

COVID-19 : FNET Member experience – potential impacts on your workforce

- The Food Network for Ethical Trade (FNET) is a supplier-led initiative set up in 2016 to see the collective leverage of suppliers and retailers to bring about positive change in working conditions in global food, beverage and horticulture supply chains by providing guidance, resources, training and opportunities for collaboration
- This resource has been developed based on FNET Members' experience of managing the impact of COVID-19 in their workforces and with their suppliers
- It aims to identify the potential ways that COVID-19 could impact your workforces' health, safety and livelihoods and pose a short, medium or long-term business risk
- **The resource is FOR GUIDANCE ONLY. IT IS NOT LEGAL ADVICE. Businesses should ALWAYS consult WHO and national government and/ or industry guidance first. A number of links to available national guidance can be found on slide 17**
- This resource is broken down into:
 - **Potential impacts for workforces and suppliers:** labour shortages, health and safety, accommodation and transport, drivers, bereavement, pay and protection
 - **Process flows for Human Resource actions** - a process flow which may support your human resource teams to manage impacts and plan for the coming months.
- **Version 01 of this resource was developed on the 26th March 2020. The current version V02 was developed on the 3rd April 2020. All changes to the original document have been highlighted in red. New slides titles are highlighted in red.**

COVID-19 : Potential impacts for workforces and suppliers – labour shortages

UPDATED Guidance shown in RED. Current as of 3rd April 2020. Please note: this resource is FOR GUIDANCE ONLY. It is not legal advice. Businesses should ALWAYS consult WHO, national government and/ or industry guidance first.

Impact	Effective Management
<p>Need to recruit more people to replace employees who have left, are self-isolating or fail to turn up for work</p>	<ul style="list-style-type: none"> Any recruitment process involving recruitment agents must be documented. People must be given details on the recruitment process, including details on costs to be paid by each party and who they raise grievances with if agreed conditions are not being met Ensure zero hour contracts are used responsibly to give people sufficient working hours to meet basic needs, especially access to food and healthcare Reduce pressure on recruitment agents by having realistic timeframes – rushed recruitment processes lead to people being less well informed of the job role, terms and conditions and increases the likelihood of high recruitment fee charges to migrant workers Link in to any national initiatives to bring people in from other sectors which have seen job losses since the start of the crisis – for the UK, see https://labourproviders.org.uk/spare-worker-availability-portal/
<p>High working hours affecting employee health and safety and performance</p>	<ul style="list-style-type: none"> COVID-19 can be regarded as “exceptional circumstances” for working hours over 60 hrs/wk where all the requirements of the ETI Base Code are met. However, exceptions to the working hours requirement <i>should only be where required</i> and within legal limits. Where sites can recruit additional employees, they should do this instead of increasing working hours Ensure rest days are sufficient (1 day in 7 or 2 in 14 where this is legally allowed as per SMETA guidance) Ensure safety provisions and support are in place including adequate breaks, task rotation, offering predictable shift patterns, offering free transportation to and from work, risk assessments to consider fatigue and encouraging to staff to report concerns about their own wellbeing and that of others Agree in writing with workers that overtime is voluntary – this could be a weekly document signed by each worker or a contract amendment that COVID-19 is an exceptional circumstance and more overtime may be requested. Workers must understand that any overtime is voluntary, have the right to decline and a means to report any issues to management Ensure there is no discrimination against employees who do not want to work overtime Maintain overtime premiums as per SMETA guidance
<p>Significant numbers of new employees on site</p>	<ul style="list-style-type: none"> Ensure Food Safety and Health & Safety inductions are robust and set up a buddy system to support inexperienced employees Consider languages spoken when assigning a buddy. Training for high-risk roles must be robust and well supervised. This includes operating machinery, driving vehicles, working at height, working in confined spaces and working with chemicals. Ensure your skills matrix is up to date and you have adequate cover for core roles on all shifts.

