



Cpl Protocol for Returning to the Office

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Cpl Protocol for Returning to the Office



1 Coronavirus - COVID-19 Protocols for returning to office

As businesses throughout the world move to reopen, the health & safety of Cpl employees remains our top priority. The purpose of this document is to provide guidance to you on your return to the office following the COVID-19 pandemic.

Cpl's goal will be to accommodate employees safe and co-ordinated return to the office ensuring the wellbeing of employees is covered in line with the governments COVID-19 Return to Work Safely Protocol.

We have partnered with the Cpl Institute and they have conducted risk assessments across all locations within the Cpl group. We have implemented measures to create a safe environment for our employees in line with the health & safety legislation and the Irish Government's COVID-19 Return to Work Safely Protocol.

A number of individuals have been assigned as COVID-19 champions and employee representatives. A full list of our champions and employee representations can be found on the Hub. These champions/employee representatives have received the following Lead Worker Representative Training:

<https://www.thecplinstitute.ie/product/covid-19-workplace-appointed-representative-training/>

COVID-19 champions/employee representatives are responsible for implementing policies and behaviours in their respective areas and ensuring that the COVID-19 measures are strictly adhered to. It is your responsibility as an employee to be able to identify who these individuals are, but please refer to the Hub for updated contacts.

This protocol document has been prepared to inform and instruct employees on all behaviours/ changes that will be implemented across all offices within Cpl.

Employees must complete a mandatory COVID-19 Return to Work induction re-training programme. This will be conducted through our online training platform, Knowledge 360, and must be completed by all employees prior to returning to the office.

In order to protect yourself and all other employees, all employees must:

- Make themselves aware of the signs and symptoms of COVID-19 and monitor their own wellbeing.
- Focus on good hygiene measures, including cleaning and hand hygiene at all times.
- Notify their Director/Manager immediately if any symptoms develop during working hours.

- Self-isolate at home if advised by a medical practitioner or in line with government guidelines.
- Adhere to all company policies and instructions outlined in this document.
- Report any COVID-19 breaches to their Director/Manager, COVID-19 champion or COVID-19 employee representative.
- Report to your Director/Manager, for contact logging purposes, if you are unable to practice social distancing rules (spending more than 15 minutes face-to-face contact within 2 metres).
- Have a heightened awareness and education on best practices to keep yourself and those around you safe. We recommend that you keep up to date with the latest advice from The HSE.

1.1 Working model:

Due to COVID-19 there will be a phased approached/mix model introduced. Phases are subject to change based on government guidelines. Your proposed return to office date will be communicated to you by your Director/Manager. All actions outlined in section 3 (below) must be completed in advance of you returning to the office.

1.2 Working time schedules:

Cpl will make every effort where possible to meet our employee's needs for travelling by public transport (earlier/later starting times may be agreed), this will also be dependent on business needs.

If you need to stay at home with your dependent(s) due to school or day care closures, please contact a member of Group HR to discuss further.

Individual requests will be considered on a case by case basis.

If you are unable to fulfil your working hours at any time you must notify your Director/Manager immediately.

1.3 Social distancing

Strict social distancing measures are in place. Social distancing means staying 2 meters or more away from another person.

Employees are required to adhere to all instructions/signage e.g. clear markings on floor or queuing, one-way directional traffic systems etc.

1.4 Additional Health and Safety Control – Contact Logging

All employees must complete a contact COVID-19 Journal of people they have come into contact with daily and have it available upon request from the Director/Manager. A copy of Cpl's COVID-19 Contact Journal can be found in Appendix 2.

Cpl has also implemented a contact log system to record any individual who visits a Cpl office across the Island of Ireland.

If at any time during your working day you are unable to adhere to the social distancing rules (spending more than 15 minutes face-to-face contact within 2 meters) for any reason, it is the responsibility of all employees to advise their Director/Manager immediately in writing via email. You must advise your Director/Manager of the time, date, location and other parties involved in the incident.

On a daily basis the COVID-19 Champion will review any escalation received where social distancing was unable to be achieved, he/she will put alternative and/or additional controls in place to eliminate similar incidents in the future.

Should there be a confirmed case of COVID-19 within Cpl, the HSE may request that we provide a copy of our contact log to identify any individual that person may have come into contract with over the last 48 hours to assist in the HSE contact tracing.

1.5 COVID-19 Symptoms

It can take up to 14 days for symptoms of COVID-19 to appear. They can be similar to the symptoms of a cold or flu.

Common symptoms of COVID-19 include:

- A fever (high temperature - 38 degrees Celsius or above)
- A cough - this can be any kind of cough, not just dry
- Shortness of breath or breathing difficulties
- Loss or change to your sense of smell or taste

Below you see a comparison of COVID-19 to flu and cold:

Symptoms	Coronavirus Symptoms range from mild to severe	Flu Abrupt onset of symptoms	Cold Gradual onset of symptoms
Fever or chills	Common	Common	Rare
Cough	Common (usually dry)	Common (usually dry)	Mild
Shortness of breath	Common	No	No
Fatigue	Common	Common	Sometimes
Aches and pains	Common	Common	Common
Sore throat	Sometimes	Sometimes	Common
Headaches	Sometimes	Common	Rare
Runny or stuffy nose	Sometimes	Sometimes	Common
Feeling sick or vomiting	Rare	Sometimes	No
Diarrhoea	Rare	Sometimes in children	No
Sneezing	No	No	Common

Employees who are experiencing any of the symptoms outlined above are recommended to stay home and contact their GP or HSE. The employees must not attend work before speaking to a healthcare professional and if advised they should restrict their movements for 14 days from symptom onset, the last five days of which should be fever free. A copy of Cpl's COVID -19 self-isolation illness policy can be found in Appendix 3.

