved the deadline for completion of this process as detailed below:

The new deadline for entering senior manager ratings is 22 May 2020. This revised deadline is required to inform performance analysis in line with scorecard outputs. As mentioned above, EOYRs should be completed where possible, but ratings can be entered without having had a EOYR meeting as the rating should not be a surprise to anyone.

The new deadline for entering all other non-operational employee ratings is 19 June 2020. As mentioned above, EOYRs should be completed where possible, but ratings can be entered without having had a EOYR meeting as the rating should not be a surprise to anyone.

Operational employees

If your employees are in operational roles, and not part of the Performance Related Pay or Pay for Performance processes, their P&D review will now take place in October, or in accordance with your CMS schedule where appropriate.

Redeployment (Organisational Change, Medical Redeployment and EVS/VS Leavers)

As a result of the current circumstances, Redeployment processes have been updated. If you have an employee currently being supported by the Redeployment team in any capacity, please email Redeployment@tfl.gov.uk.

Fixed Term contracts

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

NHS Volunteer Responders

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

We are officially recognising this NHS volunteering programme and have opened this opportunity to all employees except those who are keeping the network going in critical and operational roles.

It's important our critical workers and operational frontline teams, whose work directly affects the running of our network, continue in their roles so we can run a good service for key workers at this crucial time.

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

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

Key worker identification letter

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

[Key Worker – TfL employee](#)

Managing the Probation Period

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

Occupational Health

Referral Form

Occupational Health (OH) has shortened their OH Referral Form, to help you at this very busy time. This can be used for all referrals to them. OH want to work with you and your employees who are off sick and who now may be able to return to work with appropriate advice in regard to adjustments to support them (if applicable). Prolonged absence can be associated with developing mental health symptoms particularly at the moment with social distancing.

OH will continue to triage any referrals and will offer employees telephone assessments in the majority of cases. OH can also offer temporary extensions to periodic medicals through paper based and telephone assessments.

The [new referral form can be found here](#).

Periodic Medical Assessments

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

Individual Case Management

Our focus remains the provision of a service to enable key workers to travel to and from work. Combined with the numbers of employees self-isolating, social-distancing and absent due to illness, this means that we need to consider how we manage individual cases during this time. As a result, except where an employee expresses a desire to proceed, we have adopted the following general approach from 6 April 2020 in relation to both new and existing cases until further notice.

If you already have an employee case logged with the ER Team, please contact the ER Adviser/Partner you have been dealing with for advice on progressing the case. If you have a new employee case, email the [Tier 2 Employee Matters](#) or the [Tier 3 Employee Matters](#) inboxes, as appropriate and an ER Adviser/Partner will be able to provide help and guidance.

Disciplinary Cases

We will not be proceeding with investigations and hearings, except for cases of potential gross misconduct, safety related cases such as SPADs or where TfL considers that not proceeding would place the welfare of any employee involved, or the safety of customers, at risk.

Grievances

We will not be proceeding with investigations and hearings, except where TfL considers that not proceeding would place the welfare of any employee involved at risk.

Bullying and Harassment Cases

We will continue to manage these cases in line with existing policy.

Probation

We will continue to manage these cases in line with existing policy and Line Managers must seek advice in relation to each individual case.

Performance Improvement Plans

We will continue to manage these cases in line with existing policy. Where it is not practical or possible to continue with a case, it will be paused.

Attendance at Work Management

Managers should continue to maintain contact with employees who are absent to ensure their wellbeing and employees should continue to comply with their obligations under any relevant policies where appropriate. Referrals to Occupational Health should continue where appropriate. We will not be proceeding with normal absence management processes at this time except where TfL consider that not proceeding would place the welfare of any employee at risk, or where an employee's entitlement to sick pay is due to expire within four weeks. Managers should however continue to record all sickness absence in SAP.

Where, as outlined above, it is necessary to proceed with an individual case, the relevant trade union Full Time Official will be advised by HR and TfL's decision about proceeding with any case will be final.

Where cases are required to proceed, meetings will take place by telephone or video conference.

Where appropriate, cases that have not been progressed as a result of these changes will be reviewed once the current restrictions have been relaxed.

These temporary arrangements will be kept under review and any further changes or a resumption of normal processes will be communicated to the recognised trade unions prior to implementation.

Motor and home insurance

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

The commitments include waiving any requirements to extend cover for key workers who may need to drive to different locations, people who want to help their communities by transporting medicines or groceries to support those affected by Coronavirus and office workers who need to work from home.

Support in the event of a death of a colleague

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

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

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

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

Below, you will find resources and information that you can refer to when talking to your team.

This covers some of the emotional and practical support available for family and colleagues.

- 24/7 EAP emotional support line - 0800 470 2129
All employees have access to the Employee Assistance Programme for emotional support at any time, day or night, which is provided by experienced and qualified counsellors.
- EAP online support for loss and bereavement
Our Employee Assistance Programme website features a section under 'My Homelife' that is dedicated to helping cope with loss and bereavement. You can access this online on any device connected to the internet – work or personal – www.my-eap.com. Use the organisation code **tflwell** to log in.
- Sessions of bereavement counselling for TfL colleagues
Our Employee Assistance Programme includes an option for bereavement counselling of six sessions, where appropriate. While face-to-face counselling is temporarily unavailable to prevent the transmission of coronavirus, the EAP's counsellors are instead providing the same level of support over the telephone or via live video conferencing.
- Emotional support for dependents of a colleague who has passed away
The 24/7 EAP emotional support line is also available to immediate family members of employees. This may support dependents experiencing loss through the early stage of the natural grief process. If you are in contact with the family of our colleague, please ensure that they know the helpline number and that this is available for them to contact whenever they may need.
- Group bereavement support for the team of a colleague that has passed away
We are able to offer a one-day bespoke package of team support and individual counselling for four to eight employees. It is delivered virtually by a counsellor through a TfL digital platform. Managers can access this support by contacting Occupational Health (Counselling@tfl.gov.uk or 0343 222 1177) and providing a brief overview of the situation and the number of people affected. The team members will also have access to individual counselling if needed.
- Support for managers
The Counselling team in Occupational Health (Counselling@tfl.gov.uk or 0343 222 1177) are available for advice and guidance for managers on how to support their team through coping with loss.

