



# *COVID-19: Lifting lockdown at work*

**CHAIR: IAIN WRIGHT, DIRECTOR FOR BUSINESS AND INDUSTRIAL STRATEGY, ICAEW**

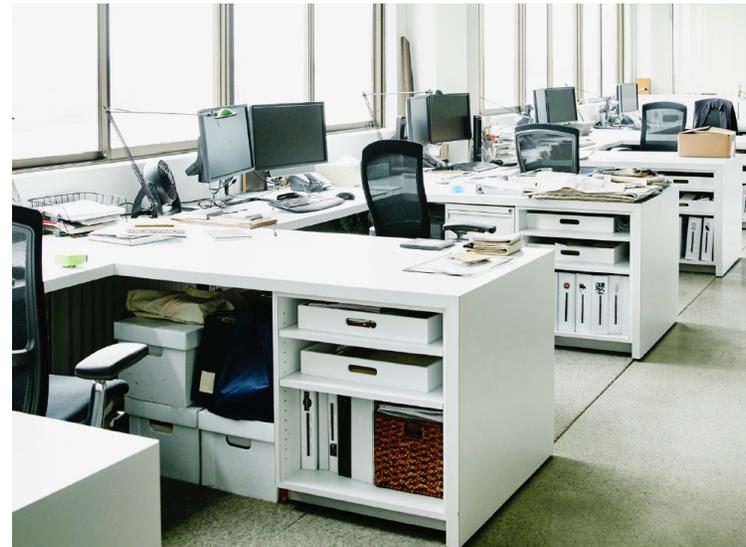
**SPEAKERS: ANDREW KINGSCOTT, PRINCIPAL INSPECTOR, HSE;**

**BEN WILLMOTT, HEAD OF PUBLIC POLICY, CIPD;**

**SUSAN RAFTERY, SENIOR ADVISOR, ACAS**

## Covid19 – A view from the Regulator

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



# Working safely

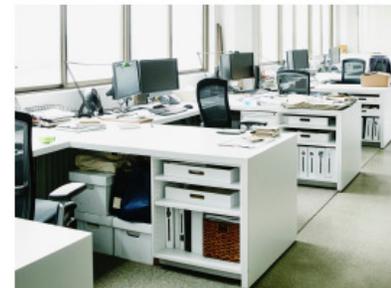


- Risk led – risk assessment
- Controls (sensible / proportionate)
- Compliance - benchmarks
- Prepare the building
- Prepare the people



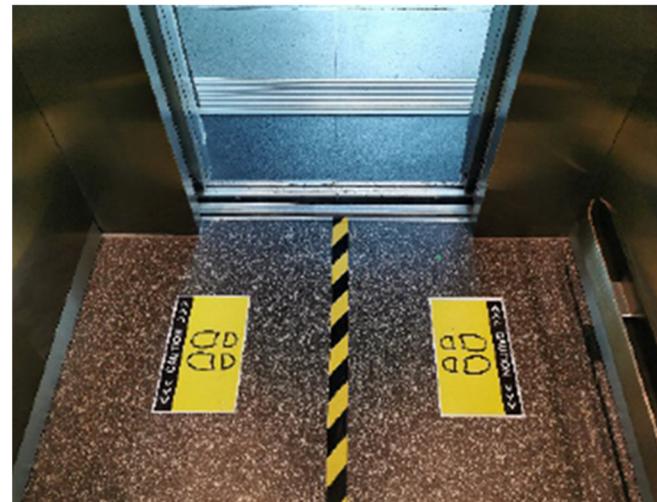
## Working safely during COVID-19 in offices and contact centres