For more information on COVID-19 symptoms please visit the HSE website.

1.6 At Risk Category

The HSE have provided guidance on who they consider most at risk. Please advise Group HR if you fall into the "at risk" category. You must follow the guidance of a medical practitioner and provide written documentation from your GP to Group HR.

1.7 Good hygiene Practices

It is essential that you always practice good hand and respiratory hygiene. These actions include regular handwashing and covering your mouth and nose with a tissue or the bend of your elbow when you cough or sneeze.

1.7.1 Hand hygiene:

You should wash your hands regularly, specifically:

- Before & after eating and preparing food
- After coughing or sneezing
- After using the toilet
- Before smoking or vaping
- Where hands are dirty
- Before and after wearing gloves
- Before and after being on public transport
- Before leaving home
- When arriving/leaving the workplace/other offices
- After changing tasks
- After touching potentially contaminated surfaces
- If in contact with someone displaying any COVID-19 symptoms or suspected/confirmed case of COVID-19

The instruction from the HSE is to wash your hands thoroughly with soap and water. See HSE hand hygiene guidance.

1.7.2 How to wash your hands with soap and water

- Wet your hands with warm water and apply soap
- Rub your hands together until the soap forms a lather
- Rub the top of your hands, between your fingers and under your fingernails
- Do this for about 20 seconds.
- Rinse your hands under running water
- Dry your hands with a paper towel/hand dryer
- Dispose of paper towels in a closed lidded bin

1.7.3 Respiratory Hygiene:

Cover your mouth and nose with a clean tissue when you cough or sneeze. You must promptly dispose of the tissue in a lidded bin and wash your hands. If you do not have a tissue to hand, cough or sneeze into the bend of your elbow instead, not into your hands.

You should avoid sharing items such as cups, bottles, cutlery, pens etc.





1.8 Masks:

The wearing of masks is mandatory at all times except when sitting at your desk. Employees are responsible for ensuring that their facemasks are stored securely, kept clean and washed daily (over 60 degrees Celsius). Each employee will receive two reusable masks in their care pack. If an employee requires more, they can purchase a reusable mask from reception or their COVID-19 champion at a cost of €2 per mask. All money collected will be donated to the locations chosen charity.

Mask Use

Instructions for use

Before/During Use:	After Use:
Before putting on a mask , clean hands with soap and water or alcohol-based hand sanitizer	Remove mask from behind using the elastics (do not touch the front of the mask)
Inspect the condition of the mask , usually the coloured side/the side with folds facing downwards of the mask, should face outwards	Discard immediately in a closed bin; replace the mask with a new one as soon as it is damp and do not re-use single-use masks
Cover nose, mouth & chin with mask: adjust nose clip over the nose and tighten snugly; no gaps between face & Mask	Clean hands with soap and water or alcohol-based hand sanitizer
Avoid touching the mask while using it; if you do, clean your hands with soap & water or alcohol-based hand sanitizer	
If removing mask when eating or drinking , fold with the outward surface inward. Temporarily store in paper bag or paper towel. Do not place used masks on any surfaces.	

If you have any questions about the use of masks, please contact your Cpl COVID-19 champion.

Note: wearing face masks must not take the place of other preventative measures.

1.9 Temperature checking

Cpl have taken the Chief Medical Officer (CMO) and IBEC's recommendations and have decided not to implement temperature screening as there are many biological reasons for a person having a raised temperature. The figures have

shown that 30% of all people who have tested positive for COVID-19 in workplaces were asymptomatic. If we were to implement temperature checking, we would potentially be sending employees who are not sick home and allowing 30% of all positive cases to remain in the workplace.

1.10 No hand shaking policy

Cpl has a no-hand-shaking policy in place. A copy of this policy can be found in Appendix 4.

1.11 First Aid

All first aiders have been fully trained.

Employees who were previously certified have received a 2-hour briefing on First Aid Response COVID Update Training:

<https://www.thecplinstitute.ie/product/covid-19-far-update/>

Employees who were not previously certified have received First Aid Responders training (including COVID-19):

<https://www.thecplinstitute.ie/product/first-aid-training-course/>

Should an employee require first aid, please follow the standard emergency procedure.

1.12 Presenting with Symptoms at Home

If you have concerns regarding your health and well-being and/or you are presenting with symptoms listed above in section 1.5, you should:

- Follow the HSE guidelines
- Seek medical advice by phone
- Provide an update to your Director/Manager/ Group HR in a timely manner and submit a medical certificate if required
- Do not attend the office if you have been advised by a medical practitioner

1.13 Isolation Room

In the event that an employee becomes symptomatic while at work, the employee must be escorted by a Cpl COVID-19 champion to the isolation room immediately.