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

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

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

Funeral Leave

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

Working from home

Equipment to carry out role

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

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

Mobile phone usage

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

As of 25th March, there is a freephone number available for 02 conference calls: 0800 090 2463.

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

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

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

Utility and internet bills

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

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

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

HMRC tax relief

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

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

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

Additional Resources

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

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

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

Coronavirus Testing

For the latest on Coronavirus testing , click on this [link](#)

Contact

Email Covid19HRqueries@tfl.gov.uk



Managing through the coronavirus (COVID-19) outbreak

Guidance for all line
managers

V1.20 – 21 May 2020

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



Contents

Section	Page
Introduction	5
Self-isolation, Social Distancing and Shielding - <i>UPDATED</i>	5
- Self-isolation - <i>UPDATED</i>	5
- Self-isolation – living with others	6
- Social Distancing - <i>UPDATED</i>	6
- Shielding - <i>UPDATED</i>	7
- Vulnerable groups - <i>UPDATED</i>	8
- Clinically vulnerable - <i>UPDATED</i>	9
- Clinically extremely vulnerable - <i>UPDATED</i>	10
Who should I contact for HR advice?	11
Other important information to note:	
- Pay and absence duration - <i>UPDATED</i>	11
- Self-isolating more than once - <i>UPDATED</i>	14
- Returning from overseas - <i>NEW</i>	14
- Schools - <i>UPDATED</i>	14
- Dependant Leave	16
- Annual leave - <i>UPDATED</i>	16

- Furloughing - UPDATED	18
- Call up of reservists and Special Constables	19
- Informing other team members	19
- Staying in touch with your employees	20
- Returning to work	21
- Staff Travel - UPDATED	21
- End of year reviews	23
- Redeployment - UPDATED	24
- Fixed Term Contracts	24
- NHS Volunteer Responders	24
- Key worker identification letter	25
- Managing the Probation period	25
- Occupational Health - UPDATED	25
- Individual Case Management	25
- Motor and home insurance	27
- Support in the event of a death of a colleague - UPDATED	27
- Working from home	29

- Coronavirus Testing - <i>UPDATED</i>	30
--	----

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

Introduction

The following guidance is based on advice from Public Health England (PHE) and is correct as of 21 May 2020.

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

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

Self-isolation, Social distancing and Shielding - **UPDATED**

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

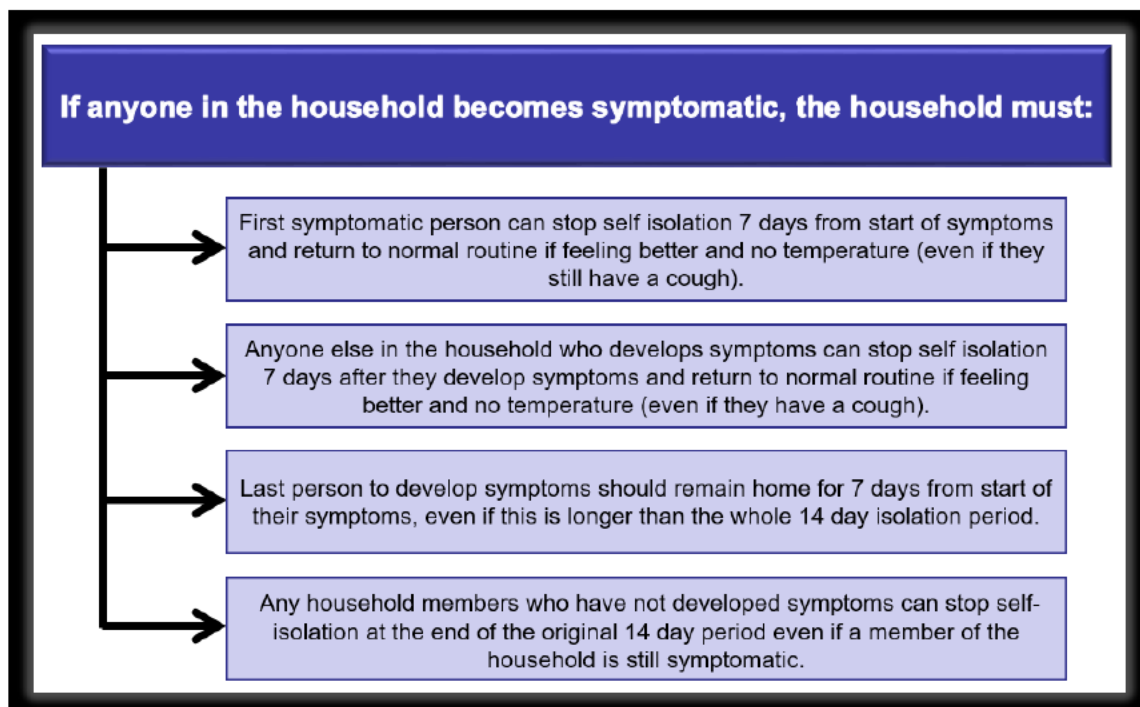
Self-isolation - **UPDATED**

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

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

- If an employee has symptoms (i.e. *a high temperature, a new and continuous cough and/or a loss or change to their sense of smell or taste*) they self-isolate for 7 days.
- In cases where the employee lives with others, and someone else in the household has these symptoms but the employee does not have them, then the employee self isolates for 14 days. If the employee develops symptoms during this 14-day period of household isolation, then they should self-isolate for 7 days from the start of when they developed symptoms (irrespective of when during the 14-day period of household isolation they develop the symptoms).

