The situation regarding the spread of the coronavirus is fast-moving. The safety, health and wellbeing of our employees, members of the public and the communities in which we operate is paramount. Our advice reflects the most up to date information and guidance provided by government and public health authorities.

Some elements of public health guidance may change in the coming weeks. We may be required to temporarily update some of our policies and practices. We will keep you informed if anything changes. Please look out for regular email updates and make use of the intranet information page.

To whom does this apply? All Royal Mail Group Ltd employees.

1. Current government guidance on absences related to suspected coronavirus

- The most common symptoms of coronavirus (COVID-19) are recent onset of:

  o new continuous cough and/or

  o high temperature

- For most people, coronavirus (COVID-19) will be a mild infection

- If you have symptoms of coronavirus infection (COVID-19), however mild, stay at home and do not leave your house for 7 days from when your symptoms started

- You do not need to call NHS111 to go into self-isolation. If your symptoms worsen during home isolation or are no better after 7 days contact NHS 111 online. If you have no internet access, you should call NHS 111. For a medical emergency dial 999

- For more detailed information, please access the latest government advice here

2. Our Sick Pay Approach

- Our normal approach to sick pay will continue to apply to all Royal Mail Group Ltd employees with over a year's service

- Exceptionally, to support employees who should not be attending work, Royal Mail has **temporarily changed the sick pay for employees with less than a year's service**

o Where the **absence is related to coronavirus**, these employees will receive the **same sick pay as employees with over a year's service**

- This will be in place until the end of March 2020, when it will be reviewed and may be extended. We will continue to monitor the situation and may change this

- **Where a colleague has to look after a dependant, such as a child, our normal approach applies**. Colleagues can take holiday, unpaid time off or work flexibly. They should agree this with their line manager

3. Recording coronavirus related absences in PSP

- All coronavirus absence cases should be coded as sickness absence by managers using the appropriate code in PSP:

  o Coronavirus self-isolation (employees without symptoms who cannot work from home)

  o Coronavirus symptoms

  o Coronavirus confirmed case

- Managers should update any previous absences due to coronavirus using the new codes. These should be available on Monday 16th March

- Certification should be provided as normal:

  o **Absences of seven days or less:** These should be self-certified

  o **Absences of more than seven days:** We understand that there may be delays in getting NHS 111 certification for absences over 7 days. If an employee receives guidance that they should self-isolate for more than seven days, they will need to provide details of who provided the advice

- The business is developing a special self-declaration form for all colleagues absent due to coronavirus. We will notify you when this goes live

- Work is now being carried out on PSP to reflect this approach. Please note that payment for colleagues with less than one year of service may be delayed as we update systems

4. Recording self isolation and cases of coronavirus

- Should an employee have to take time off work due to coronavirus, or coronavirus related symptoms, the manager must update the Self-Isolation Recording Portal, which you can access here

- *If a colleague has a* **positive** *COVID-19 diagnosis, the line manager must contact CPC (Central Postal Control) on: 0345 266 1060. CPC is Royal Mail's first point of contact for any business continuity issue.*

5. Detailed Q&A for managers and access to information for colleagues

- Regular and thorough hand washing is the key defence against the spread of the virus. Please encourage all colleagues to do this frequently.

- A detailed Question & Answer document has been added to the SHE coronavirus information page. This is a fast-moving situation, and we will update the information page and Q&A regularly.

- All managers are required to read this document and to then brief their teams at the earliest opportunity using this WTLL brief.

- Colleagues can access Royal Mail's coronavirus information via myroyalmail.com

- For other queries, employees can contact the HRS helpline 0345 6060603. Managers can call the Advice & Support helpline on 0345 6042787. This will be open, exceptionally, on Saturday and Sunday this weekend.