

Peoples Ford Risk Assessment Relevant to Covid – 19, Coronavirus Disease

Date: 14th May 2020

This document should be read in conjunction with the Peoples Safe Working Practices document which has been emailed to all employees along with this risk assessment.

Overview

Coronavirus disease (COVID-19) is an infectious disease caused by a newly discovered coronavirus. Most people infected with the COVID-19 virus will experience mild to moderate respiratory illness and recover without requiring special treatment.

Older people, and those with underlying medical problems like cardiovascular disease, diabetes, chronic respiratory disease, and cancer are more likely to develop serious illness.

The best way to prevent and slow down transmission is be well informed about the COVID-19 virus, the disease it causes and how it spreads. Protect yourself and others from infection by washing your hands or using an alcohol-based rub frequently and not touching your face.

The COVID-19 virus spreads primarily through droplets of saliva or discharge from the nose when an infected person coughs or sneezes, so it's important that you also practice respiratory etiquette (for example, by coughing into a flexed elbow).

- In December 2020, the vaccination process began in the UK. The vaccination roll out is continuing across the UK with all those deemed as vulnerable Groups now have been offered to receive their first vaccine dose.

Prevention

To prevent infection and to slow transmission of COVID-19, do the following:

- Wash your hands regularly with soap and water or clean them with alcohol-based hand rub.
- Maintain at least 2 metres distance between you and other people.
- Avoid touching your face.
- Cover your mouth and nose when coughing or sneezing.
- Stay home if you feel unwell.
- Refrain from smoking and other activities that weaken the lungs.
- Practice physical distancing by avoiding unnecessary travel and staying away from large groups of people.

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COVID-19 affects different people in different ways. Most infected people will develop mild to moderate illness and recover without hospitalization.

Most common symptoms:-

- Fever.
- Dry cough.
- Tiredness.
- Less common symptoms:
- Aches and pains.
- Sore throat.
- Diarrhoea.
- Conjunctivitis.
- Headache.
- Loss of taste or smell.
- A rash on skin, or discolouration of fingers or toes.

Serious symptoms:-

- Difficulty breathing or shortness of breath.
- Chest pain or pressure.
- Loss of speech or movement.
- Seek immediate medical attention if you have serious symptoms. Always call before visiting your doctor or health facility.
- People with mild symptoms who are otherwise healthy should manage their symptoms at home.
- On average it takes 5–6 days from when someone is infected with the virus for symptoms to show, however it can take up to 14 days.

Company Name	Peoples Limited, Peoples Ecosse Limited & Peoples Liverpool Limited
Location	Registered Office, Callander Road Falkirk, FK1 1SQ
Number of employees	398
Date of Risk Assessment	14 th May 2020
Risk Assessment completed by	Director- Group Customer Service Division & Group Head of HR – Reviewed by Martin Gray, Senior Risk Consultant and Chartered Member of IOSH, as well as our nominated employee representatives.
Up to date contact details held for all staff?	Yes
Link to Government Guidance <i>See further links at relevant sections of the document</i>	https://www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19/guidance-for-employers-and-businesses-on-coronavirus-covid-19 https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/shops-and-branches https://www.hse.gov.uk/news/coronavirus.htm

This document will be reviewed as required by the Board of Directors and amended as new information and guidance becomes available, and / or when it becomes apparent that processes need to be updated. This will be updated and published on our website and staff will be notified of any updates via email.

Review Date	Reason for Review	Reviewed by:
14th May 2020	First Assessment	K Clezy / J Connolly
31st July 2020	Self-isolation period changed so updated in line with latest Govt and NHS guidelines	J Connolly
3rd September 2020	Reference to additional guidance for employees in reference to Test and Trace and shielding guidance	J Connolly
19th October 2020	Updated following reopening of Café facility in Edinburgh Dealership	J Connolly
15th December 2020	Risk assessment reviewed and satisfied no further updates required at present	J Connolly
12th January 2021	Updates made following UK lockdown restrictions effective from 4th Jan 2021	J Connolly
12th April 2021	Updates made following the reopening of non-essential retail	J Connolly