Self-isolation – living with others



An [alternative chart is available here](#) which you may find useful when discussing return to work dates with your employee.

Social distancing - **UPDATED**

The Government's advice on social distancing is that employees should continue to try and follow the two-metre social distancing guidance, but where this is not possible, they should try to minimise the amount of time spent within two metres of others and have the appropriate PPE available.

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

They are:

1. Avoid contact with someone who is displaying symptoms of coronavirus (COVID-19). These symptoms include high temperature and/or new and continuous cough
2. Avoid non-essential use of public transport, varying travel times to avoid rush hour, when possible
3. Work from home, where possible. Please refer to [employer guidance](#) for more information
4. Avoid gatherings with friends and family. Keep in touch using remote technology such as phone, internet, and social media
5. Use telephone or online services to contact a GP or other essential services

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

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

Shielding - *UPDATED*

Those in the clinically extremely vulnerable group are strongly advised to stay at home at all times and avoid any face-to-face contact; this is called 'shielding'. It means not leaving the house or attending gatherings at all, with very limited exceptions.

Employees who are clinically extremely vulnerable should have received a letter telling them they're in this group or been told by their GP.

Shielding means:

1. Do not leave your house.
2. Do not attend any gatherings. This includes gatherings of friends and families in private spaces, for example, family homes, weddings and religious services.
3. Strictly avoid contact with someone who is displaying symptoms of coronavirus (COVID-19). These symptoms include high temperature and/or new and continuous cough.
4. Do not go out for shopping, leisure or travel and, when arranging food or medication deliveries, these should be left at the door to minimise contact.
5. Keep in touch using remote technology such as phone, internet, and social media.

Do use telephone or online services to contact your GP or other essential services

Stopping these activities will be difficult, so your employee should try to identify ways of staying in touch with others and participating in their normal activities remotely from their home. However, they must not participate in any activities if they involve any contact with other people.

This advice is currently in place until the end of June 2020.

Whilst the rest of their household are not required to adopt these protective shielding measures for themselves, they should stringently follow PHE guidance on social distancing which is contained in this document and in this [link](#).

If your employee is living with someone who falls into the *clinically* extremely vulnerable group who is shielding, then you should discuss the situation with them to find out if they can work from home during the period of shielding *or can attend work and practice social distancing as a result of the measures TfL is putting in place*.

An employee who lives with someone who is shielding is not barred from going to work. The important criteria is that they practice social distancing. If they cannot practice social distancing on their journey to and from work and whilst at work, then you should consider whether there are measures which can be taken during their journey and/or at work which would enable them to practice social distancing (e.g. such as driving to work and parking). If it is not possible to introduce any measures to ensure social distancing, then your employee may not be able to resume work. This is a discussion for you and your employee to have. As the aim of TfL is to

enable social distancing for commuters and employees, in most cases it should be possible for employees living with someone who is shielding to return to work.

If they are unable to do so and are unable to work from home, and if requested by them, you can agree special leave with pay while the period of shielding is ongoing (currently this until the end of June 2020). You will need to explain to the employee that this is subject to ongoing review as advice from the Government and Public Health England is updated regularly and is subject to change.

The employee will also need to provide you, when available, a copy of the letter from NHS England clearly showing their home address, which advises the household member to shield for a minimum period of 12 weeks. They should blank out the part of the letter that sets out the individual's name and what their particular medical condition is. This is to ensure that they are not unnecessarily providing sensitive and personal information to you. In order to be GDPR compliant, you should make a note of the fact that you have seen a copy of the letter and then immediately delete the actual letter.

If your employee believes they are in the clinically extremely vulnerable group and hasn't been contacted by their GP or hospital clinician, they can register with the Government's Coronavirus support team in order to tell them whether or not they need support. It may take time for any support offered through this service to arrive. Wherever possible the employee should continue to rely on friends, family and wider support to help them meet their needs.

Your employee can register by clicking on the link below:

Link: <https://www.gov.uk/coronavirus-extremely-vulnerable>

We recognise that there are some employees with serious health conditions that don't come under Public Health England's clinically extremely vulnerable category, but who may wish to Shield. If your employee is worried about their personal situation and you require further advice as to whether they should shield or not, please contact Occupational Health for advice.

Vulnerable groups – NEW

Public Health England (PHE) has advised those people who are in the below vulnerable groups to do the following:

<i>Group</i>	<i>Explanation</i>	<i>Current and continuing guidance</i>	<i>Government support</i>
<i>Clinically vulnerable people (previously 'increased risk' vulnerable group)</i>	<p><i>People considered to be at higher risk of severe illness from COVID-19.</i></p> <p><i>Clinically vulnerable people include the following:</i> <i>people aged 70 or older,</i> <i>people with liver disease,</i></p>	<p><i>Stay at home as much as possible. If you do go out, take particular care to minimise contact with others outside your</i></p>	<p><i>Range of support available while measures in place, including by local authorities and through voluntary and community groups. Support is available via the NHS Volunteer</i></p>

people with diabetes,
pregnant women and
others.

household.