COVID-19 : Potential impacts for workforces and suppliers – health and safety

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Impact	Effective Management
Workplace: Spread of COVID-19 in the workplace including locker areas and canteens	<ul style="list-style-type: none">• Communicate clearly to employees in common areas (verbal/pictorial/written) in their own languages;<ul style="list-style-type: none">- What COVID-19 is, what the symptoms are and how its spread can be prevented- What social distancing means and what national government advice is for social distancing- How to protect themselves and others with good hygiene practices, including effective handwashing- What self-isolation means and what national government advice is for self-isolation- Self-isolation rules if they, or someone they've been in close contact with, show symptoms- Process for reporting symptoms (without putting others at risk) and accessing free medical care (including employees in off-site accommodation)- Government updates – direct people to local sources of information (e.g. online networks in employees' languages)- Support and guidance for migrant and seasonal workers to ensure they are registered for and understand how to access medical care- Employment rights (e.g. sick pay, right to return home) and how to report grievances internally and externally- Company positions and provisions for employees• Provision of social distancing on sites and farms to allow people to work apart from one another at a distance specified by national governments or the WHO – NOTE: the WHO recommends 1 metres apart, UK government recommends 2 metres apart• Identification of any social distancing challenges and rework/ process redesign to avoid people having to work too closely together• Access to soap, water, hand sanitiser, gloves and sufficient breaks for people to regularly clean their hands• Increase on-site cleaning requirements, auditing of standards in toilets, locker rooms and canteens• Provision of communal spaces where people can take breaks whilst social distancing:<ul style="list-style-type: none">• People should be allowed to bring their own food and drink• Tables and chairs should be set out to allow people to sit at a distance specified by government away from each other• Household members may sit together but otherwise no groups allowed• Regular disinfection of floors, walls, chairs, tables, work surfaces and door handles to take place• Numbers in the canteen at any one time should be regulated• Sufficient access must be provided to soap, water, hand sanitiser and sufficient time for people to clean their hands pre and post breaks• Develop a process for isolating people who develop symptoms whilst on site• Prepare for increased pressure on designated health and safety representatives for example by training existing/ more first aiders, securing adequate PPE for first-aiders, developing an of out-of-hours support for people in on-site accommodation

COVID-19 : Potential impacts for workforces and suppliers – cases of COVID-19

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Impact	Effective Management
Workers develop symptoms of COVID-19	<p>All employers have a duty of care to their employees. Ideally you should;</p> <ul style="list-style-type: none"> - Keep in contact with employees in on-site or off-site accommodation (directly, or through setting up a network of employee representatives) - Check they are able to meet basic needs (food, water, shelter, medical care, access to medicines usually provided on-site) - Check they understand their rights and your policies (e.g. sick pay and how to access medical care) - Identify any workers who are at risk, or of concern and monitor closely (e.g. mental health) <p>Based on UK government guidance at time of writing ;</p> <ul style="list-style-type: none"> • If a worker has symptoms they should not come to work, they should report over the phone • The worker should isolate for 7 days minimum. They can return to work with a cough after 7 days, but not a temperature or other symptoms • If a worker shares accommodation (room/house) with others those they live with need to isolate for 14 days from when a person in the house gets symptoms. If they live in a dormitory with many workers ideally they need to move to a isolation room/dormitory to protect the other workers • If anyone else who shares a room/ house with the person displaying symptoms starts displaying symptoms they need to stay at home for 7 days from when the symptoms appear, regardless of what day they are on in the original 14 day isolation period (Note: businesses should consider their approach to whether they recommend anyone in close contact with workers displaying symptoms self-isolates immediately irrespective of symptoms in order to minimise the spread of infection) • Government advice should be sought on ending isolation and when workers can return to work • If a worker is vulnerable or high risk they should not be at work, they should isolate at home. If they live with someone who is at risk they should ideally not work, if this is not possible they should isolate themselves as much as possible at home • On-site medical staff who come in close contact with workers should have protecting clothing to cover mouth/ nose/ eyes and ideally disposable clothing changed between patients <p>Links to UK government advice on symptoms and self-isolation can be found on page 16</p>
Workers require sick leave	<ul style="list-style-type: none"> • Worker should be provided with enough sick pay to cover 7 days in isolation (5 working days) and longer if they continue to show symptoms • Workers who live in shared accommodation with someone who has developed symptoms should also be paid sick leave. If they are not, they may be incentivised to return to work too soon or not report symptoms. • Vulnerable or high risk workers should also be paid sick pay in order to prevent them becoming more vulnerable to infection • Negotiation with workers to pay a proportion of their salary which meets basic needs may be required if this is not financially possible for an extended period for a large workforce