1.14 Presenting with Symptoms at Work

If you suddenly present with symptoms whilst at work the following actions should be taken, whilst at the same time ensuring social distancing is maintained:

- You must immediately advise your Director/Manager via Microsoft Teams or by phone
- You must not move from where you are located at the time
- Your Director/Manager will call your COVID-19 Champion
- The COVID-19 champion will provide you with a mask and gloves and accompany you to the designated isolation room. Social distancing must be maintained along the isolation route. Once you are in the isolation room, the COVID-19 champion will assess you and determine if emergency services are required.
- You must adhere to all the instructions provided by the champion
- You must limit/avoid touching any surfaces such as door handles, light switches, individuals, or objects etc.
- If you do not require emergency services, you must contact a medical practitioner to seek guidance via phone
- You must follow all instructions provided to you by the medical practitioner
- If advised by the medical practitioner to go home and you are in the position and feel fit to use your own transport you may do so
- If you are not in a position to drive yourself home, your next of kin will be contacted to make arrangements for you to be collected
- You must remain in the isolation room until such time as you are fit enough to leave the premises

When you have left the premises, your Director/Manager will contact the local cleaning representative to go to the area in which you were working and remove any personal/company/equipment. The equipment moved will be cleaned with disinfectant wipes and stored securely. The isolation room and your work area will remain closed until both areas are cleaned. If you are diagnosed with COVID-19, the HSE may request Cpl to provide a copy of your contact log.



2 Travel

2.1 Returning from Abroad

If you return from abroad, you must adhere to the government self-isolate regulations. Cpl advises all employee to avoid non-essential travel until further notice from the government. For further details please refer to the Department of Foreign Affairs and Trade for travel advice and updates.

2.1.1 Traveling to work

- Public Transport – If you are using public transport to and from work you must adhere to the government guidelines which includes, but is not limited to, using face masks and adhering to social distancing guidelines at all times.
- Car – If traveling by car it is recommended to travel alone. If you must share a vehicle you should wear a face covering and clean/wipe the vehicle's frequently touched surfaces at the start and end of each day.

2.1.2 Travel for work purposes

Cpl has a non-essential business travel policy in place during COVID- 19 unless critical worker status is assigned.

3 Prior to Return:

This protocol document has been created to assist in the smooth return to the office. The protocol document outlines the requirements in place relating to the return to the office plan. You must review and familiarise yourself with all aspects of this document in advance of returning to the office.

3.1.1 Training

All employees must complete the COVID-19 Return to Work Induction Training in advance of returning to the office. You will be provided with details of this training closer to the time of your proposed return to the office date.

You must complete this training in advance of submitting your COVID-19 Self-Declaration Return to Work Form to Group HR.

3.1.2 COVID-19 Self-Declaration Return to Work Form

Before returning to the office you must complete a COVID-19 Self-Declaration Return to Work Form. On this form you will be asked to declare that you are fit to return to the office.

It is your responsibility to ensure that this form is completed in full and returned to Group HR for review at least 3 days prior to your proposed return to work date. Upon receipt Group HR will review and approve.

If you are experiencing any of the symptoms outlined on this form you must follow HSE guidelines. Seek medical advice by phone and provide an updated to Group HR in a timely manner along with a medical certificate/letter if required. For more information on how you determine if you fall under the "at risk category" [click here](#).

A copy of this policy can be found in Appendix 1.

Once the form has been completed and approved it will be saved on your HR file.

4 Workspace

4.1 Disinfection:

4.1.1 Cleaning of Personal Items

All employees are responsible for cleaning personal items which they have brought to the workplace and are likely to be handled at work or during breaks. e.g. mobile phone. You must avoid leaving personal items on communal surfaces. In the event a personal item is left on a communal surface, you will need to clean the surface after the item is removed.

4.1.2 Cleaning

A deep clean has been conducted in each location prior to employees returning to the office.

There are enhanced cleaning routines throughout all Cpl offices with a focus on high traffic/touch spaces, common areas, elevator buttons, kitchenettes, toilets, etc.

Cpl have an enhanced cleaning protocol in place where there is suspected/confirmed virus exposure.

4.1.3 Disinfectant Wipes/Cleaning Produce Stations

There are disinfectant cleaning products available in each office area should employees wish to use them to clean their desks throughout the day. We would advise employee to clean their own workspace twice daily. Also, disinfectant wipes will be available in the breakout areas and meeting rooms.



4.1.4 Hand-Sanitizers

Hand sanitiser is available in each office location at building entrances and common areas such as

- All entry/exit points
- High traffic areas

A dedicated person has been appointed in each office location to ensure hygiene facilities are regularly checked and well-stocked e.g. hot running water, soap dispensers, paper towels and hand-sanitiser.

4.1.5 Clear Desk Policy:

Cpl has a clear desk policy in place. A copy of this policy can be found in Appendix 5.

4.1.6 Unassigned Desks

A social distancing advisory notice will be placed on several desks to inform employees that they must not occupy that specific workplace. Please do not interfere with those desks which are clearly marked as 'non occupy'; this is a serious health and safety matter and employees who fail to respect the protocols in place, will be addressed under the disciplinary procedure.

4.2 Reception:

If you need to go to reception, you must adhere to the social distancing markings on the floor.

Social distancing must also be adhered to in the seating and waiting area of reception.

