



COVID-19: Lifting lockdown at work

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Covid19 – A view from the Regulator

Andrew Kingscott
Public Administration,
Education & Volunteers
Sector - (PAEV)
Engagement and Policy Directorate
(EPD)



Working safely



- Risk led – risk assessment
- Controls (sensible / proportionate)
- Compliance - benchmarks
- Prepare the building
- Prepare the people



Working safely during COVID-19 in offices and contact centres

Guidance for employers, employees and the self-employed
11 May 2020



Working safely

- Who can return to the workplace?
- How much control have you got?
- How can social distancing be achieved?



Working safely

- Work stations
- Break out/ common areas
- Toilets / kitchens
- Meetings



Working safely

- Visitors / clients
- Cleaning
- Goods in / out / post
- Work related travel
- Face coverings?



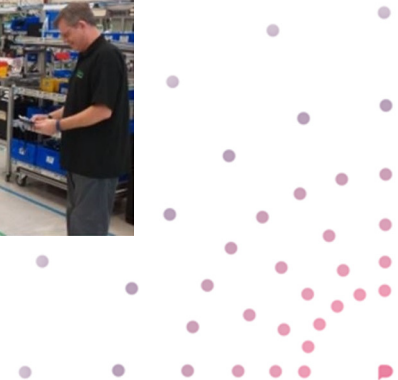
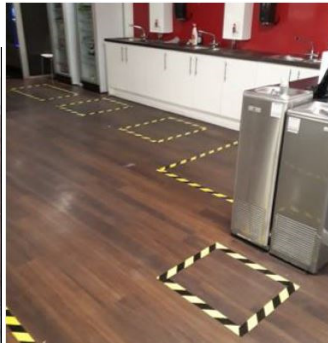
Working safely



Returning safely to the workplace during COVID-19:

Ben Willmott, CIPD Head of Public Policy

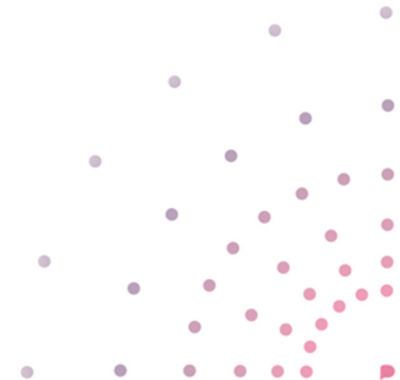
The 'workplace' will look – & feel – very different...



Working Safely during coronavirus

Government guidance makes 5 common points across all sectors:

- 1. Work from home, if you can**
- 2. Carry out a Covid-19 risk assessment in consultation with workers or trade unions**
- 3. Maintain 2 metres social distancing, wherever possible**
- 4. Where people cannot be 2 metres apart, manage transmission risk**
- 5. Reinforcing cleaning process**



CIPD: three key tests before a return to work

- **Is it essential?** Working from home must continue wherever possible; if not possible, is the work deemed essential and/or are there are options?
- **Is it safe?** People's health and safety is paramount, including their mental health; any return should be gradual to test H&S measures can work for larger numbers
- **Is it mutually agreed?** There needs to be a clear dialogue to ensure people's circumstances and worries are taken into account.



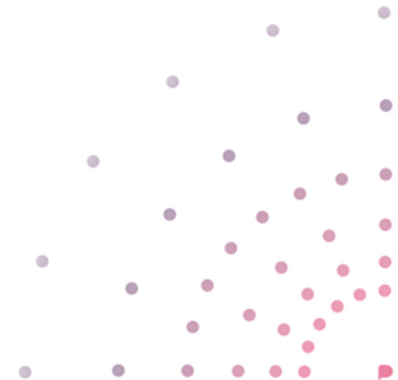
Managing risk

- **Do what you say** – ensure that plans to manage risk are effectively implemented in practice
- **Monitor and improve** – it's a risk management cycle so monitor whether the steps are working and be prepared to change and refine as you receive feedback from employees
- **Consider the impact on other risks** – some tasks need two people to be done safely and some tasks need to be supervised. Organisations should not think about COVID-19 risk in isolation. Employers need to think about how social distancing impacts other processes and existing risk assessments so as to avoid re-introducing or increasing risk in those other areas.



