

Coming to Work

How do the restrictions/tiered system affect us?

The UK government has set out a detailed roadmap for the gradual easing of lockdown restrictions.

The Estate will continue to remain open in throughout, with different areas reopening and restrictions being relaxed as the government's four step roadmap progresses. Further information regarding what restrictions apply and what activities can resume on the Estate can be found in the poster on the [Coronavirus SharePoint page](#). This will be updated should the situation change.

The government has stated that anyone who can work from home should do so, although it recognises that in sectors where working from home is not possible, such as construction, people can continue to attend the workplace.

Anyone who can work from home, should continue to do so until Step 4, which is assessed as occurring no earlier than 21 June.

The full roadmap published by the UK government can be viewed [here](#).

Who decides who comes to work and who works from home (WFH)?

We are asking that all staff who can work from home should do so until 21 June 2021, recognising that there are many roles in our Company that cannot be carried out from home and some people have personal circumstances where working from home is problematic.

If your role or circumstances mean you have to come into the office (i.e., construction, property management, residential sales/lettings, etc.), then please be assured we have made it as safe as possible to do so.

Line managers will provide guidance to their staff as to who is required to attend the Estate.

Can I still WFH if I chose, even if my Manager thinks I should come in. Is it my choice?

Any requests to work from home, either partially or fully, should be considered as part of the Flexible Working Policy. We are encouraging managers to consider new ways of working if operationally possible. But, should your line manager have operational reasons to decline your request, you will be required to attend work.

Who decides who is a vulnerable person and at risk and should I stay at home?

The criteria for who is classified as 'clinically extremely vulnerable' and therefore needs to be 'shielded', is determined by the UK government and can be found [here](#). The guidance outlines what steps you should take if you meet the criteria.

During the period of national lockdown, those classed as clinically vulnerable should not attend work, and limit the time you spend outside your home. You should only go outside for medical reasons or exercise if essential. **From 1 April those classed as critically extremely vulnerable will no longer be advised by the government to shield.**

If you fall into this category you should speak to your line manager and the People & Development team to discuss suitable arrangements.

I am worried about using public transport, can the company help me?

If you are uncomfortable using public transport, please speak to your line manager in the first instance. We would suggest that staff avoid travelling by public transport at peak times, and staff should discuss appropriate start times with line managers.

The company has made additional free car parking available for our employees. To be considered for this, please speak to your line manager and then email car.parks@canarywharf.com.

If driving to work doesn't suit you, we have provided employees with reusable cloth face coverings that you can wear when travelling to and from the workplace – remember it is now a requirement to wear a face covering at all times when using public transport, unless you are exempt. British Transport Police have recently published statistics highlighting levels of compliance with the requirement to wear a mask whilst using public transport, with 90% of passengers seen to be observing the rule.

Canary Wharf Group is also doing more to encourage alternative forms of transport, including cycling, walking and running to work. We operate a cycle to work scheme for all employees and have installed additional shower and changing facilities available on Level 30, One Canada Square.

We are also consulting with employees and tenants on a Canary Wharf Cycling and Walking Strategy. The aims of the strategy include:

- Making Canary Wharf a great place for cycling and walking
- Increase cycling and walking journeys to and from Canary Wharf
- Promote and increase diversity in cycling

If you would like to know more please email Moinul.choudhury@canarywharf.com.

Can I change my hours to avoid the rush hour?

A request to change working hours can be considered as part of our Flexible Working Policy. It can be a temporary change (informal – managed locally by your line manager) or a permanent change (formal – involving a contractual amendment), subject to review, operational demands and approval from your line manager.

Can I have flexi hours to avoid peak periods?

Again, same as above, it can be considered as part of our Flexible Working Policy, subject to operational demands and line manager approval.

Are you going to take people's temperatures before they are let into the building or onto the floors?

We will not take the temperature of people coming onto the Estate or entering buildings. There is currently not enough scientific evidence to support this practice as not everybody who has a raised temperature will have COVID-19. Body temperature can be affected by a wide range of factors, including; gender, non COVID-19 health conditions, air temperature, and recent exertion. We have, however, installed temperate readers in a number of CWG offices for staff to use for reassurance if they would like.

Are you doing an individual risk assessment for when people start coming back to work?

Organisational risk assessments have been conducted which identify the control measures we will be implementing to keep the risk to staff as low as practicably possible. These can be viewed on the coronavirus SharePoint page. Individual risk assessments will be carried out on a case-by-case basis and in the following circumstances:

- Employees identified as high-risk as per government guidance and that are required to return to work on the Estate.
- Pregnant employees – particularly those employees in the third trimester of pregnancy.