Responders app.

**Clinically extremely
vulnerable people
(all people in this
group will have
received
communication from
the NHS)**

People defined on medical grounds as clinically extremely vulnerable, meaning they are at the greatest risk of severe illness. This group includes solid organ transplant recipients, people receiving chemotherapy, renal dialysis patients and others.

Follow shielding guidance by staying at home at all times and avoiding all non-essential face-to-face contact. This guidance is in place until end June.

Support available from the National Shielding Programme, which includes food supplies (through food boxes and priority supermarket deliveries), pharmacy deliveries and care. Support is available via the NHS Volunteer Responders app.

Clinically vulnerable – UPDATED

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

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

- Aged 70 or older (regardless of medical conditions)
- under 70 with an underlying health condition listed below (i.e. anyone instructed to get a flu jab as an adult each year on medical grounds):
 - chronic (long-term) respiratory diseases, such as [asthma](#), [chronic obstructive pulmonary disease \(COPD\)](#), emphysema or [bronchitis](#)
 - chronic heart disease, such as [heart failure](#)
 - [chronic kidney disease](#)
 - chronic liver disease, such as [hepatitis](#)
 - chronic neurological conditions, such as [Parkinson's disease](#), [motor neurone disease](#), [multiple sclerosis \(MS\)](#), a learning disability or cerebral palsy
 - [diabetes](#)
 - problems with your spleen – for example, [sickle cell](#) disease or if you have had your spleen removed
 - a weakened immune system as the result of conditions such as [HIV and AIDS](#), or medicines such as [steroid tablets](#) or [chemotherapy](#)
 - being seriously overweight (a body mass index (BMI) of 40 or above)
- those who are pregnant

If you have an employee who says that they are in the clinically vulnerable ('increased risk') group and therefore feel unable to work as they feel unable to safely socially distance at work, you should now contact these employees (through the agreed contact arrangements) and request that they complete a Risk Assessment Questionnaire [\[INSERT LINK\]](#). This will be reviewed by Occupational Health (OH), which may include a discussion over the phone with the

employee to determine the level of risk of them returning to the workplace, as follows (these risk classifications are used within the OH community):

- If your employee is deemed to be at **Very High** or **High** risk, they should be furloughed until the end of June 2020. This situation will be kept under review and is subject always to Government guidance which is subject to review and updating at short notice.
- If your employee is deemed to be at **Moderate** risk, they should be furloughed as they would not be able to return to work under current social distancing rules. OH to review their case every three weeks.
- If your employee is deemed to be at **Low/Standard** risk, they will be required to return to the workplace (with the necessary reasonable adjustments in place) or if they feel unable to return, they will be required to use their annual leave and then, special leave (unpaid).

This approach is subject to ongoing review as advice from the Government and Public Health England (PHE) is updated and as the situation progresses.

Clinically extremely vulnerable

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

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

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

Who should I contact for HR advice?

The Covid19HRqueries@tfl.gov.uk inbox will be monitored Monday to Friday between the hours of 08:30 and 17:30. It will also be checked on Saturday and Sunday at 12:00 and 18:00 with urgent enquiries responded to straight away. Leave your contact details and brief a description of your enquiry, then an Employee Relations Adviser (ERA) or an Employee Relations Partner (ERP) will contact you to help you with your enquiry.

Other important information to note

Pay and absence duration - **UPDATED**

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

Situation	Arrangements
Employees who can work from home	- The employee will receive contractual salary as normal
Employees over 70 years old, or who are <i>clinically</i> vulnerable (increased risk)	<p><i>If your employee says that they feel unable to work as they feel unable to safely socially distance at work, you should now contact the employee (through the agreed contact arrangements) and request that they complete a Risk Assessment Questionnaire [INSERT LINK].</i></p> <p><i>This will be reviewed by Occupational Health (OH), which may include a discussion over the phone with the employee to determine the level of risk of them returning to the workplace, as follows (these risk classifications are used within the OH community):</i></p> <ul style="list-style-type: none"> <i>If your employee is deemed to be at Very High or High risk, they should be furloughed until the end of June 2020. This situation will be kept under review and is subject always to Government guidance which is subject to review and updating at short notice.</i> <i>If your employee is deemed to be at Moderate risk, they should be</i>