Government Guidance	What action will be taken to achieve compliance?	Action Completed/ Date	Is this considered to be enough or is further action required?	Action completed/ Date
Section 1: Social Distancing				
1.1 All those that can work from home have been identified and have been enabled to do so.	We have taken reasonable steps where possible to enable those who can work from home to do so.	25 th Mar 2020	Yes. Where working from home is not possible, work areas have been adjusted to ensure social distancing and additional safety measures such as Perspex screens are in situ.	25 th Mar
1.2 Staff working or Furloughed	91% of staff were furloughed during the March 2020 lockdown. We will continue to adapt to the differing tier system and only approved operations shall be open and will operate in line with government (local) guidelines and tiers as applicable.	24 Mar 2020	Continuing to phase staffing numbers back to the workplace following the easing of lockdown measures and the opening of non-essential retail since 12 th April 2021. Continuing to monitor in line with government guidelines	Ongoing at 12 th April 2021
1.3 Staff Returning to Work	Staff will be brought back into the workplace in line with government guidelines and as we progress through differing tiers and phases. Social Distancing will be practiced along with all other guidelines in this regard. Adjustments will be made to enable staff to return to the workplace in line with	18 th May 2020	One way systems have been introduced in Dealerships where possible to support social distancing and reduce the risk of contact amongst others. Ongoing at 12 th April 2021	Ongoing

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1.4 Planned Meetings	<p>government guidelines and whilst ensuring the safety of all staff.</p> <p>Face to face meetings replaced with video conferences.</p>	24 th Mar 2020	Ongoing as at 12 th April 2021	
1.5 Start and Finish Times	<p>Staggered start and finish times, break times and time in allocating work, all implemented to maintain distancing at all times.</p>	18 th May 2020	Continuing to review on an ongoing basis as at 12 th April 2021	
1.6 Signage	<p>We will continue to review the shift patterns of staff as we phase more employees back into the business to ensure we can take reasonable steps to ensure social distancing. These include signage, PPE and guidance via our Safe Working Practices document.</p> <p>Awareness signage applied through the buildings to keep awareness high on everyone’s agenda.</p>	14 th May 2020	Signage remains in place at all Dealerships to remind customers and colleagues of social distancing, one-way systems and other safety measures in line with the current Govt. guidance. Signage in all showrooms to show Sales area closed to customers.	Ongoing

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<p>1.7 All reasonable steps have been taken to identify employees who are clinically vulnerable and ensure that they follow the social distancing guidance. For more information see: https://www.nhs.uk/conditions/coronavirus-covid-19/people-at-higher-risk-from-coronavirus/whos-at-higher-risk-from-coronavirus/</p>	<p>Pre return to work questionnaire to be issued to all staff which specifically asks employees who are considered vulnerable to notify us. These are tracked centrally by the HR Department to ensure those who should not return to the workplace do not until it is deemed safe to do so.</p>	<p>Check as part of return to workplace protocol</p>	<p>Yes</p>	<p>Ongoing</p>
<p>1.8 All reasonable steps have been to identify employees who are clinically extremely vulnerable and ensure that they follow the shielding guidance. For more information see: https://www.gov.uk/government/publications/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-covid-19/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-covid-19</p>	<p>Employees who are considered extremely vulnerable or have received guidance to self-shield have been instructed to notify the HR Department. These are tracked centrally to ensure those who should not return to the workplace do not until it is deemed safe to do so. We are not currently allowing employees who have been told to formally self-shield back into the workplace – regardless of whether the employee states they wish to return.</p>	<p>Ongoing as at 12th April 2021</p>	<p>In line with latest Government guidance as of 1st April 2021, shielding has ended in England. Reviewing shielding guidance for Scotland and all employees who have been required to formally shield have been identified.</p>	<p>12th April 2021</p>
<p>1.9 Ensure that any member of staff who develops symptoms of COVID-19 (<i>new continuous cough / high temperature, >37.8°C</i>) is sent home and stays away from work for 10 days from onset of the symptoms.</p>	<p>Communicate the message daily both verbally and via signage that employees must not attend work if they have developed symptoms.</p> <p>Any employees identified with symptoms told to leave site by the on duty Manager and remain away for 10 days from the first onset of symptoms unless they are medically cleared to return earlier. This is in line with the most up to date NHS Guidance which can</p>	<p>Safe Working Practice Document to be issued upon return to work. Ongoing</p> <p>Continually monitored should matters arise</p>	<p>Ongoing</p> <p>Yes</p>	<p>Ongoing</p>