The role of line managers key

- **Sensitive and supportive 121s** – part of the re-induction process to discuss any changes or ongoing support needed
- **Provide ongoing guidance** – to help managers support employees in complex and challenging situations
- **Line manager well-being** - line managers themselves will be under acute pressure to manage conflicting demands
- **HR professionals** – need to look after themselves too!



The background of the slide features a dark green to blue gradient with several stylized, glowing blue coronavirus particles. These particles are spherical with numerous spike-like protrusions on their surface, resembling the characteristic shape of the COVID-19 virus.

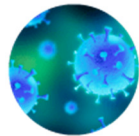
Responding to the coronavirus

As measures to stem the spread of COVID-19 take on increasing priority, the CIPD will collate and publish updated resources to support your response

www.cipd.co.uk/coronavirus



#StrongerWithCIPD



**Covid-19
resources**



**NEW Well-
being helpline**



**Employment
Law helpline**



**Communities
and branches**



***People
Management***



**Knowledge and
content**



Free learning



**Careers
support**



**Professional
credibility**



**Financial
support**

cipd.co.uk/memberbenefits



acas working for everyone
to resolve and prevent workplace problems

Returning to work – Good Practice guidance

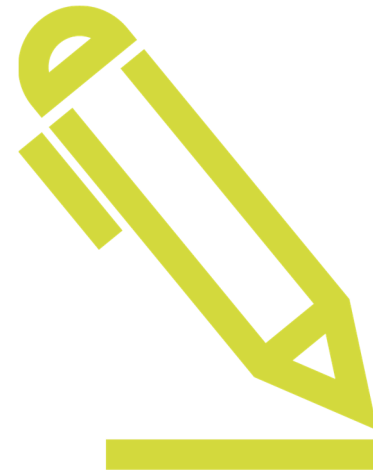
Susan Raftery



Employees returning to the physical workplace



- Inductions?
- Fear of using public transport
- Vulnerable/Shielded employees
- Continuing caring responsibilities
- Wanting to continue home working



Employees continuing to work at home



- Who stays at home?
- Who decides?
- Flexible working- employee's right to request
- Contractual issues
- Ongoing caring responsibilities
- Other personal issues



Changing terms and conditions



- Consultation
 - Collective agreements
 - Individual contracts
- Changing hours/start times/shift patterns
- Amending duties/workloads
- Temporary or permanent?



Discrimination



- Direct discrimination
 - Age
 - Pregnant workers
 - Disabled workers
- Indirect discrimination
- Harassment



Managing staff



- How do your managers continue to manage remotely?
- How do employees raise concerns?
- How do managers address concerns?
- Dispute resolution
 - Informal
 - Formal



Consultation & Communication



- Consultation
 - Individual
 - Trade Union/Employee representatives
- Line managers should explain how decisions are reached – open & transparent
- Line managers should be listening and address issues/concerns
- Flexibility is the key



Resources



- acas covid guidance
<https://www.acas.org.uk/coronavirus/returning-to-the-workplace>
- acas guidance on Dealing with workplace problems
<https://www.acas.org.uk/dealing-with-workplace-problems>
- HSE covid guidance
<https://www.hse.gov.uk/index.htm>

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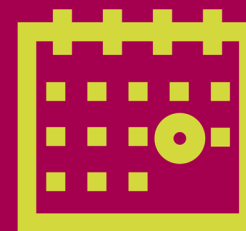


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You will have a lot of questions...

- Check the Coronavirus Hub and listen to this webinar for the answer- our capacity to answer specific questions is extremely limited during or after webinars

www.icaew.com/coronavirus

- We may also not know the answer- this is a fast-moving situation
- If you are unable to find the answer, please contact us:

<https://www.icaew.com/contact-us/helplines-and-support>

Q&A

- ICAEW Coronavirus Hub: www.icaew.com/coronavirus
- Direct enquiries: www.icaew.com/contact-us/helplines-and-support
- Feedback / Insights: <https://r1.dotmailer-surveys.com/bb41f58a-914k8i13>
- CABA: www.caba.org.uk



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