	<p><i>furloughed as they would not be able to return to work under current social distancing rules. OH to review their case every 3 weeks.</i></p> <ul style="list-style-type: none"> <i>If your employee is deemed to be at Low/Standard risk, they will be required to return to the workplace (with the necessary reasonable adjustments in place) or if they feel unable to return, they will be required to use their annual leave and then, special leave (unpaid).</i>
Employees who are <i>clinically</i> extremely vulnerable (who are required to Shield) as a result of receiving a letter from the NHS or Government.	<ul style="list-style-type: none"> - If the employee is well and able to work from home because their role allows it – they will receive contractual salary as normal - If the employee is well but unable to work from home because their role doesn't allow it - they will receive Special Leave with Pay (SAP code Special/Domestic) for a minimum of 12 weeks
<p>If an employee has symptoms (<i>i.e. a high temperature, a new and continuous cough and/or a loss or change to their sense of smell or taste</i>) they self-isolate for 7 days.</p> <p>In cases where the employee lives with others, and someone else in the household has these symptoms but the employee does not have them, then the employee self isolates for 14 days. If the employee develops symptoms during this 14-day period of household isolation, then they should self-isolate for 7 days from the start of when they developed symptoms (irrespective of when during the 14-day period of household isolation they develop the symptoms).</p>	<ul style="list-style-type: none"> - If the employee feels well and is able to work from home because their role allows it – they will receive contractual salary as normal - If the employee feels well but is unable to work from home because their role doesn't allow it – they will receive Special Leave with Pay for the period they need to self-isolate. (SAP code Special/Domestic) - If the employees household member(s) opts to take one of the coronavirus testing options (Drive thru / home test kit) and the result of that test comes back negative, the employee can therefore return to work. If they remain at home, they will receive Special leave without pay (SAP code Special/Domestic UNPAID)
If an employee feels unwell	<ul style="list-style-type: none"> -The employee is classified as being off work through sickness and normal sick pay arrangements and processes apply. It is recognised that your employee may not be able to obtain a doctor's certificate at present. This should be noted on the employee's sickness record. Please note that any coronavirus (COVID-19) sickness will not count

	<p>as a sickness absence item. (SAP code Sick with Illness reason 'Influenza/Flu')</p> <p>- If the employee opts to take one of the coronavirus testing options (Drive thru / home test kit) and the result of that test comes back negative - please note that this will not count as a sickness absence item as we would want to encourage our employees to take the test to put their mind at ease.</p>
<p>If an employee is living with an individual who is classified as being in the <i>clinically vulnerable (increased risk)</i> group</p>	<p>- If the employee is well and able to work from home because their role allows it – they will receive contractual salary as normal</p> <p>- If the employee is unable to work from home, they should social distance and can request Special Leave with Pay for up to five days (SAP code Special/Domestic). They can also request to take their annual leave and then Special leave without pay (SAP code Special/Domestic UNPAID)</p>
<p>If an employee is living with an individual who is classified as being in the <i>clinically extremely vulnerable</i> group (who are required to Shield)</p>	<p>- If the employee is well and able to work from home because their role allows it – they will receive contractual salary as normal</p> <p>- If the employee is unable to work from home, they should social distance and following discussion with you and evidence that someone at their home address is shielding, they can request Special Leave with Pay <i>for 12 weeks (SAP code Special/Domestic)</i></p>

Please note: For all of the above situations, you or whoever is responsible for updating absence on SAP, are required to complete an online coronavirus (COVID-19) absence form and update it as the employee's status changes. This is in addition to logging the item on SAP as it provides a greater level of detail required for tracking purposes. Note: Working from home does not need to be logged on SAP. The form can be found here:

<https://transportforlondon.sharepoint.com/sites/bper/SitePages/Logging-COVID-19-Absences.aspx>

Self-isolating more than once - **UPDATED**

Employees may need to self-isolate more than once. The pay and duration arrangements set out above apply to each occasion of self-isolation. *If you wish to discuss this with an ER Adviser (ERA) please contact [COVID-19 inbox](#).*

Returning from overseas - **NEW**

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

First, alongside increased information about the UK's social distancing regime at the border, the Government will require all international arrivals to supply their contact and accommodation information. They will also be strongly advised to download and use the NHS contact tracing app.

Second, the Government will require all international arrivals not on a short list of exemptions to self-isolate in their accommodation for fourteen days on arrival into the UK.

This will have an impact on any of our employees who return from international travel or who come into contact with those that have returned from international travel in the last 14 days.

Please note: *further information regarding employees returning from overseas will be provided in future updates as the Government publishes further details about their position.*

Schools - **UPDATED**

Children of key workers

The Government has now made it clear that [transport workers are included in the list of those whose work is critical to the COVID-19 response](#). This means that if your employee's children cannot be cared for at home, they should be able to attend school even after the announced general school closure from Monday 23 March 2020.

[This letter confirms that the employee works in the transport sector](#). They will need to take it to their children's school, along with their staff ID to confirm who they are.

The Government advice is that children should not be attending school and should be social distancing in line with wider guidance. School services are being provided for essential workers in cases where they really have no other way of caring for their children while at work. Please ask your employee to reflect on whether there are other options available to them before approaching their child's school.

The schooling care provided will be during normal school hours so if necessary, please ask your employee to discuss with you their childcare provisions outside of these hours, as other childcare

options may not currently be available.

If your employee is a parent or guardian with younger children, some nurseries may remain open as they are not automatically covered by the Government's announcement regarding school closures.

It is understood that the school closures may cause your employee real challenges in managing childcare, which of course must be their first priority. You will need to support them if they continue to have difficulty with school or nursery care. All your employees who are parents and guardians should be talking to you about how the closures will affect them and:

- whether they can continue to work in some way. If so, other forms of work pattern may be suitable e.g. they could work at home outside normal working hours (because childcare is needed during their usual working hours), or an alternative shift pattern can be worked.
- altering working arrangements (e.g. rosters) to accommodate their individual circumstances if possible.

Please reassure your employees that if all options are explored and no workable solution can be found, they will be supported. Where the above options have been exhausted, then special paid leave will be granted during school/nursery closures (currently, this is up to a maximum of 12 weeks).

What's most important is that you, as their manager, understands their needs and how you can work with them to keep transport services running for essential journeys.

Phased reopening of schools

The new Government guidance has outlined the intention for primary schools to reopen from the 1 June 2020 allowing children in Early Years, Reception, year 1 and year 6 to return to school.