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	<p>be found at https://www.nhs.uk/conditions/coronavirus-covid-19/</p> <p>If an employee is sent home with suspected symptoms, clean all areas that the person has been in contact with via track and trace, equipment accessed or used by affected employee. Use deep clean kit, including PPE reserved for this process.</p> <p>All employees have received written communication of the protocol for symptoms of COVID-19 via the Safe working practices document which has been emailed to all individual employees.</p>	<p>Continually monitored should matters arise</p> <p>Ongoing</p>	<p>Yes</p>	
<p>2.0 Ensure that any member of staff that lives in a household where someone else is unwell with symptoms of COVID-19 stays at home in line with the stay at home guidance</p>	<p>This is communicated daily via the COVID-19 Declaration form to all employees advising that must not attend work if a member of their household has developed symptoms.</p>	<p>Ongoing</p>	<p>Yes</p>	<p>Ongoing</p>
<p>2.1 Ensure that any member of staff that is contacted by NHS Test and Trace (England) or NHS Test and Protect (Scotland) and are told to self-isolate know to contact their Manager via telephone to advise them. They must not physically enter the Dealership and must adhere to instructions given.</p>	<p>This is communicated to all staff via the Safe Working Practices document and new guidance in the Additional Guidance to COVID-19 Absences document which has been issued to all staff.</p>	<p>Ongoing</p>	<p>Yes</p>	<p>Ongoing</p>
<p>2.1 Ensure managers know how to spot symptoms of coronavirus (COVID-19) and are clear on any relevant processes, for example sickness reporting and sick pay, and procedures in case someone in the workplace is potentially infected and needs to take the appropriate action</p>	<p>Managers are aware of the symptoms through communication and signage and Risk Assessment and via the Safe Working Practices document and Additional Guidance to COVID-19 Absences document.</p>	<p>Ongoing</p> <p>Ongoing</p>	<p>Yes</p> <p>Yes</p>	

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	All suspected cases of Covid-19 must be reported to Head of HR or HR Advisor as soon as possible.			
2.2 2 metre distance to be achieved and maintained where it is possible to remain 2 meters apart, use floor markings to mark the distance, particularly in the most crowded areas:	<p>Floor markings and signage in place in customer facing areas.</p> <p>Washrooms – one person at a time per washroom.</p> <p>Only One person in Control office at a time with the controller.</p> <p>Only one person at Parts Counters at a time.</p> <p>Dealership areas have been re-designed, desks moved etc. to support social distancing measures. This includes stairs, lift access and customer waiting areas.</p>	<p>Maintain</p> <p>Signage applied</p> <p>Signage applied</p> <p>Signage applied</p>	<p>Yes</p> <p>Yes</p> <p>Yes</p> <p>Yes however as customer footfall begins to increase we will continue to review the measures.</p>	
<p>2.3 Additional precautions to be taken in areas/activities where a 2 m distance cannot be achieved:</p> <p>2.4 continued. Refer to general guidance and sector specific guidance on social distancing</p> <p>For more information see: https://www.gov.uk/guidance/social-distancing-in-the-workplace-during-coronavirus-covid-19-sector-guidance</p>	<p>1. See below.</p> <p>Communicated daily via the COVID-19 Declaration form.</p> <p>Signage and 2 metre markers.</p> <p>Staggered break times are in place.</p> <p>Face shields and instructions on use have been provided to all staff where 2 metre distancing is not possible and guidance on this has been communicated to them both verbally and via the Safe Working Practices document.</p>	Ongoing	Yes	
2.5 List any areas/activities where this cannot be achieved:				