4.3 Restriction of visitors

In order to minimise the risk of the spread of COVID-19, Cpl have implemented visitor restrictions. This policy is under continual review by Group HR. However, where business critical visitors are required to attend the office, a controlled access process has been put in place including adherence to sanitisation processes and full personal contact details (e.g. telephone number, last place visited, collected to assist with contact tracing). A copy of Cpl Visitor Self-assessment form can be found in Appendix 6.

4.4 Postage & Packages

- You are not permitted to have personal mail/packages delivered to Cpl.
- Any items received to reception will be returned to the sender.

4.5 Printers and Scanners

- You must use the disinfectant wipes provided to clean printers and scanners after each use.

4.6 Lift and Staircase

When entering/leaving the office:

- Only one employee is permitted to use the lift (where applicable) at any one time.
- We would recommend using the stairs where possible. Entry and exist markings will exist on each stairwell.

4.7 Toilets/Showers

- To ensure social distancing, some toilets, sinks and showers will be marked as 'out of use'.
- Only use designated toilets, sinks and showers.

4.8 Meeting rooms:

- The maximum capacity for each room will be posted outside each meeting room to ensure social distancing is maintained
- Where possible meetings should be held virtually even when employees are in the office
- Team meetings should only occur in open spaces

4.9 Kitchen and Breakout Areas

- Social distancing must be adhered to at all times in the kitchen and breakout areas
- The maximum capacity which is allowed in the kitchenette and breakout areas will be posted outside
- All employees must bring in their own crockery and cutlery, under HSE guidelines we cannot provide such items going forward
- Each employee must immediately clean up after themselves
- Working stations must be cleaned after preparing food
- Breaks and lunches will be scheduled to aid social distancing. Your Manager/Director may organise you into teams. Those who consistently work should take breaks together

4.10 Water Fountains

- Only single use cups can be used in the water fountains
- It is prohibited to use personal containers

4.11 Evacuation

- If the fire alarm goes off, you must follow the standard evaluation procedure
- Social distancing must always be adhered to

4.12 Building ventilation systems

The primary models of transmission of the virus that causes COVID-19 are respiratory droplets and surface contamination. Information that has been provided on airborne transmissions has been limited. However, Cpl has implemented practices to minimise exposure.

Cpl have flushed out hot water systems e.g. showers, backwashes etc. to prevent Legionnaire's Disease.

4.13 Smoking at work

The objective of Cpl's Smoking Policy is to ensure a healthy working environment for people working in or visiting the Company's premises. In accordance with legislation, smoking of any kind, including e-cigarettes and so-called 'vaping' is not permitted in any of the Company's premises at any time and employees must only smoke in designated smoking areas.

Employees must maintain social distancing (2 meters or more away from another person) when smoking in these designated areas.

4.14 Cpl Support Hub (EAP)

The Cpl Support Hub is available to all employees. This is a confidential service which offers support 24/7 on a range of issues such as financial, health, depression, addiction and relationships or simply if you are feeling anxious, stressed or have any concerns regarding Covid-19.

You can access the Cpl Support Hub programme on :

1800 201 346 Republic of Ireland

0808 234 5183 Northern Ireland

In addition you can visit the Cpl Support Hub Portal and gain access to a variety of information.

Cpl EAP Portal [click here](#)

Login: CPL

Password: CPL15EAP

The Cpl Support Hub is completely confidential and voluntary, and Cpl recommends anyone requiring support to use this worthwhile service.

4.15 Contact Group HR

Should you have any additional questions or would like to raise any issues or concerns that you may have please reach out to the following members of Group HR at any time, their contact details are as follows:

Sharon Vize

Group HR Director [087 6297543](tel:0876297543) / sharon.vize@cpl.ie / [via Msoft teams](#)

Niamh O'Connor

HR Manager [087 975 3376](tel:0879753376) / Niamh.m.oconnor@cpl.ie / [via Msoft teams](#)

Linda Enright

HR Business Partner [087 270 9060](tel:0872709060) / linda.enright@cpl.ie / [via Msoft teams](#)

5 Disclaimer

The above document describes all security measures to be taken when employees are returning to work or while they are present in the office. There may be additional measures/actions introduced which will be visible in offices. If at any stage, an employee feels threatened by the current sanitary situation or they have any concerns, they should contact a member of HR listed above.

This procedure is subject to change at any stage based on government guidelines

6 Appendix- 1 Cpl COVID-19 Return to Work Form

To help prevent the spread of COVID-19 in the workplace, every employee must review, sign, and return this form to Group HR three days before returning to work. On review of the form, Group HR may contact you to not return to work immediately but will discuss a suitable future date for your return.

Please note that according to the guidelines set out by the Irish Government, if you have experienced any of the below, you should not return to work and should contact Group HR who will discuss a suitable future date for your return.

1. You should not return to work if you travelled into the Republic of Ireland from any country (with the exception of countries on the COVID-19 green list) in the last 14 days. You must self-quarantine for 14 days after your arrival and should not return to the office. You can find further information regarding travel restrictions [here](#).
2. You should not return to work if you have been in close contact with a person who has a confirmed or suspected case of COVID-19 infection. Close contact is defined as being less than 2 meters away from the individual for more than 15 minutes accumulative in 1 day.
3. You should not return to work if you have experienced any of the symptoms of cough, fever, high temperature, sore throat, breathlessness or flu like symptoms in the last 14 days. You should self-isolate and contact your GP who will assess you over the phone.
4. You should not return to work if you have been diagnosed with confirmed COVID-19 infection in the last 14 days and should self-isolate in line with advice from your GP and the Irish Government. You can return to work 14 days after you first developed symptoms, or when you have had no fever for 5 days, depending on advice provided by your GP. You can find further information from the Irish Government [here](#).
5. You should not return to work if you have been advised by a doctor to self-isolate or cocoon at this time.
6. You should not return to work if you are categorised as 'at-risk' according to HSE guidelines. The full list of those determined as 'at-risk' can be found [here](#).