You will need to have a conversation with your employee who has been placed on special leave or working alternative arrangements due to childcare commitments. Employees whose children are now able to return to school will be expected to return to work.

If your employee is unable to send their child into school for any reason this should be managed on a case by case basis. Please refer to the pay and absence table above and/or email the COVID19 inbox for individual case management advice.

Some nurseries may reopen, and the above advice should be followed. This may assist with childcare responsibilities.

You will need to continue to support your employees in the lead up to and during the reopening of schools. Where possible, you should be flexible with working arrangements to accommodate school opening and closing hours based on individual circumstances

Please note: further information regarding the phased reopening of schools will be provided in future updates to align with further Government guidance.

Dependant Leave

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

Annual leave - **UPDATED**

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

2019 outstanding leave

If your employee was unable to take the remainder of their 2019 leave entitlement by 31 March 2020 due to COVID-19, employees will no longer automatically lose this leave in line with normal practice. They will now be able to rebook this accrued but unused leave (up to a maximum of five days), provided that this is taken by 31 May 2020

Any affected employee will need to obtain Line Manager approval and then forward this by email to 1729HelpdeskBSF@tfl.gov.uk to have the unused leave added back on to their SAP record.

2020 leave

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

If your employee has yet to book their leave, you should ask them to book and take their 2020 annual leave quota during the course of the 2020 leave year, again to support their wellbeing, ensure business resilience and minimise the risk of compression in 2020 and subsequent years.

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

Those shielding at home because they are in the clinically extremely vulnerable group, will not be required to take any annual leave that is booked or has been allocated/rostered for them, unless they choose to do so. Employees living with someone who is shielding, but are not shielding themselves, are required to take their booked/allocated/rostered annual leave.

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

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

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

Given that we are actively encouraging employees to take leave at regular periods during the current leave year to look after themselves, we do not anticipate that there will be many cases where employees will not have the time and opportunity to use their annual leave entitlement during 2020. For all employees, we already have provision in place for employees to carry over five days' annual leave into the next leave year and all employees should be encouraged to take their leave during regular intervals during the 2020 leave year if at all possible.

Annual leave arrangement during furlough

It is important to remember the context in which all decisions are being made at present, including our recent decision on annual leave on furlough. TfL is facing serious financial challenges as a direct result of the current pandemic and the impact on our services. The decision to access the Government's Job Retention Scheme is designed to help offset some of the losses we've seen due to the reduction in ridership across our network, whilst also helping to protect our organisation during these unprecedented times. Against this background, we have to make decisions that balance the needs of our employees with the needs of the business. Requiring employees to use a proportion of their annual leave entitlement in a reasonable way throughout the annual leave year (whether they are working or on furlough) to avoid compression in the latter part of the year (which would disrupt the business' recovery), is one way in which we are seeking to protect our business in a proportionate and reasonable manner.

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

When your employee is furloughed for more than 3 weeks, we will allocate a proportion of their annual leave from their 2020 entitlement to be taken during their furlough period as follows:

- For weeks 4, 5 or 6, we will allocate two days annual leave to be taken during their furlough period
- For weeks 7, 8 or 9, we will allocate two days annual leave to be taken during their furlough period
- If your employee has two separate blocks of three weeks furlough leave, we will allocate two days annual leave when they commence their second block of three weeks;
- If your employee has two separate blocks which total seven weeks or more, we will allocate four days annual leave when they commence their second block of furlough.

Any outstanding leave from 2019 will be allocated/rostered before any of your employee's 2020 annual leave is used. If your employee is having their furlough period backdated, the above

annual leave allocations will only apply from *the date their actual furlough started (not when it was backdated to)*.

Please note: *specific details on the process to allocate your employee's leave (as set out above) will be provided in due course. You do not need to do anything at this stage.*

If your employee has their annual leave allocated/rostered for them, there is no requirement to retain four days as set out above, due to the fact that the whole of the employee's leave entitlement for the year has already been allocated/rostered.

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

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

If your employee is furloughed and is shielding or is on long-term sickness absence, we will not allocate or roster leave days as above, nor will they be required to take any annual leave that is booked or has been allocated/rostered for them. Employees living with someone who is shielding, but are not shielding themselves, are required to take their booked/allocated/rostered annual leave.

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

If your employee is furloughed and has a long-term sickness or is shielding, we will not allocate leave days as above, *nor will they be required to take any annual leave that is booked or has been allocated/rostered for them.*

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

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

Furloughing - *UPDATED*

For the latest manager guidance on furloughing, click on this [link](#). You can also find a useful set of [frequently asked questions here](#).

The Government has recently confirmed an extension to the Job Retention Scheme until 31 July 2020 on its current terms and thereafter until the end of October 2020 on terms which have not yet been published.

Please note: *further information will be provided in future updates once the Government publishes further information.*

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

Furloughing employees who are on long term sickness

We will consider furloughing all employees who are long term sick if (based on Occupational Health / medical advice and where possible a discussion with the employee) there is no likelihood of them returning to work before 30 June 2020 (or such later date that the Government may extend the Job Retention Scheme to), unless the employee:

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

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

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

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

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

Call up of reservists and Special Constables

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

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

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

Informing other team members

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

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

Employees coming into work (office-based or operational)

The following information should be provided:

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

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

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

Staff working from home

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

Staying in touch with your employees

Stay in contact with your colleagues who are working from home and/or self-isolating and arrange regular catch ups with them over the phone. All of these employees will benefit from regular contact and support. Your employees might be worried about coronavirus (COVID-19) and how it could affect their lives.