COVID-19 : Potential impacts – accommodation

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Impact	Effective Management
<p>Accommodation: Spread of COVID-19 in supplier provided, or recommended accommodation significantly reducing production capacity</p> <p><i>Note: this is a risk at both on-site and off-site group accommodation, managing risks may require more engagement with landlords and increased accommodation checks by Human Resource teams</i></p>	<ul style="list-style-type: none"> • Clear communication to employees (verbal/pictorial/written) in their own languages; <ul style="list-style-type: none"> - What social distancing means and what national government advice is for social distancing - How to protect themselves and others with good hygiene practices, including effective handwashing - What self-isolation means and what national government advice is for self-isolation - Self-isolation rules if they, or someone they've been in close contact with, show symptoms - Process for reporting symptoms (without putting others at risk) and accessing free medical care (including employees in off-site accommodation) - Government updates – direct people to local sources of information (e.g. online networks in employees' languages) - Support and guidance for migrant and seasonal workers to ensure they are registered for and understand how to access medical care - Employment rights (e.g. sick pay, right to return home) and how to report grievances internally and externally - Company positions and provisions for employees • Ensure all workers in accommodation have access to soap, water, hand sanitiser and gloves (including at on/off-site accommodation) • Establish practical steps to support workers to get access to food and essential shopping safely or without having to travel e.g. taking orders from workers weekly/ twice weekly or organising trips for small groups to visit the shops allowing for government social distancing guidance • Increase accommodation cleaning requirements, auditing of standards in on/off site group accommodation, washing facilities and toilets • Where occupation is low, provide people in on-site accommodation with as much space as possible to facilitate safe social distancing • Minimise overlaps in communal areas in on-site accommodation by allocating times for cooking, cleaning, laundry, using washing facilities etc • Ensure adequate heating/ air conditioning (subsidised where appropriate) to ensure accommodation is comfortable for people self-isolating or unwell. • Develop a process for isolating people with symptoms living in group accommodation – this may require separate rooms/ caravans where possible. Sites are currently setting up 10% of their caravans/ accommodation as provision for self-isolating workers • Develop process for monitoring and meeting basic needs of people are met while in isolation – directly, or indirectly (e.g. through social media networks). This should include the provision of food, cleaning facilities, heating/ air conditioning as required • Develop process for providing first aid to workers in isolation • Prepare to have enough translators available to accompany migrant workers to medical facilities • Prepare for increased pressure on medical staff and supplies on site

COVID-19 : Potential impacts – transport

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Impact	Effective Management
<p>Transport: Spread of COVID-19 through worker transport, significantly reducing production capacity</p> <p><i>Note: managing risk may require engagement with transport providers</i></p>	<ul style="list-style-type: none">• Ensure social distancing is possible for people travelling to, from and between sites either through public transport or supplier-provided transport<ul style="list-style-type: none">- People are able to sit at a distance specified by national governments or the WHO from each other during travel and there is adequate ventilation- People are able and required to wash their hands before travel and after travel to/ from site- People are asked to follow safe hygiene requirements during travel e.g. following WHO guidance on coughing and sneezing- Note Spanish government guidance has been produced advising –<ul style="list-style-type: none">- Private vehicles: maximum 2 people in crossed positions- 9-seater vans: maximum of 3 people in zig-zag- Buses: a third of its capacity at most zig-zag and no one in the seat behind the driver.• Where required by government, provide workers travelling to and from work with letters authorising them to travel as key workers. Where you are using agency labour, work with labour providers to ensure their workers also travel with these letters• Communicate to people using public transport the need for social distancing, hand washing and hygiene requirements – encouraging them to follow social distancing requirements as specified by national governments or the WHO• Support people to travel to and from work at quieter times of the day if public transport systems remain busy and social distancing is problematic• Make medium term plans for transport facilities, bearing in mind that transport and movement of people has been reported by businesses in Spain to have become an increasingly problematic as the COVID-19 crisis continues because transport has become more stretched and some transport businesses have closed• Plan for how you will repair and maintain vehicles and ensure you have access to services and equipment