If any of the above apply to you, please contact Group HR who will discuss a suitable future date for your return to work.

Please provide details below should you have any other circumstances relating to COVID-19, not included in the above, which may need to be considered to allow your safe return to work:

Division:	Workplace Address:

I can confirm that none of the above situations outlined in points 1 – 6 apply to me, and I am not aware of any extenuating circumstances which would prevent my return to work.

Signed: _____

Date: _____

If your situation changes at any time after you complete and submit this form, please notify Group HR immediately.

7 Appendix 2 - COVID-19 Contact Journal

All employees must complete the following COVID-19 Journal daily. This must be made available to your Director/Manager upon request to assist the HSE in contact tracing in the event of a positive COVID-19 case within Cpl.

Date	Where have you been	When were you there	Who you encountered

Employee Details:

Employee Name: _____ Division: _____

8 Appendix 3 - COVID-19 Self Isolation & Illness Policy

COVID-19, also known as coronavirus, is a new illness that can affect people's lungs and airways.

There is no waiting period for employees who has been diagnosed with COVID-19 or who are in medically required self-isolation.

COVID-19 Special Illness Benefit

As of the 24 March employees are entitled to claim social welfare benefit of €350 per week, up to a maximum of 2 weeks, where an employee is medically required to self-isolate or 10 weeks where a confirmed diagnosis has been made. If an employee has been certified for less than 10 weeks, they will be paid for the duration of their certificate.

In order to be eligible for payment, you must meet the following requirements:

- Must be diagnosed with COVID -19 or must satisfy the conditions for self-isolation specified in public health advice;
- Must be absent from work and confined to home or a treatment location
- Must not be performing any work
- Must have been in paid employment immediately prior to claim
- Must submit, on request, evidence of employment, earnings and absence from work

In situations where you have been diagnosed with COVID-19 or you are in self-isolation, your GP will complete a medical certificate on your behalf and forward it directly to the Department of Employment Affairs and Social Protection.

If an employee has been advised by the HSE that they must self-isolate (e.g. contact tracing), the employee will have received a text or a letter from the HSE. They will need to submit a copy of this notification with their Illness Benefit application form.

If an employee is returning from travel abroad and following HSE self-isolation advice, the employee will require a medical certificate from their GP.

If an employee requires two successive period of self-isolation i.e. four weeks in total, separate claims must be submitted for both periods, with medical certification provided.

How to apply

Online:

An employee can apply online at www.mywelfare.ie through their MyGovID account.

Employees must ensure they complete the correct bank details, including their Iban and BIC to avoid delays in the payment being made.

Apply by Post:

To apply by post an employee must complete an illness benefit form (Form 1B 1). It is important that part 5 of the application form is completed as this section asks the employee how they wish for their Illness Benefit to be paid.

An employee, can make an application by:

- Calling 1890 800 024 or 01 2481398 between 9.00 am and 5.00 pm Monday to Friday (Application form will be issued by post) or
- Organising someone to collect a form at your GP's surgery or at your local Intreo Centre
- Request a form to be posted to you by emailing forms@welfare.ie and providing your name and address

Once the Department of Employment Affairs and Social Protection are in receipt of your completed application from and medical certificate from the GP or text or a letter from the HSE their payment will be processed.

Completed application forms can be sent Freepost to:

Social Welfare Services
PO Box 1650
Department of Employment Affairs and Social Protection
Dublin 1

You must continue to liaise with your GP and Group HR in relation to your diagnosis and the length of time you are medically certified unfit to work due to COVID-19.

Emergency Income Support

Any employee who is in receipt of the enhanced illness benefit payment and who still faces financial distress can apply for additional emergency income support, in the form of [Supplementary Welfare Allowance](#) (based on a means test).

Any employee who is in need of immediate support and is unable to attend their local Intreo Centre can phone 1890 800 024 or 01 2481398 between 9.00 am and 5.00 pm Monday to Friday.

Review Process

The Company reserves the right to review, amend or replace this policy.

For any questions on the Covid-19 Self Isolation & Illness Policy, please contact Human Resources.

9 Appendix 4 – Cpl No Handshaking Policy

Purpose

To protect our employees against COVID-19, Cpl have implemented a 'No Handshaking Policy'.

Handshaking is an efficient way to spread germs as, according to studies, we unwittingly touch our faces about one or two dozen times per hour, most often touching our eyes, nose, or mouth. This raises the likelihood that an employee would infect themselves or others who they are in close contact with through respiratory droplets, by direct contact with infected persons, or by contact with contaminated objects and surfaces.

Scope

This policy applies to all employees, including those who job-share, work part-time and/or are on temporary and fixed term contracts.

Policy

How should I greet a person to avoid catching COVID-19?

We understand that handshakes are particularly difficult to decline because of when they happen. We shake hands with people in professional settings—it's a cultural norm in the business world globally.