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

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



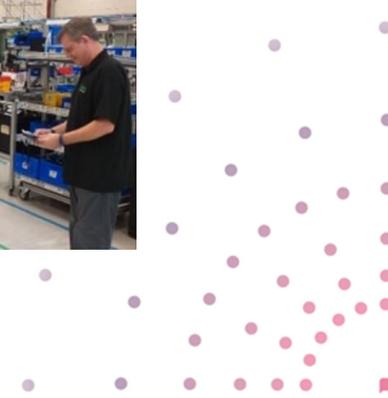
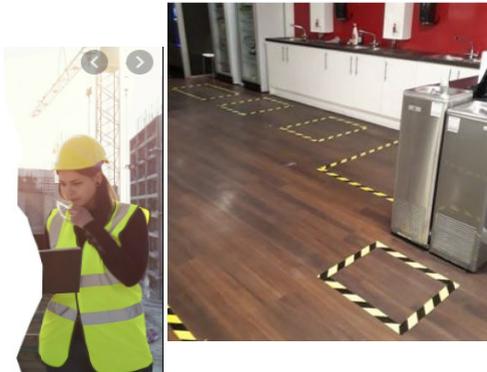
# Working safely



# 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

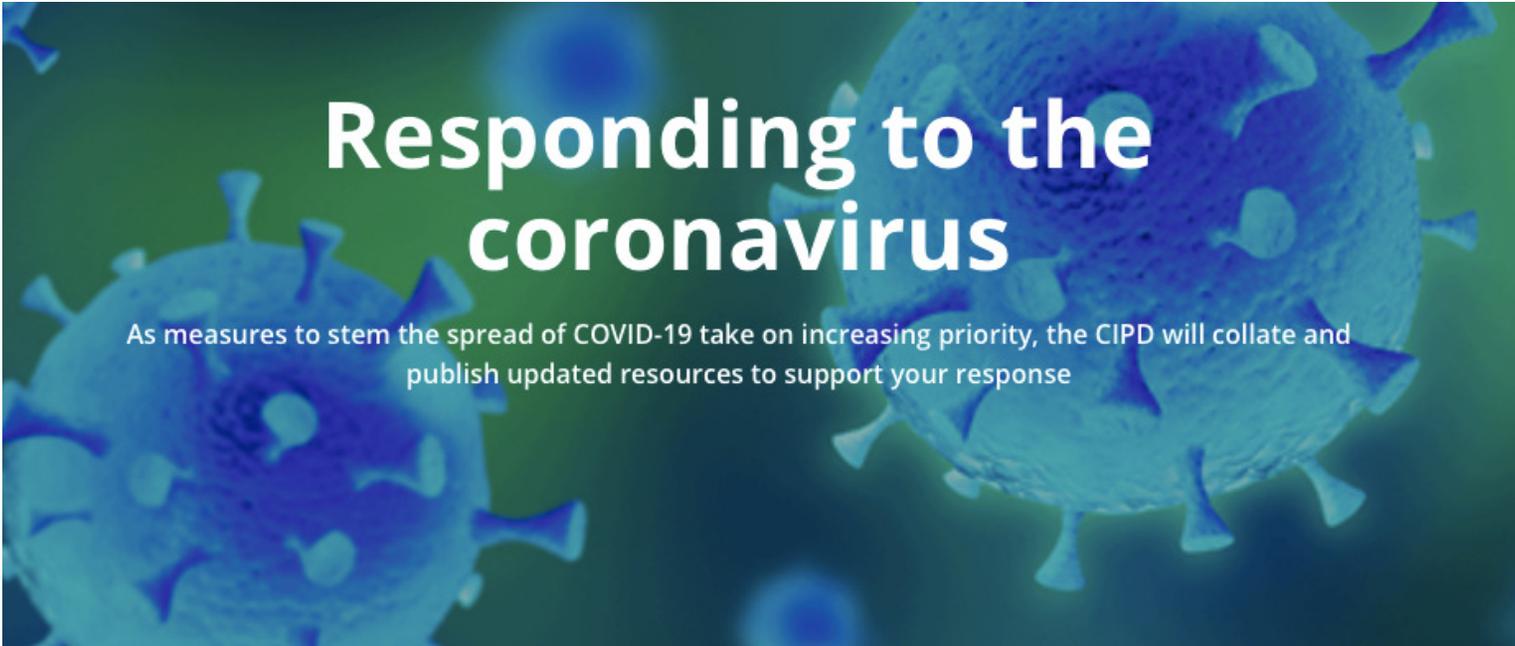
- **Do what you say** – ensure that plans to manage risk are effectively implemented in practice
- **Monitor and improve** – it's a risk management cycle so monitor whether the steps are working and be prepared to change and refine as you receive feedback from employees
- **Consider the impact on other 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!