Please speak with your line manager if you believe that you fall under either of these categories.

Will I be at risk of catching COVID-19 in the lift?

We are actively working to reduce the risk of transmission wherever possible and various controls have been implemented within our lifts. When you return to the office you will notice that a maximum of 4 passengers will be permitted to use the lifts at any one time, and that floor markings have been installed to identify safe standing points.

Although the risk cannot be removed completely from the lifts, the control measures implemented should help to reduce the risk to the lowest level possible and be enough for the short journey time whilst in the lifts.

From 7 October 2020 we have made it a requirement to wear face coverings when using lifts in all Canary Wharf Managed buildings.

Are you providing all employees face masks and gloves?

All customer-facing and/or designated property management office employees have been provided with PPE - gloves and disposable masks - and advised to wear these where social distancing cannot be maintained. We are also making other changes to ensure your safety, which include putting in physical clear barriers and screens to reduce the risk of transmission.

When a CWG employee is called into or transiting through an area where face coverings are mandated by government regulations (such as shops, supermarkets or TfL areas) then it will be compulsory for the employee to wear a face covering.

For those employees who are not in customer facing roles, we are providing reusable cloth face coverings which can be worn by those who wish to when travelling in and out of the office. These are part of a pack, also containing an individual bottle of hand sanitiser, which were first made available in May. If upon your return to the office you have not received one of these packs, please raise this with your line manager.

How often is my work station being cleaned?

All work stations, communal areas and areas with a high frequency of touch (eg door handles, lift buttons, kitchen surfaces, kettles, taps etc) are cleaned daily, with deep cleans covering all floor space each weekend.

We are also carrying out 'fogging' of CWG workspaces on a monthly basis. 'Fogging' refers to a process by which a cleaning solution is sprayed in a fine mist onto surfaces, drying within 10 minutes. The solution used is environmentally and food safe once it has dried, offering up to 30 days protection on surfaces after treatment.

Will you provide employees cleaning wipes?

Supply stations have been placed across our workplaces containing hand sanitiser, surface wipes for desks and keyboards and disposable gloves and face coverings. If a supply station is running low on stock, please email Safety@canarywharf.com and they will arrange for it to be re-stocked.

Can you tell me if you have made any changes to the air conditioning system to help combat COVID-19 spreading?

Canary Wharf Management has followed the guidance of the lead industry body (the Federation of European Heating, Ventilation and Air Conditioning Associations) throughout our response to COVID-19. We have upgraded the filters in One Canada Square's recirculation system in line with this guidance, our systems supply as much outside air as possible and we have extended the operating times to ensure there is more fresh air for longer than beforehand.

We have conducted a number of audits reviewing the suitability of our air systems to ensure that we comply with the latest REHVA and CIBSE COVID-19 guidance. We have also been audited by BSRIA as an independent third party on the management and maintenance of our air systems specifically during the pandemic.

We continue to work closely with industry bodies to ensure our systems operate in line with best practice.

Will we still be having face to face internal meetings?

Yes, but when face to face meetings are held those attending should ensure they exercise safe working practices such as increased hand hygiene measures and cleaning surfaces at the start and end of meetings.

Meeting Room capacities have been reduced, with fewer seats available and communal use items such as flip-chart pens removed to help us support the maintenance of social distancing.

The technological solutions which have been introduced in the past months will still be available and employees should continue to make use of these collaborative tools where appropriate.

Where staff meet informally in open areas around our workspaces, they should consider their proximity with other colleagues and look to avoid situations where informal meetings take place in walkways, causing colleagues to enter within a 'close' distance of each other or near to another colleague's work station.

Can we have external meetings?

We understand that external face-to-face meetings are required as part of our business processes and that these will sometimes be the most appropriate option to follow. However, when arranging meetings, you should consider whether they can be conducted virtually as in the point above – if not possible, visitor and meeting numbers may need to be reduced to maintain social distancing protocols.

What happens now in the break-out areas?

All break-out areas and staff kitchenettes will have signage displayed to indicate the maximum number of users permitted at any one time. Staff should ensure that they adhere to this in order to meet social distancing requirements. We will be conducting regular cleaning of break-out and welfare areas; you may notice that soft furnishings are removed or restricted from use as they can be harder to clean.