COVID-19 : Potential impacts – drivers

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Impact	Effective Management
<p>High working hours affecting driver health and safety and performance including breaks</p>	<ul style="list-style-type: none"> • Agree with drivers and their representative organisations (where available) what additional hours can be worked whilst maintaining driver health and safety. Employers must, where possible, agree any extension of working time with employees or other workers, before that work starts • Communicate the impact of COVID-19 to all drivers, including sub-contracted drivers • Ensure drivers, including sub-contractors, are aware of the impact of long working hours on their health and safety • Ensure drivers are provided with sufficient rest breaks to maintain their health, safety and wellbeing. The UK government has produced guidance on drivers working hours during the COVID-19 emergency. Drivers operating under the EU drivers’ hours rules should ensure they take a 45 minute break after 5.5 hours driving. • Drivers in question must record why they are exceeding normally permitted limits as is usual practice in emergencies • Operators should maintain records of when standard drivers’ hours have been deviated from, along with a justification of why this was needed. The responsibilities of operators, transport managers and the wider supply chain may be examined after the current events. It is important that on subsequent inspections and checks it can be clear that a relaxation was used appropriately, was well implemented and in a way to reduce fatigue (for example in relation to shift patterns).
<p>Drivers not able to access welfare facilities</p>	<ul style="list-style-type: none"> • Ensure the company has separate welfare facilities for drivers including toilets, facilities for hand-washing and food and drink • Support drivers to get access to welfare facilities in all the premises they visit as part of their work
<p>Drivers facing increased risk of contracting COVID-19</p>	<ul style="list-style-type: none"> • Where tests are available, provide free testing for drivers • Provide training, PPE and disinfectants for all drivers, in particular small-scale contractors • Ensure drivers have access to welfare facilities (see above).
<p>Drivers being quarantined upon entry to different countries</p>	<ul style="list-style-type: none"> • Understand which countries are introducing a policy of quarantining drivers who enter different countries • Work with logistics firms to manage this risk as best as possible.

COVID-19 : Potential impacts for workforces and suppliers – pay and protection

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Impact	Effective Management
Employees requiring access to sick pay	<ul style="list-style-type: none"> Brief employees so they understand their legal entitlement to sick pay, any lay-off pay and any additional company or government financial support Support employees financially so that they are less likely to come to work if they are presenting mild-symptoms or living with someone who is unwell. This will limit the potential spread of the virus amongst the workforce Confirm to employees what will happen if they are advised by a medical professional to self-isolate. Be clear about what sick pay arrangements will apply Update employees with any changes to your processes around reporting absence, medical certificates and fit notes.
Employees in on-site accommodation not able to work	<ul style="list-style-type: none"> Remove rental accommodation costs of employees that are unable to work or accept delayed rental payments. Charges should be adjusted or waived (including utility costs – water and electricity) Ensure employees have access to free food at canteens if possible or can access food at off-site accommodation Ensure national insurance payments, where available, continue to guarantee access to healthcare services. Consider provision for any long-term casual workers Ensure basic medical provisions which may run out in shops are available through first aid room/ nurse.
Sub-contracted employees/ casual workers on site	<ul style="list-style-type: none"> Check what actions sub-contractors are taking to provide pay and protection for workers – sick leave, isolation pay, pay for vulnerable/ at risk workers, pay in the event of shutdown and continued payment of social security. You must check with workers and later, the sub-contractor (internal audit) to ensure they are meeting agreed requirements Businesses may not be responsible for casual labour however they should continue what they can do to support casual labourers to ensure their basic needs are met. This could include provision of hand washing facilities or support meeting basic needs Taking a “whole workforce” approach will reduce risks for business’s workforces. If sub-contracted workers do not get sick pay for example, they may choose to hide symptoms.