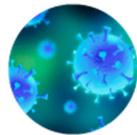
# Responding to the coronavirus

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](http://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\*\*](https://cipd.co.uk/memberbenefits)



**acas** working for everyone  
to resolve and prevent workplace problems

**Returning to work –  
Good Practice  
guidance**

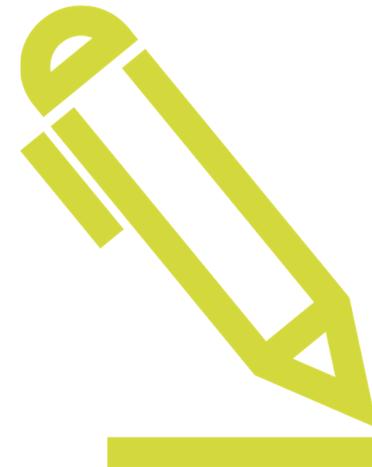
**Susan Raftery**



## Employees returning to the physical workplace

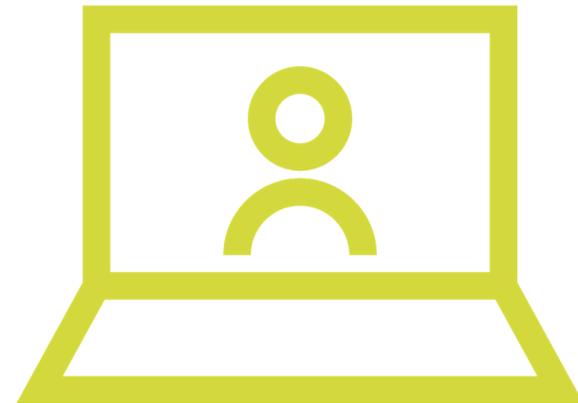


- Inductions?
- Fear of using public transport
- Vulnerable/Shielded employees
- Continuing caring responsibilities
- Wanting to continue home working



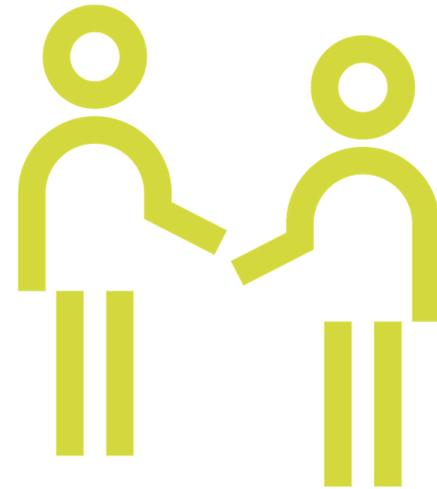
## Employees continuing to work at home

- 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?



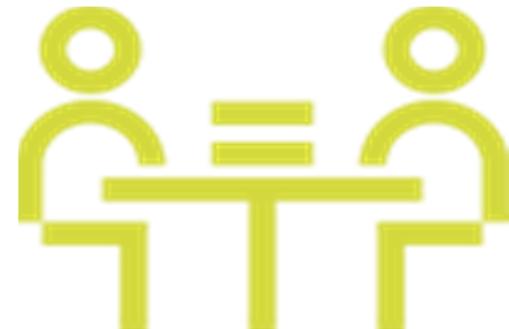
# Discrimination

- **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>

## Stay in touch



Acas newsletter



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Social media

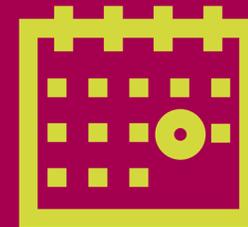


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## Contact me directly

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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](http://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](http://www.icaew.com/coronavirus)
- Direct enquiries: [www.icaew.com/contact-us/helplines-and-support](http://www.icaew.com/contact-us/helplines-and-support)
- Feedback / Insights: <https://r1.dotmailer-surveys.com/bb41f58a-914k8i13>
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