Cutlery and crockery (including mugs) will be available for use; however, these must not be shared during the day and it is recommended that crockery is washed before use with warm soapy water.

Used items must not be left in the sink and should be placed in the dishwasher after use – please ensure that you clean and remove any personal items you may have brought in and take these with you at the end of the day.

You should also be prepared to bring in your own food items which must be individually wrapped and stored.

Managing COVID-19 – Symptoms & Cases

What do I need to do if I am unwell?

If you are unwell, regardless of if you have symptoms of coronavirus, stay at home and inform your line manager. Coughs, colds and the flu all spread in the same way as COVID-19, so if you attend the workplace when you are unwell you risk spreading your illness to your colleagues.

If you develop symptoms of COVID-19 follow the steps below.

What do I need to do if I have symptoms of COVID-19?

If you develop symptoms you must isolate as soon as you experience symptoms and you must inform your line manager. You shouldn't attend work, and if you are at work, you should inform your line manager and return home immediately. Anyone else in your household must also self-isolate for 10 days from when you start having symptoms.

You should then apply for a test through the UK government website.

If your test is positive, you must continue to isolate for 10 days from the date you started having symptoms. If your test is negative, you can stop isolating when you feel well and no longer have symptoms similar to COVID-19.

Since 24 September there has been a legal duty for workers to inform their employer if they are isolating due to COVID-19 and if you fail to do so or fail to self-isolate, you could face a fine.

Line Managers are to notify the People & Development team.

See here for further details.

What is Canary Wharf Group doing to support Test & Trace?

If an employee develops symptoms of COVID-19 their line manager notifies the People & Development team who in turn notifies the Safety and Resilience teams.

The Safety team will ask the line manager to complete a contract tracing form, enabling us to understand if there were any 'close contacts' that need to self-isolate. Those close contacts will be instructed to self-isolate, and, depending on the nature of the contact, may be advised to get a test for COVID-19. The Safety team will also advise on whether any further action, such as a deep clean of the working areas, is required.

The Resilience team will monitor cases across the Company and, where required, discuss any areas of concern with Public Health England and the Tower Hamlets Public Health Department.

If I suspect one of my colleagues has COVID-19, to whom should I go to register my concern?

If you have any concerns please speak to your line manager. If you do need to provide assistance to an individual who is showing signs of COVID-19, direct the person to a place away from others. If there is no separate room, ask others to stay at least 2 metres away from the individual. Follow the online NHS 111 advice and ensure you follow the hand-washing advice.

Will the company provide free testing for COVID-19?

Anyone who is showing symptoms should in the first instance request a test through the UK government website. The Company will make private tests available to members of staff who are unable to get a test through the UK government and where they cannot carry out their work from home. Line managers should speak to the People & Development team for further information.

Canary Wharf Group, in partnership with the London Borough of Tower Hamlets has set up a rapid COVID-19 test centre in Jubilee Place for use by staff, tenants, residents and the local community who cannot work from home or are key workers. See here for further details.

The London Borough of Lambeth has set up a rapid COVID-19 test centre at St John's Church, Waterloo for use by workers, residents and the public. Please be advised this site currently only operates from 08:00 – 10:30 Monday to Friday. See [here](#) for further details.

Will the company fully support me if I get COVID-19?

Should you contract or display symptoms of the virus, the company will fully support you to work from home. Those that have been advised to self-isolate and are unable to work from home will be paid for the duration of the advised

period of absence. If they are advised to self-isolate beyond the 10 day period, employees should contact the People & Development team for further advice.

Absence related to the virus will not adversely affect your attendance record.

Managers should continue to conduct regular welfare checks for their respective staff members who are sick/self-isolating.

What if my family gets COVID-19, will the company support me and allow me time off and paid?

If you are following the UK government advice to self-isolate because a member of your household is sick, you should advise your line manager immediately and the company will fully support you to work from home. Those that have been advised to self-isolate and are unable to work from home will be paid for the duration of the advised period of absence. If they are advised to self-isolate beyond the 10 day period, they should contact the People & Development team for further advice.

Again, absence related to the virus will not adversely affect their attendance record and managers should conduct welfare checks for their staff in these circumstances.

COVID-19 Vaccines

Will the company be providing COVID-19 vaccines to staff?