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Areas				
Area 1: Where technician or parts personnel require assistance to lift heavy objects	Masks and Face shields and gloves must be worn along with suitable working overalls	Ongoing	Yes	
Area 2: Where customer interactions take place at a sales desk	Screen guards in place as additional safety measure to enable communication safely	Ongoing	Yes	
Area 3: Where first aid emergencies take place.	Face shields, face masks and gloves have been made available at every first aid station and first aiders have been briefed on safe working processes.	Ongoing	Yes	
Section 2: Canteens and Rest Areas				
2.6 Where possible, staff have been encouraged to bring in their own food and on site cafes will be closed.	There is no catering on site.	4 th Jan 2021	Yes	12 th April 2021
2.7 Appropriate social distancing measures are in place for rest areas and canteens if these continue to be used	Staggered break times are in place to minimise the number of employees using the canteen at the same time and employees should adhere to social distancing guidance at all times.	Ongoing	Yes – we will continue to review this measure as more staff are phased back into the workplace.	Ongoing
	Kettle relocated to ensure 2 metre distancing and to be cleaned after use.	Ongoing		
	Hand sanitiser and anti-bacterial wipes have been provided throughout the Dealership and employees have been instructed as per the Safe Working Practices document to wipe down all communal equipment/appliances after use.	18 th May 2020	Continue to ensure additional anti-bacterial wipes and hand sanitiser have been provided in every toilet for additional safety measures	Ongoing
2.8 Limiting the number of customers in our Dealerships	We are giving all service appointment customers a specific time slot for dropping off and collecting vehicles to limit the number of	Ongoing	Yes but will be reviewed as customer numbers increase.	Ongoing

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	<p>customers in the dealership. We will continue to review our practices as the volume of customers increases.</p> <p>We are requesting that customers do not wait while their vehicle is being serviced to reduce the number of customers in our service areas/waiting areas. If a customer has to wait, we have ensured social distancing measures are in place in all seated areas.</p> <p>We are continuing to review measures as the Dealerships continue to become busier and will continue to review our measures with regards to the number of people entering in any one family/children in the dealership etc. to ensure we focus on limiting customer numbers where possible.</p>	<p>Ongoing</p> <p>Ongoing</p>		
Section 3: Welfare				
3.1 There are adequate places to wash hands for 20 seconds with soap and water	Yes. All areas sign posted throughout buildings with signage reminders. Hand sanitiser, which is 70% alcohol content, has also been provided throughout the Dealership to support hygiene.	18 th May 2020	Yes	18 th May 2020
3.2 All employees are encouraged to wash hands regularly and particularly after blowing their nose, sneezing or coughing.	Through verbal reminders and signage, staff are reminded to wash their hands regularly.	Ongoing at 18 th May 2020	Yes	18 th May 2020

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	<p>Hand washing guidance has been issued to all employees via the Safe Working Practices document.</p> <p>We have provided more waste bins at all sites to ensure all tissues can be safely and quickly disposed of after use.</p>			
3.3 Hand sanitizer is provided	Hand Sanitiser stations are set up at entrances and exits and throughout the buildings, identified by signage. Managers check these on a daily basis to ensure sufficient amounts.	Ongoing at 18 th May 2020	Yes. Additional hand sanitiser to be provided in toilets along with anti-bacterial wipes.	
3.4 Requesting card payments only where possible.	<p>We have identified areas where cash only is taken and ordered PDQ machines.</p> <p>We have made our policy clear to customers and employees which is that for the foreseeable future we will not be accepting cash.</p> <p>We have visual signs on display in all customer areas stating where possible card payments should be taken rather than cash.</p> <p>We have ensured customers are told in advance of their appointment to the Dealership that card payments are required.</p>	18 th May 2020 and ongoing	Yes	Ongoing
3.5 Removal of all paper in customer areas	We have removed all magazines, newspapers etc. from all customer waiting areas to reduce contact touch points for customers.	18 th May 2020	Yes	18 th May 2020