COVID-19 : Potential impacts for workforces and suppliers – pay and protection

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Impact	Effective Management
<p>Factory closure, or reduced shifts - no, or reduced pay for employees – people seek alternative employment, or are unable to self-isolate effectively because they cannot meet their basic needs</p>	<ul style="list-style-type: none"> • National/local legal requirements must be met • Redundancy is not an acceptable action to avoid payment of benefits – sick leave, isolation leave, social security payments. It is better to come up with a solution for the whole workforce if you need to reduce salaries, or cannot pay salaries than to make some workers redundant. • If redundancy is unavoidable during COVID-19 consider how you can ensure those who are made redundant can still access healthcare as a minimum while looking for alternative work. • Where you can, retain employees on reduced hours or reduced shifts • Hourly workers must be supported to continue to meet their basic needs (accommodation, food, water). You have a responsibility to ensure these basic needs are met while workers are in your employment either through; <ul style="list-style-type: none"> - Access to food – increase availability of free food at canteens, or help people access food at off-site accommodation - Access to accommodation & water/electricity – remove rental costs at supplier-provided accommodation, negotiate with landlords in supplier recommended group accommodation to pay rent, or accept delayed rental payments - Ensure national insurance payments continue to guarantee access to healthcare services. Consider provision for any long-term casual workers. - Ensure basic medical provisions which may run out in shops are available through the first aid room/nurse • Social security payments must to continued to ensure all workers have access to healthcare • Engage with any sub-contractors and verify how they are supporting people to ensure basic needs are met, especially access to healthcare. Consider impacts on your business of any gaps in the sub-contractors provision to employees • If you have migrant workers who returned home on leave and cannot return to work – understand the impacts on them and how you could support them in order to increase the likelihood they will return • Facilitate communication (e.g. Wi-Fi) for all migrant workers to communicate with their families at home to help manage stress • Where the government is providing financial or basic needs support to employees, ensure people know how to access this support • Where shifts are reduced, find a way to allocate shifts fairly so all workers receive some income. Where workers are on reduced income consider the measures above to ensure basic needs are being met
<p>Employee redundancy leading to legal action</p>	<ul style="list-style-type: none"> • Ensure you can evidence legal requirements for notice periods and compensation are met

COVID-19 : Potential impacts – bereavement

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Impact	Effective Management
Death of employees/ employees' family members or friends	<ul style="list-style-type: none">• Be aware that there is an unfortunate possibility that you may see the loss of employees and that employees may lose family members or friends• Review your bereavement policy and ensure that it is communicated to all employees. Be as flexible as you can about leave and pay• Be as compassionate and supportive as possible for employees who have faced bereavements• Offer support to employees, share details of any employee assistance programmes and be prepared to listen to concerns.

COVID-19 : Potential impacts - other

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Impact	Effective Management
Customer ethical audit requirements not met, supply suspended	<ul style="list-style-type: none"> • Please inform your customers if SMETA/BSCI audits are delayed • SEDEX is recommending audits can be delayed by up to three months. When audits go ahead they should be semi-announced (or announced if this is not possible due to site restriction rules) but the auditor must check they can access the site in advance. If group meetings are not allowed employee interviews should take place individually
Migrant workers return home without informing their employer, reducing production capacity	<ul style="list-style-type: none"> • Workers may not have been able to follow full procedure (e.g. notice periods) given deadlines for borders closing. Where workers at least informed HR of their plans consider being flexible. It is more cost effective to have trained workers return than have to begin recruitment again and train new workers; <ul style="list-style-type: none"> • Guarantee employment if they wish to return • Have an open offer of employment if there are vacancies and a clear process for how to apply for this • Provide clear communication on process of return and the company's role in facilitating this including the company's policy on paying for people to return in exceptional circumstances • Clear communication on people's right to return to work and process for initiating this • Any return process involving recruitment agents must be documented (given in writing to employees, in their language) including details on costs to be paid by all parties. Employees must know who to raise grievances with if these conditions are not being met