We would advise our employees to inform visitors ahead of time, in writing, that Cpl has a handshake-free zone due to COVID-19. Or, if you don't have time for that, before you are in handshake range you can say something like, 'So happy to meet you, but so sorry we have to skip the handshaking. We want to keep everybody safe.'

Cpl encourages waving, nodding, bowing, touching elbows or holding your hands in the "namaste" prayer position in front of your chest, or other such gestures that signal positivity without touching each other.

Changes to this policy

Cpl reserves the right to amend this policy and will give you notice of any changes.

Questions

For any questions on the No Handshaking Policy, please contact Human Resources.

Cpl Group HR

E: groupHR@cpl.ie

10 Appendix 5 – Cpl Clear Desk Policy

Purpose

To ensure that all employees are working in a clean, fresh and comfortable environment in line with HSE COVID-19 recommendations.

Scope

This policy applies to all employees, including those who job-share, work part-time and/or are on temporary and fixed term contracts.

Policy

Along with ensuring that all employees are working in a comfortable work environment, Cpl also wants to ensure that we are protecting our employees against COVID-19. There are also many other benefits of implementing a clear desk policy which include:

- To ensure Facilities can deep clean all surfaces, desks, cabinets, printers, high touchpoints etc.
- It reduces the threat of a security incident as confidential information is locked away when unattended
- It reduces the threat of sensitive documents being stolen
- Scientific studies have shown that there is a reduction in stress with employees who have a tidy desk
- It is also proven that tidy desks reduce workplace accidents and spills
- It is a sign of efficiency and effectiveness

Procedure

A clear desk should only contain: a telephone, computer, keyboard, mouse and mat or docking station for laptops and stationery. At the end of the working day you are expected to clean the desk you have used that day and to remove all office papers.

Whether you have a fixed workplace or hot desk, you must clear all information from your desk and ensure that it is locked away or removed when you have finished using the desk, or expect to be away from it for longer than 4 hours.

Employees should log off or lock their machines (by pressing the Windows key and L) when they are going to be away from their desk even for a short period of time. e.g. during comfort breaks.

For desks to be cleaned properly, it must be clear of everything except for the equipment listed above. Disinfectant wipes are available to employees to clean their desk throughout the day and at the end of the day. Our Cleaning Representative when complete a deep clean once all employees have existed the area.

Passwords must not be left on sticky notes posted on or under a computer, nor may they be left written down and left in an accessible location.

Your computer must be turned off at the end of each workday. For those employees who have a laptop, it must be removed at the end of each day in a secure cabinet or brought home.

All food items must be kept and consumed in the Staff Kitchen area. People are not permitted to eat at their desks.

Clothing items which are left unattended at the end of each day will be collected and donated to charity. All other items left unattended will be collected and destroyed on a daily basis.

Tips for having a tidy desk and workplace

1. Put time into your diary each day to sort through everything on your desk to determine what you need and what you don't. Throw away the things you don't need. Ensure that you recycle. Give yourself plenty of time.
2. Use our secure recycling bins for documents that are no longer needed
3. Do not print off emails to read them. This just generates increased amounts of clutter
4. Handle any piece of paper only once – act on it, file it, or put it in the bin
5. Consider scanning paper items and filing them electronically

Changes to this policy

Cpl reserves the right to amend this policy and will give you notice of any changes.

Questions

For any questions on the Clear Desk Policy, please contact Human Resources.

Cpl Group HR

E: groupHR@cpl.ie

11 Appendix 6 - Cpl Visitor Self-Assessment Form

The health of our employees, candidates, clients & visitors is our top priority. Cpl is committed not only to protect Cpl employees against COVID-19 but also to assist in the prevention of secondary transmission and international spread of the disease. Given the heightened concerns about the risk of COVID-19 spreading, we are asking all visitors to perform a self-assessment when entering Cpl offices.

Visitor/Contractor COVID-19 Questionnaire	
Visitor's Name:	
Visitor's company:	
Contact Number:	
Visiting:	
Date:	

Please circle your answers below:

1.	Have you visited any countries outside Ireland in the last 14 days?	Yes/No
2.	Are you suffering any flu like symptoms/symptoms of COVID-19?	Yes/No
3.	Within the last 14 days, have you been in close contact with a person confirmed to have a novel COVID-19 infection or who is under quarantine because of a suspected case of COVID-19?	Yes/No
4.	Have you been in contact with someone who has visited an affected region in the past 14 days?	
5.	Do you have a cough, cold, fever-like temperature shortness of breath, difficulty breathing, sore throat, diarrhea, tiredness or aches and pains loss or change to your sense of smell or taste?	Yes/No
6.	Have you consulted a Doctor or other medical practitioner?	Yes/No
NOTE: Please adhere to Cpl's office standard processes/procedures regarding infection control, i.e. hand washing/hand sanitising and general coughing/sneezing etiquette.		
Visitor Signature:		Date:

If you answered yes to any of questions above or you do not wish to fill out this questionnaire, you will not be permitted to remain in Cpl's office. We will reschedule the meeting and/or make other arrangements.

If you are experiencing any of the symptoms mentioned above, seek medical advice right away. Before visiting a doctor's office or emergency room, phone ahead and inform them of your recent travel and/or your symptoms.