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

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

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

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

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

Returning to work

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

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

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

Staff Travel - **UPDATED**

<i>Public Transport</i>	<p><i>Everyone should continue to avoid public transport wherever possible to minimise the number of people with whom they come into close contact. If someone has no other alternative but to use public transport to commute to and from work, the Government is advising that a face-covering/mask should be worn for the duration of the journey.</i></p> <p><i>If possible, you should also support your employee to travel off peak, avoiding the busiest times of 05:45-07:30 and 16:00-17:30.</i></p> <p><i>Those using public transport are advised to plan ahead by identifying alternative routes and options in case of unexpected disruption.</i></p>
<i>Driving to work for critical workers</i>	<p><i>Critical workers may request reimbursement for car mileage and parking charges. Subject to senior manager approval, reasonable expenses in exceptional circumstances, will be reimbursed. Your employee can use this link for guidance on car mileage and this link for parking charge reimbursement. Please note parking fines will not be reimbursed.</i></p> <p><i>London Underground Area Managers and Train Operations Managers have been sent separate guidance on their staff driving to work and should refer to that guidance in the first instance.</i></p>
<i>Road User Charging</i>	<p><i>Road user charging schemes were temporarily suspended when the lockdown restrictions came into place at the end of March 2020.</i></p> <p><i>Following some easing of the lockdown restrictions this week, the Congestion Charge, Low Emission Zone (LEZ) and Ultra Low Emission Zone (ULEZ) will apply with effect from 07:00 on Monday 18 May 2020.</i></p> <p><i>If your employee, having been assessed as being in a clinically vulnerable group or is a critical worker, has no alternative to driving to work, reimbursements for road user and parking charges</i></p>

	<p><i>as well as mileage may be considered as expenses.</i></p> <p><i>These expenses will be subject to senior manager approval with reasonable expenses in these exceptional circumstances reimbursed.</i></p>
Parking for critical workers	<p><u>Parking in TfL-owned parking spaces</u></p> <p>We'll continue to offer people in critical operational roles access to TfL-owned parking spaces on a first come first served basis. We now have a dedicated email address for these requests. If your employee has a new request they should get your approval, then email their registration details and information of where they would like to park to: COVID-19ParkingEnquiries@tfl.gov.uk.</p> <p><u>Alternative parking spaces in London</u></p> <p>Most of the London Boroughs and National Car Parks (NCP) have relaxed parking restrictions to allow critical workers to park in the spaces they manage. The advice varies between boroughs, so we have created a summary document for all the London Boroughs, including NCP, which we will keep as up to date as possible. This document can be accessed here. However, as the situation is fast moving, and we are not directly responsible for these spaces, your employee should check the relevant websites directly.</p> <p>Should your employee incur any parking fines these will not be reimbursed.</p>
<i>Cycle to Work Scheme</i>	<p><i>The scheme provides permanent and fixed term contract employees the opportunity to buy a new bicycle and safety accessories up to £1,000 for the use of cycling to and from work. The scheme is tax and national insurance free, saving employees around 32-42% on the cost of the bike (depending on their tax code).</i></p> <p><i>The scheme is operated via salary sacrifice with the cost taken from their gross pay over a 12-month period. Find more information and details of how to apply to the scheme here.</i></p>
<i>Santander Cycles</i>	<p><i>Santander Cycles should only be used for essential journeys, such as getting to work. Terminal screens, payment devices, docking point numbers and handlebars are cleaned daily with an anti-viral fluid. You should wash your hands before and after using a Santander Cycle. Find more information regarding the cycles here.</i></p>
Annual Rail Season ticket 75% reimbursement	<p>The normal rules apply in the event that your employee cancels their annual rail season ticket:</p> <p>The employee <u>must</u> contact stafftravelservices@tfl.gov.uk, advising of the date they surrendered their season ticket. Staff</p>

	Travel can then recalculate the payment, so the employee is only reimbursed for the period of time that the season ticket was valid. The adjustments will then be seen on their next payslip and we will no longer be paying 75% back to the employee each pay period.
Staff/Nominee travel passes	<p>As the Staff Travel team are now all working from home, they are not in the office to produce passes.</p> <p>If your employee is an operational member of staff who needs a replacement staff Oyster card for a frontline or a critical role, please email both [REDACTED] and [REDACTED] to discuss.</p> <p>[REDACTED] @tfl.gov.uk [REDACTED] @tfl.gov.uk</p> <p>If your employee has submitted an application for a Nominee pass, this will not be processed, and their application will be deleted. They will need to resubmit their Nominee application at a later date once travel recommendations have been lifted.</p>

End of year reviews

Current circumstances and our priorities mean some colleagues may need additional time to have and process end of year reviews (EOYR). In response to this:

Non-Operational employees

If you have already started to hold your EOYRs with your employees – you should finalise them and put them into SAP as normal.

If you are able to have EOYRs with your employees on the phone/Skype you should continue to go ahead and enter them into SAP.

If you're unable to hold EOYRs virtually – because at present your focus is keeping our services running, we have moved the deadline for completion of this process as detailed below:

The new deadline for entering senior manager ratings is 22 May 2020. This revised deadline is required to inform performance analysis in line with scorecard outputs. As mentioned above, EOYRs should be completed where possible, but ratings can be entered without having had a EOYR meeting as the rating should not be a surprise to anyone.

The new deadline for entering all other non-operational employee ratings is 19 June 2020. As mentioned above, EOYRs should be completed where possible, but ratings can be entered without having had a EOYR meeting as the rating should not be a surprise to anyone.