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<p>3.6 Any additional sector specific guidance For more information see https://www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19/guidance-for-employers-and-businesses-on-coronavirus-covid-19</p> <p>Face masks https://www.who.int/publications-detail/advice-on-the-use-of-masks-in-the-community-during-home-care-and-in-healthcare-settings-in-the-context-of-the-novel-coronavirus-(2019-ncov)-outbreak</p>	<p>Face coverings are available in the form of disposable face masks that should be worn by all employees when in customer facing areas, the workshops or where 2 metre social distancing cannot be maintained. Face shields are also provided and should be worn by employees where 2 metre social distancing is not possible.</p> <p>For any type of mask, appropriate use and disposal are essential to ensure that they are effective and to avoid any increase in transmission. The following information on the correct use of masks is derived from practices in health care settings.</p> <ul style="list-style-type: none"> • Place the mask carefully, ensuring it covers the mouth and nose, and tie it securely to minimize any gaps between the face and the mask. • Avoid touching the mask while wearing it. • Remove the mask using the appropriate technique: do not touch the front of the mask but untie it from behind. • After removal or whenever a used mask is inadvertently touched, clean hands using an alcohol-based hand rub or soap and water if hands are visibly dirty. • Replace masks as soon as they become damp with a new clean, dry mask. • Do not re-use single-use masks • Discard single-use masks after each use and dispose of them immediately upon removal. 	<p>18th May 2020 and ongoing</p>	<p>Yes – It currently remains a requirement for all staff in customer facing areas to wear face coverings. These can be removed only when they are behind a Perspex screen. Face coverings must be worn in communal work spaces and whilst travelling around the dealership.</p>	<p>Ongoing at 12th April 2021</p>

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<p>Moving goods <i>The World Health Organization (WHO) advises that the likelihood of an infected person contaminating commercial goods is low. The risk of catching the virus that causes COVID-19 from a physical package is also very low.</i></p> <p>Handling post or packages <i>Staff should continue to follow existing risk assessments and safe systems of working; there are no additional precautions needed for handling post or packages.</i></p>	<p>Face masks will be available to all customer and visitors upon request</p> <p>No action required.</p> <p>No action required.</p>			
<p>3.7 Ensure staff are fit and safe to be in the workplace</p>	<p>Daily temperature checks are being taken by trained staff on a rota basis using specialised equipment in accordance with manufacturer guidelines. These are being conducted at all Dealerships for every employee. Anyone who displays a temperature above 37.8c is declined access to the Dealership and must return home immediately.</p> <p>Every employee must complete a COVID-19 Declaration form prior to starting their shift to confirm they are safe and able to be in the workplace.</p>	<p>18th May 2020 and ongoing</p>	<p>12th January 2021 Anti-bacterial wipes to be provided alongside all temperature guns to prevent cross-contamination where it is not possible for one dedicated employee to conduct every temperature check each day.</p>	<p>Ongoing</p>
<p>3.8 Customers are briefed on what to expect during their visit</p>	<p>We are advising all pre-booked customers of the safety measures we have in place, along with guidance on adhering to social distancing</p>	<p>18th May 2020</p>	<p>Yes – will be reviewed and updated in line with government guidance.</p>	<p>Ongoing</p>

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	and not travelling/following government guidance to stay at home if they display COVID-19 symptoms			
Section 4: Cleaning				
<p>4.1 Regular touch points have been identified and are frequently cleaned and disinfected.</p> <p>Shared Hand Tools and Equipment / Special Tooling</p>	<p>Cleaning / disinfection of regular touch points in customer areas at end of each day and include personal workstations and equipment, taps, toilet flush and seats, PDQ machines, customer seats, vending machines, shared staff resources and staff communal areas. Further guidance for employee adherence to this along with additional cleaning measures are contained within our Safe Working Practices document.</p> <p>Shared tools must be cleaned with anti-bacterial wipes after use and when returned to storage.</p>	18 th May 2020	Yes	Ongoing
<p>4.2 Cleaning an area where a case of infection is suspected.</p> <p>Specific guidance “COVID-19: cleaning in non-healthcare settings”</p> <p>https://www.gov.uk/government/publications/covid-19-decontamination-in-non-healthcare-settings/covid-19-decontamination-in-non-healthcare-settings</p> <p>1. <i>Cleaning an area with normal household disinfectant after someone with suspected coronavirus (COVID-19)</i></p>	<p>Covid-19 clean-up kit must be used, which comprises of and is available from the cleaners store room. All Managers have been instructed of the location. In the event of a positive COVID-19 case, the work area of the affected employee will be sectioned off and the clean-up kit will be used immediately to clean the area. The external cleaning company will then be instructed to perform a</p>	1 st June 2020	Yes – will continue to review measures in line with government and NHS guidance.	Ongoing