By signing the below, you certify that you have answered the above questions to the best of your knowledge. Provided it is required by applicable law, you consent for Cpl to collect and process your personal information contained in this questionnaire to assist with possible contact tracing.

Print Name:

Date:

Signature (Visitor):

Privacy notice: Cpl collects this information on an exceptional basis to protect its employees, contractors and visitors. The information contained in this questionnaire will be retained for up to 14 days.

Access to Cpl office (circle one):

Approved Denied

12Appendix 7 - COVID-19 Temporary Remote Working Policy

Overview

As a part of Cpl's continued response to the novel coronavirus (COVID-19) pandemic, Cpl are facilitating all employees to temporarily work remotely from home under the temporary remote working policy, employees will perform the same work that they would have in their normal workplace in accordance with performance expectations and other duties determined by their Director/Manager.

Cpl understands and is aware that employees are now working in a new way, and for some of our colleagues with the additional demands of child and/or elder care. We understand that there are additional pressures and complexities to the current way of working and challenges posted by circumstances outside their control.

Please speak to your Director/Manager if you have caring responsibilities, so performance expectations can be managed accordingly.

Scope

This policy applies to all employees, including those who job-share, work part-time and/or are on temporary and fixed term contracts.

Policy

Remote working is an arrangement made between Cpl and its employees. It grants flexibility to employees to work remotely during their contracted hours provided that the requirements of the role and the client's needs are been met.

Procedure

Director/Manager will consider the following with their employees:

- How will employees fulfil work expectations remotely?
- What routine responsibilities/tasks cannot be fulfilled while working remotely and how it will impact operations or others?
- Are there ways to reduce any identified impacts?
- MSoft teams training will be provided and additional support given where required
- What strategic priorities and timelines will be agreed with the employee to ensure service delivery to both internal and external clients is not impacted?
- How will performance be evaluated?

Communication

Directors/Managers will continue to maintain daily team meetings and one-to-one check-ins.

These meetings will be conducted through phone, or Microsoft Teams. Directors/Managers will inform employees how often they should send updates on how they are progressing with their work and what those updates should include. Directors/Managers will also communicate how quickly they expect the employee to respond and the best ways for the employee to contact them. Current performance standards are expected to be maintained by employees when working remotely.

If an employee has any concerns about their ability to carry out work from their home, they should speak directly to their Director/Manager and agree how best to address this matter.

Hours of Work

The amount of time and contracted hours that the employee is expected to work will not change during this temporary remote working agreement. Employees must continue to account for and record a minimum of the standard hours each day (or equivalent if on a part-time arrangement). Hours of work should remain the same unless specified otherwise. The employee agrees to apply themselves to work and be available to communicate with their co-workers, Directors/Managers and clients during work hours. Normal procedures will be followed for the approval and use of other leave such as annual leave, protective leave etc.

Payment

An employee's annual remuneration will be paid as normal provided they work their contracted hours. These arrangements will not affect the employee's rights, general conditions of employment and access to benefits.

Compliance with Company Policies

Employees must agree to comply with Cpl's policies and procedures and any violation of such may result in the termination of the temporary remote working arrangement and/or disciplinary action; up to and including dismissal.

Equipment and Materials

Employees must agree to use equipment provided by Cpl for business purposes only and to notify IT immediately of equipment malfunction in order to schedule repair or replacement. Any damage or theft of the equipment should immediately be reported to your Director/Manager. Employees must return all Cpl property when the remote working arrangement ends. Where employees are authorised to use their own equipment, Cpl will not assume responsibility for costs of repairs, maintenance, or service.

Security of Information and Records

Employees must use secure remote access (VPNs) and are responsible for the security of all documents and records in their possession while remote working and must adhere to Cpl's Appropriate use of Information and technology, Social Media, Email Usage and Cpl Data Protection policies. Employee's access and connection to Cpl's network(s) may be monitored to record dates, times, and duration of access. If any unauthorised access or disclosure occurs, the employee must inform their Director/Manager immediately.

Health & Safety

Employees must notify their Director/Manager if they become aware that they are suffering from any disease or physical or mental impairment which affects their performance of work activities that could give rise to risks to the safety, health and welfare of persons at work.

The duty is on the employee to protect themselves and others and is especially critical in the current situation.

An employee is also responsible for ensuring they are not working in a hazardous environment which would put themselves and others at risk whilst working at home e.g. loose cables, electrical faults. If the employee has any safety

concerns regarding to working from home, they should contact their Director/Manager and a decision will be made if the employee is safe to continue working remotely.

Accidents and incidents

All accidents or incidents related to home working must be reported to the employee's Manager/Director immediately and an official incident report form must be completed.

Insurance

Cpl does not provide insurance cover to any property held in an employee's home irrespective of whether home working is engaged in. Employees are advised to check with their contents insurance provider and mortgage lender, if appropriate, to ensure that home working does not invalidate the terms and conditions of their policy.

Cpl does not have any control over your home environment or the space you use to create your home working environment. It is therefore your responsibility to ensure that the workplace is safe and suitable for the purpose of home working.

Tips for Employees while working remotely

Employees often learn that working remotely is different than they expected, and it requires specific skills and habits. The following tips will help Cpl employees work effectively while at home and how to protect their mental health and wellbeing:

1. Define your workspace

It is often difficult to stay focused at home. We are creatures of habit and most of us are used to our normal home routines. Establishing a workspace, even if it is your kitchen table or wearing office attire may cue the brain.