COVID-19 : Suggestions for business continuity planning

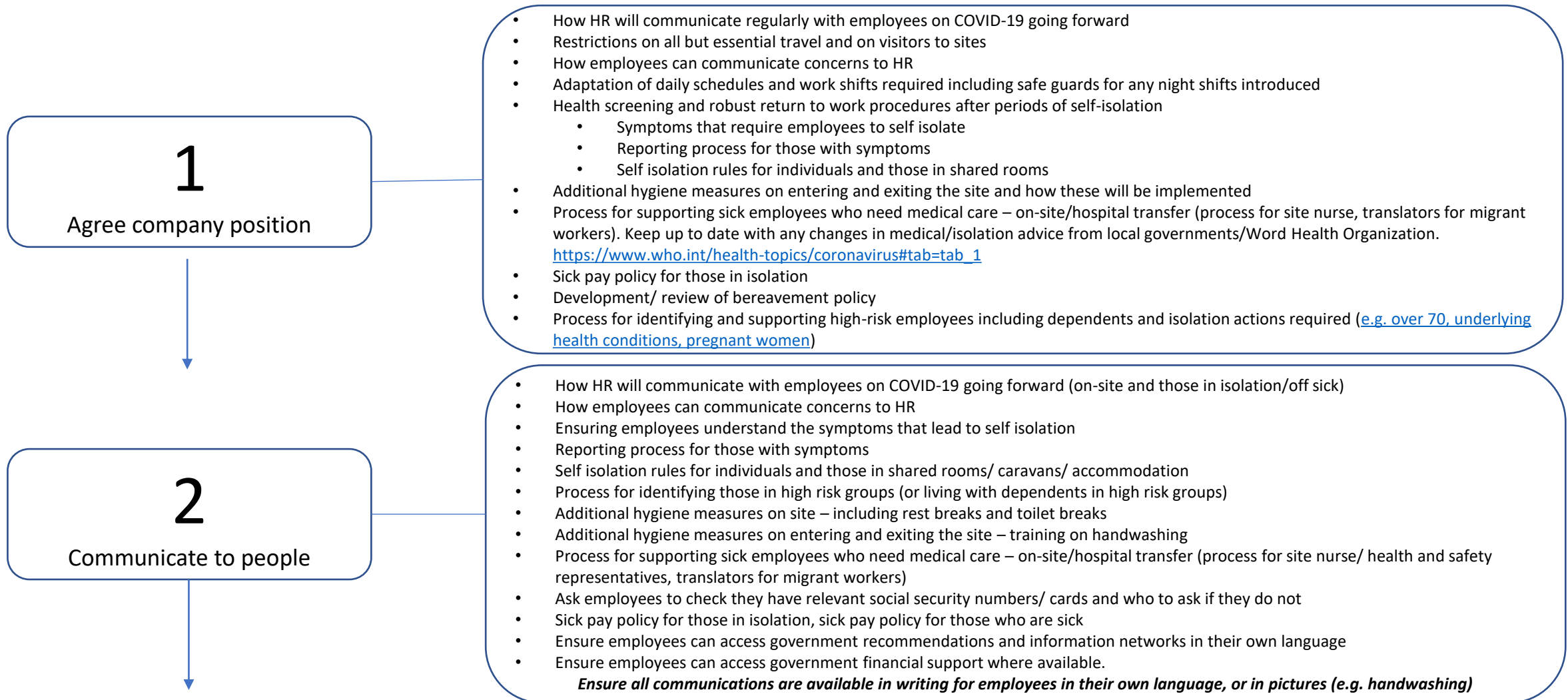
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Increased demand	<ul style="list-style-type: none"> • Are you seeing a significant uplift in demand against forecast? • How are you managing this uplift presently? • What is your manpower plan moving forward?
Absenteeism	<ul style="list-style-type: none"> • Are you seeing significant absenteeism already? • Are managing with staff levels currently?
Planning	<ul style="list-style-type: none"> • Have you developed plans to mitigate the disruption caused by higher worker absenteeism and likely lower contractor availability? • This could include prioritising products and modifying work practices. • Have you engaged employee representatives to feed in ideas and keep communication channels open? • Do you have enough packaging to manage sustained demand?
Key skills	<ul style="list-style-type: none"> • Do you have sufficient numbers of skilled colleagues in key operations? • If not, where are the gaps and can you start training at pace?
Supply chain partners	<ul style="list-style-type: none"> • Have you started to map vulnerabilities in your supply chain? Raw materials, engineering, logistics, seasonal worker availability? • Are you sharing your own business continuity plans with suppliers and other supply chain partners?
New labour providers	<ul style="list-style-type: none"> • Are you engaging any new labour providers? • If so, you must complete adequate due diligence. At the very minimum this must include:- <ul style="list-style-type: none"> ○ Verifying any government labour provider/business licence, ○ Checking recruitment practices directly with workers to ensure there are no modern slavery risks – e.g. recruitment fees, bonded labour, ○ Conducting right to work checks, ○ Payroll sampling as soon as workers have been paid and checking for illegal pay deductions.
New labour sourcing intermediaries	<ul style="list-style-type: none"> • Check if your current labour providers are planning to use any new intermediaries or sub-contractor sourcing companies. • If so, you must ensure that the labour provider has completed adequate due diligence before placing any workers sourced by these companies. Ask to see evidence of the checks they have completed.