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<p><i>has left will reduce the risk of passing the infection on to other people</i></p> <p>2. <i>Wear disposable or washing-up gloves and aprons for cleaning. These should be double-bagged, then stored securely for 72 hours then thrown away in the regular rubbish after cleaning is finished</i></p> <p>3. <i>Using a disposable cloth, first clean hard surfaces with warm soapy water. Then disinfect these surfaces with the cleaning products you normally use. Pay particular attention to frequently touched areas and surfaces, such as bathrooms, grab-rails in corridors and stairwells and door handles</i></p> <p>4. <i>If an area has been heavily contaminated, such as with visible bodily fluids, from a person with coronavirus (COVID-19), use protection for the eyes, mouth and nose, as well as wearing gloves and an apron</i></p> <p>5. <i>Wash hands with soap and water for 20 seconds, after removing gloves, aprons and other protection used while cleaning</i></p>	<p>deep clean on the affected area. Once this has been completed the area will be reopened.</p> <p>Covid-19 clean-up kit includes the below: Bucket Disposable gloves Disposable apron 2 x waste bags Liquid soap Disinfectant wipes Face mask Eye protection</p>			
Section 5: Managing Contractors				
Contractors and Visitors	<p>Contractors and visitors will be permitted on site only if their presence is considered essential or urgent – e.g. servicing and maintenance, pest control, delivery of inbound or collection of outbound goods.</p> <p>Employees must maintain social distancing with contractors and visitors and remind them of social distancing rules through signage and verbal instruction. Appropriate PPE should be worn where required.</p>	18 th May 2020 and ongoing	Yes	Ongoing

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<p>Collection and Delivery Drivers https://www.hse.gov.uk/news/drivers-transport-delivery-coronavirus.htm</p> <p><i>All drivers must have access to welfare facilities in the premises they visit as part of their work.</i></p> <p><i>With the latest advice for hands to be washed regularly, failure to allow access to welfare facilities may increase the risk of the COVID-19 infection spreading.</i></p>	<p>1. Drivers must not enter the building except to use welfare facilities. 2. Employees must wash or sanitise hands after handling goods or other surfaces which may have been touched by the driver.</p> <p>Where non-employees work from our sites – such as Valeting companies and our outsourced Bodyshop building, we have made them aware of our Safe Working processes. Valeters are subject to daily temperature checks and COVID-19 health checks on a daily basis the same as all Peoples employees. We have issued our risk assessment and Safe working practices documents to the companies who perform work on our sites to ensure they understand and comply with our rules.</p>	<p>18th May 2020 and ongoing</p> <p>18th May 2020 and ongoing</p>	<p>Yes</p> <p>Yes</p>	<p>Ongoing</p> <p>Ongoing</p>
<p><u>Section 6: Mental Health</u></p>				
<p>https://www.gov.uk/find-coronavirus-support https://www.nhs.uk/oneyou/every-mind-matters/coronavirus-covid-19-staying-at-home-tips/</p>	<p>To support employees with mental health concerns while staying at home or attending work: Promote contact with Company HR Advisors Promotion of EAP Services which are available to all employees and which are detailed in the Safe Working Practices document</p>	<p>18th May 2020 and ongoing</p>	<p>Yes</p>	<p>Ongoing</p>