At present, no COVID-19 vaccine will be made available to private health providers or organisations. Therefore, the only way to get a vaccine currently is through the NHS – it is unlikely that a COVID vaccine will be made available to private organisations. The first phase of the programme aims to prioritise vaccinations for everyone aged 50 or over, health and social care workers and people with underlying medical conditions that put them at a higher risk of serious COVID-19 symptoms. The second phase of the programme will provide vaccinations in age group bands of 40-50 years, 30-40 years and 18-30 years of age. Further details of who is eligible to receive a vaccine during the each phase can be found [here](#).

How will I know when it's my turn to get the vaccine?

The only way to ensure you receive a vaccination is to be registered with the NHS. A national call service will be used to identify and contact anyone registered with the NHS and eligible for phase one of vaccinations. Following this, anyone eligible for phase two will be contacted, and so on.

Any employees that are eligible for a vaccination in Phase One but are not yet registered with the NHS, are encouraged to register as soon as possible to ensure you don't miss out.

Due to the excellent service provided by Bupa, we recognise that not all employees will be registered with the NHS. However, under the current circumstances, it is vital that you are registered if you wish to receive the COVID-19 vaccine. It is not yet known when private health care providers or organisations will be able to provide this service.

Will I still need to wear a face covering and maintain social distancing if I have been vaccinated?

At present, it is not yet known if the vaccine stops transmission of the virus or just stops a person from falling ill. Therefore, anyone who receives the vaccine must continue to behave in the same manner they did before receiving the vaccine to protect those around them.

Additional Support

What happens if I travel abroad? Do I have to quarantine upon returning to the UK and will I be paid whilst I do so?

As part of the measures implemented to reduce the spread of COVID-19 the UK government has set out that travelers from certain countries are required to quarantine for 10 days upon arrival to the UK. Some countries are exempt from these rules (the full list can be viewed [here](#)) and there are a very specific set of exemptions for certain professions and individual circumstances, such as those who commute weekly from a residence abroad to work in the UK.

If you travel to the UK from a country which is not exempt the rules on quarantining upon arrival, you will have to self-isolate for 10 days upon arrival in the UK. Therefore, you should discuss this with your line manager before you travel as if you are unable to work from home you may be required to take holiday leave or unpaid leave for the duration of time you are self-isolating.

The UK Government has announced that from 15 December 2020 travelers from non-exempt countries no longer have to quarantine if they take a COVID-19 test after 5 days and receive a negative result. You should still discuss this with your line manager before you travel as if you are unable to work from home you will still be required to take holiday leave or unpaid leave for the initial 5 days of quarantine.

What happens to my holidays? What if I still have holiday at the end of the year?

We understand that as a result of COVID-19 many colleagues have had to change holiday plans and delay booking annual leave whilst also adjusting to new ways of working.

Therefore, we have temporarily adjusted the Company's Holiday Policy so that all employees are eligible to carry over 2 working weeks' holiday into 2021, instead of the usual 1 week. Any carried-over holiday is to be taken before 30 June 2021.

We appreciate that current circumstances are uncertain, but we are asking you all to liaise with your managers to ensure that you are utilising your annual leave allocation and taking time off from work to rest and recharge.

It is very important that every one of us takes their wellbeing seriously and ensure that we take time away from work, even if current circumstances means we are not able to travel. At a time when home becomes the place of work, it is more important than ever that all of our colleagues continue to take time away from work.

As always, annual leave requests will need to be agreed by line managers. Your line manager will need to consider requests against business requirements as well as other leave requests within the wider team. Holiday leave which has been previously booked should be taken. However in exceptional circumstances, subject to line manager approval, leave may be rescheduled.

The Company's Holiday Flex Scheme continues to operate through which you can sell up to 1 working week's holiday, however Working Time Regulations require employees to take 5.6 weeks' leave in a year, which includes Bank Holidays.

Are you providing additional counselling for returning to work?

All employees can access a free confidential counselling service on 0800 389 0285. The Employee Assistance Programme (EAP) offers employees and their family members information and support on a wide range of topics including workplace issues and health which are accessible 24 hours a day. The EAP also provides 6 free face to face counselling sessions with experienced professional counsellors.

Staff who are members of Bupa can call Bupa Direct on 0345 605 0261 to obtain support including counselling sessions. We will be re-advertising our network of Mental Health First Aiders to further support staff.

The Chaplaincy is here to offer a confidential listening ear to anyone who would like to talk but at this stage do not feel they need formal counselling. They can be contacted via email at talktous@canarywharfchaplaincy.co.uk or you

can find further contact details on their website
<https://canarywharfchaplaincy.co.uk/who-we-are/>

Employees can also contact a member of the People & Development team at any point for guidance or further support.