COVID-19 : Process flow for Human Resource actions

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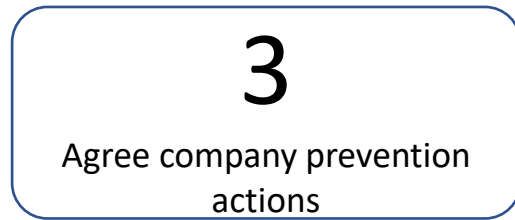
The following guidance reflects FNET members' experience of managing the COVID-19 crisis to date on sites and farms. The following process flow may support your human resource teams to manage impacts and plan for the coming months.



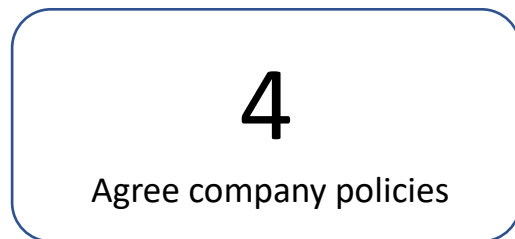
COVID-19 : Process flow for HR actions

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- Has the company purchased enough supplies (soap, hand sanitiser, cleaning materials, gloves) to implement preventative actions?
- Increased cleaning on-site: canteen, toilets, social areas, shared transport, door knobs, keypads (e.g. clocking in)
- Increased provision of hand washing breaks/ additional time for handwashing
- Increased cleaning in accommodation:
 - On-site group accommodation – checks to ensure cleaners are implementing
 - Off-site group accommodation – checks to ensure landlord is implementing
 - Employees' role in increasing cleaning of their own rooms
 - Prepare to need to provide additional soap, hand sanitiser, cleaning materials at on and off site accommodation for self-isolating employees (potential future shortages)