Operational employees

If you employees are in operational roles, and not part of the Performance Related Pay or Pay for Performance processes, their P&D review will now take place in October, or in accordance with your CMS schedule where appropriate.

Redeployment – **UPDATED**

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

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

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

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

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

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

Fixed Term contracts

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

NHS Volunteer Responders

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

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

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

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

Key worker identification letter

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

[Key Worker – TfL employee](#)

Managing the Probation Period

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

Occupational Health - **UPDATED**

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

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

Periodic Medical Assessments

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

Individual Case Management

Our focus remains the provision of a service to enable key workers to travel to and from work. Combined with the numbers of employees self-isolating, social-distancing and absent due to illness, this means that we need to consider how we manage individual cases during this time. As a result, except where an employee expresses a desire to proceed, we have adopted the following general approach from 6 April 2020 in relation to both new and existing cases until further notice.

If you already have an employee case logged with the ER Team, please contact the ER Adviser/Partner you have been dealing with for advice on progressing the case. If you have a new employee case, email the [Tier 2 Employee Matters](#) or the [Tier 3 Employee Matters](#) inboxes, as appropriate and an ER Adviser/Partner will be able to provide help and guidance.

Disciplinary Cases

We will not be proceeding with investigations and hearings, except for cases of potential gross misconduct, safety related cases such as SPADs or where TfL considers that not proceeding would place the welfare of any employee involved, or the safety of customers, at risk.

Grievances

We will not be proceeding with investigations and hearings, except where TfL considers that not proceeding would place the welfare of any employee involved at risk.

Bullying and Harassment Cases

We will continue to manage these cases in line with existing policy.

Probation

We will continue to manage these cases in line with existing policy and Line Managers must seek advice in relation to each individual case.

Performance Improvement Plans

We will continue to manage these cases in line with existing policy. Where it is not practical or possible to continue with a case, it will be paused.

Attendance at Work Management

Managers should continue to maintain contact with employees who are absent to ensure their wellbeing and employees should continue to comply with their obligations under any relevant policies where appropriate. Referrals to Occupational Health should continue where appropriate. We will not be proceeding with normal absence management processes at this time except where TfL consider that not proceeding would place the welfare of any employee at risk, or where an employee's entitlement to sick pay is due to expire within four weeks. Managers should however continue to record all sickness absence in SAP.

Where, as outlined above, it is necessary to proceed with an individual case, the relevant trade union Full Time Official will be advised by HR and TfL's decision about proceeding with any case will be final.

Where cases are required to proceed, meetings will take place by telephone or video conference.

Where appropriate, cases that have not been progressed as a result of these changes will be reviewed once the current restrictions have been relaxed.

These temporary arrangements will be kept under review and any further changes or a resumption of normal processes will be communicated to the recognised trade unions prior to implementation.

Motor and home insurance

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

The commitments include waiving any requirements to extend cover for key workers who may need to drive to different locations, people who want to help their communities by transporting medicines or groceries to support those affected by Coronavirus and office workers who need to work from home.

Support in the event of a death of a colleague - **UPDATED**

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

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

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

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

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

- 24/7 EAP emotional support line - 0800 470 2129
All employees have access to the Employee Assistance Programme for emotional support at any time, day or night, which is provided by experienced and qualified counsellors.
- EAP online support for loss and bereavement
Our Employee Assistance Programme website features a section under 'My Homelife' that is dedicated to helping cope with loss and bereavement. You can access this online on any device connected to the internet – work or personal – www.my-eap.com. Use the organisation code **tflwell** to log in.
- Sessions of bereavement counselling for TfL colleagues
Our Employee Assistance Programme includes an option for bereavement counselling of six sessions, where appropriate. While face-to-face counselling is temporarily unavailable

to prevent the transmission of coronavirus, the EAP's counsellors are instead providing the same level of support over the telephone or via live video conferencing.

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

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

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

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

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

Funeral Leave

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

Working from home

Equipment to carry out role

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

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

Mobile phone usage

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

As of 25th March, there is a freephone number available for 02 conference calls: 0800 090 2463.

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

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

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

Utility and internet bills

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

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

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

HMRC tax relief

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

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

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

Additional Resources

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

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

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

Coronavirus Testing - NEW

The Department of Health and Social Affairs is providing coronavirus testing for all essential workers. This includes transport workers. As a line manager, we're asking you to help with getting our people tested.

How to support your team should they require a test?

There are two ways for our people (and those they live with) to access a coronavirus (COVID-19) test, they are:

- 1. The self-referral process – our people can refer themselves for a test using the website – this includes both drive-through and home testing*
- 2. The employer referral process – as a manager, you can refer your team member (or someone in their household) for a drive-through test (they must have a car). This is the easiest way to get a test, if the person is able to drive/be driven. [You can find out how here](#).*

How do I refer one of my team for drive-through testing (the employer referral process)?

This is for drive-through testing only, your team member must have access to a car to attend a testing site.

- Send the template email - Appendix D in the line manager guidance on testing to Covid19HRqueries@tfl.gov.uk and copy in your team member. Populate all their details, including name, employee number and their mobile. This is important referral information.*

- *HR will upload their details to the employer referral portal, then your team member will receive a text, with the link and a code so they can register and book a drive through test appointment.*
- *They will also receive confirmation of their drive-through test (more information on this in our FAQs)*

For the [latest on Coronavirus testing, please use this link.](#)

Contact

Email Covid19HRqueries@tfl.gov.uk