Furlough

What does Furlough mean?

The word furlough generally means temporary leave of absence from work. This can be due to economic conditions affecting one particular company or matters affecting the country as a whole.

Furlough leave has been introduced by the Government during the coronavirus pandemic to keep employees on the payroll without them working. As furloughed staff are kept on the payroll, this is different to being laid off without pay or being made redundant.

Employees who get furloughed are not permitted to work for the Company during the temporary period of furlough.

What is the Coronavirus Jobs Retention Scheme ('the Scheme')?

Under the Scheme, employers can obtain a grant from the Government to cover 80% of the "wage costs" of a "furloughed" worker", capped at £2,500 per month for that respective employee. Employers can top up to a full salary, but there is no obligation for the employer to do so.

The Scheme will be open until September 2021. The Government will advise should the Scheme be extended after this period.

The exact date of the furlough period will vary depending on the date of suspension from work with pay for each individual.

How much will I be paid if I am furloughed?

We have sent you an email which confirms that during furlough the level of your pay and benefits will remain unchanged.

Everything else in your Contract of Employment, also remains unchanged. So all non-monetary benefits such as Bupa and Bupa Dental will continue.

How will I be paid during the furlough period?

Your salary will continue to be paid to you by the Company, in the normal way. Furloughed employees' wages are subject to Income Tax and National Insurance as usual.

Which employees can be furloughed?

To be furloughed your role must have become impossible or unnecessary to be performed due to the impact of the Coronavirus on our business. Furloughed employees must have been on the employer's PAYE payroll on 30 October 2020. Employees hired after 30 October 2020 cannot be furloughed or claimed for under the scheme.

I can do most of my job from home, why am I getting furloughed?

Coronavirus has had an impact across all businesses. The Group's own business has inevitably slowed too so it makes sense for furloughing to be implemented to allow us to reduce overheads while maintaining staff levels. Your role was one of many across all departments which it is currently felt had reached the point where furloughing was appropriate; it is no reflection on you or your work. Furloughing is just a temporary measure and you are an important member of the team. We want everyone to return to full time work as soon as possible.

Can I refuse to be furloughed?

We have decided to pay the additional money above Government support to ensure that you are not disadvantaged by furloughing so there should not be any difficulty for you in accepting this decision.

If I am furloughed does this mean I am first in line for redundancy if that happens?

Absolutely not. This measure is a temporary one which will continue only while the Coronavirus interrupts normal business life.

Can I work on a voluntary basis during the furloughed period?

As you are still an employee you must be "available for work" however we accept that there are some employees who may want to volunteer to help during this crisis time.

Where safe and practical to do so, we encourage employees to volunteer to support the NHS or any local organisations. We do however request the employees consider all the health risks relating to this ensuring they follow the Government directives.

Please notify us in advance if you are going to volunteer.

Can I continue with my personal development whilst being furloughed?

Yes, training or development is encouraged, and we would recommend that you contact a member of the Training team for further details if required.

What about employees who are on sick leave or self-isolating?

To be furloughed, an employee must be "available for work." Employees on who are on sick leave or self-isolating should therefore get sick pay. Employers can place employees on furlough leave after the sick pay period.

The Government guidance says that employees who are shielding themselves in line with public health guidance can be placed on furlough.

All colleagues are expected to make us aware of any sickness or self-isolation.

What about employees on other types of leave e.g. maternity leave?

There would be no change to the status of employees on Maternity, Adoption, Paternity or Shared Parental Leave.

What will happen to my holiday entitlement during the furlough period?

There will be no change to your holiday entitlement.

What will happen to my pension contributions during the furlough period?

The Company will continue to make the usual employer pension contributions, into your pension.

When will I come back to work?

This is a temporary situation and we will keep your status as a Furloughed Worker under regular review, and we may decide to end it at any time. If so, we will give you at least 48 hours' notice that you will stop being a Furloughed Worker, and that you will instead return to your usual status, working for us. You must continue to be "available for work".

Is there any other support available?

All employees, including those on furlough, can access a free confidential counselling service on 0800 389 0285. The Employee Assistance Programme (EAP) offers information and support on a wide range of topics including workplace issues and health which are accessible 24 hours a day. The EAP also provides 6 free face to face counselling sessions with experienced professional counsellors.

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If you require any other support, please contact a member of the Personnel Team.