2. Master the basics

- Set up call forwarding. Know how to remotely access the Cpl networks and other online tools you use regularly.
- Use Microsoft Teams, Skype for Business or another instant messaging to stay connected with colleagues. For any system that you regularly use but you may not be able to gain access to, please log a ticket through www.cplhelpdesk.com
- Plan for video calls/meetings by making sure you know how to turn on your microphone and computer's camera (if available) and be aware your colleagues may be able to see the background behind you.
- Make sure you have the supplies you need: pens, paper, chargers etc.

3. Set daily goals, track them and share your progress

Employees may be surprised by how differently the workday passes without the comings and goings of an office to break things up or influence what you do next. Consider starting each day of remote work by writing down what you need to accomplish and then track your progress. Pay attention to how long tasks take you and start adjusting your daily goals to match your current rhythm. Communicate with your Manager/Director and/or colleagues if you think your telecommuting plan needs to be adjusted.

4. Eliminate distractions

Home can mean pets, children or a favourite hobby is only a few feet away. Depending on your living arrangement, you may need to hang a "do not disturb" sign so your family members do not interrupt you. Pets often need a closed door to keep them away and you might need headphones to block the noise.

5. Prioritise privacy

Whether you are in your home or a common area, take five minutes to assess the privacy of your workspace. Can someone standing behind you read your computer screen? Are your windows open so your neighbour can hear your phone call? What information do you need to secure before grabbing a cup of coffee or heading to the toilet in line with our Cpl Data Protection Policy? Your personal privacy matters too, so see if there is anything around you that you would not want visible during a video conference with your Manager/Director or colleagues. not want visible during a video conference with your Manager/Director or colleagues.

6. Continue to employ security best practices

Situations like these are prime phishing opportunities. Remain vigilant for security concerns and be sure to report suspicious emails or activities to IT by logging a ticket through www.cplhelpdesk.com.

7. Stay connected

Many people say they do not call or instant message colleagues who are working remotely because they do not want to bother them. Remember, they are working too! You should feel confident about calling or messaging a colleague who is working remotely. It should be treated the same as if you would walk to their desk or call them if you were working in the office.

8. Protect your mental health and wellbeing

During this time, it is important that you take every opportunity to protect and enhance your mental health and wellbeing. There are several steps you can take:

- Acknowledge that it is normal to feel distressed, worried, anxious or angry during this crisis. This is your way of trying to make sense of the reality of the pandemic situation.
- Maintain social contacts through email, phone calls or social media platforms, while not as supportive as face to face contact it is essential for remaining connected and reducing feelings of loneliness.
- Check trusted sources of information to get the facts about your risk and the precautions you need to be taking. The HSE website, WHO website and the Health Protection Surveillance Centre are all useful locations for information. Remember that there will always be "click-bait" and untrustworthy sources of news circulating and so it is important to maintain a healthy scepticism in this regard. The WHO myth busters section on their website <https://www.who.int/emergencies/diseases/novelcoronavirus-2019/advice-for-public/myth-busters> is a great resource for helping distinguish facts from rumours.
- Follow the advice around good hygiene, cough etiquette and non-essential travel.
- Reduce the amount of time spent watching or listening to distressing or graphic media coverage – media attention both heightens alarm as well as serving as a useful tool for encouraging precautions and prevention. As such, turn off automatic notifications and limit yourself to a period of time or particular program to keep abreast of the situation without adding to the mental strain.
- Maintain familiar routines in as much as possible with time for healthy activities, exercise, rest and connection which are important to maintaining wellbeing. Given there is so much of our "normal" routine that has been disrupted, restoring certainty and predictability where we can helps reduce the psychological impact of this situation.

There can be significant challenges to an employee's mental health and wellbeing when faced with a crisis such as the COVID-19 pandemic that challenges not only physical safety of the individual and that of those around them, but also changes how we work and live. The uncertainty and unknown aspect of the situation does little to reduce the feelings of anxiety and lack of control in individuals.

To address these concerns requires us to begin taking back control of the elements that we can have an impact on and bringing back routines and structures into our days that balance our personal and work lives where possible. This is an evolving situation and one that will test our resilience but by using the tools available to us, recognising what coping measures we use and trying to ensure they are positive ones, we can reassure ourselves of our ability to get through this difficult time.

We would remind employees that we are here to help. If you would like to speak to someone please reach out to a member of Group HR or alternatively Cpl Support Hub (EAP). This is a confidential service which offers support to all our employees 24/7 on issues such as mental health, financial health, fitness and work issue.

You can access the EAP programme on:

1800 201 346 Republic of Ireland

0808 234 5183 Northern Ireland

In addition, you can visit the Cpl EAP Portal and gain access to a variety of information.

Cpl Portal - <http://www.inspirewellbeing.ie>

Login: CPL

Password: CPL15EAP

The Cpl Support Hub is completely confidential and voluntary, and Cpl recommends anyone requiring support to use this worthwhile service.

Changes to this policy

Cpl reserves the right to amend this policy and will notify you of such changes.

For any questions on the COVID-19 Temporary Remote working Policy, please contact Human Resources.

Group HR

E: groupHR@cpl.ie