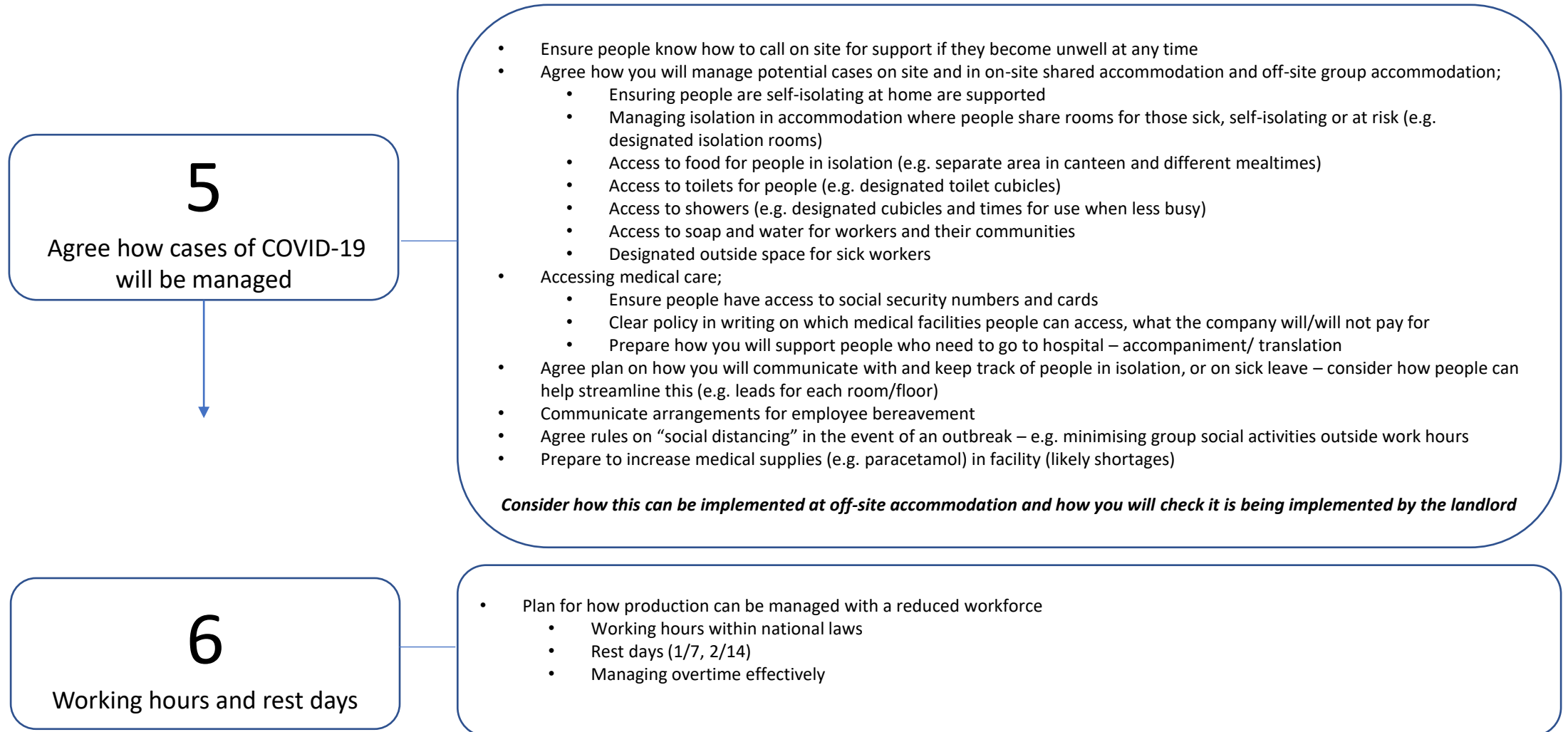
- Sick and sick pay policy – for those in isolation (exposure, or due to being high risk) those who are sick
- Pay for employees in the event of reduced shifts, or pay for employees in the event of shutdown
- Fair management of forced reduction of workforce (e.g. Malaysia is cutting factory workforces to 50% in some industries)
- Policy on return costs for migrant workers in emergency situations
- Policy and process if migrant workers want to return home;
 - Employment status
 - Pay
 - Process of returning home
 - Process of returning to work
- **Note:** any returns processes must have the costs to be paid by each party shared with workers in writing and workers should be clear who to report any issues to in HR
- If employees are on significantly reduced pay, or zero pay/ zero hours contract employers have a duty of care to ensure their basic needs are being met. Workers in isolation may not be able to meet practical needs (e.g. buying food)
- Identify how you will communicate with employees when they are in isolation (including those in high risk groups) to ensure their welfare and consider ways you can support them both in on-site and off-site group accommodation. If basic needs are not met employees may seek other work and will not be able to self-isolate effectively increasing their risk of infection and the infection of others;
 - Employers must continue to pay social security, where relevant, to ensure employees can access medical care
 - Access to free, or subsidised food
 - Making on-site rent free or subsidised
 - Negotiating with landlords on rent/water/electricity costs – pay, reduce or delay worker payments
 - Waive employee costs – water, electricity bills in accommodation
- Mental health - Consider how you will support employees managing stress and anxiety
- Bereavement policy – how will this be revised and communicated.

Ensure all communication on policies are available in writing for workers in their own language, or in pictures (e.g. handwashing)

COVID-19 : Process flow for HR actions

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COVID-19 : Resources for businesses

Please note: The resources listed below are national government and WHO links to Coronavirus information for businesses. Businesses should ALWAYS consult WHO, national government and/ or industry guidance first

Health and safety –

- a. **World Health Organisation** advice for getting workplaces ready (note this is more applicable for offices though some advice may be useful for holding meetings in food production sites/ farms) – <https://www.who.int/docs/default-source/coronaviruse/advice-for-workplace-clean-19-03-2020.pdf>
- b. **UK government guidance for employers and businesses** - <https://www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19/guidance-for-employers-and-businesses-on-coronavirus-covid-19>
- c. **ACAS (UK Advisory, Conciliation and Arbitration Service)** guide for employers and businesses - <https://www.acas.org.uk/coronavirus>

Accommodation –

- a. **World Health Organisation** advice (designed for hotels) - <https://apps.who.int/iris/bitstream/handle/10665/331638/WHO-2019-nCoV-Hotels-2020.1-eng.pdf>

Symptoms and isolation -

- a. **UK government advice** can be found here on key symptoms: <https://www.nhs.uk/conditions/coronavirus-covid-19/symptoms-and-what-to-do/>
- b. **UK government advice** can be found here on isolation rules: <https://www.nhs.uk/conditions/coronavirus-covid-19/self-isolation-advice/>
- c. **UK government advice** can be found here on high risk/vulnerable people: <https://www.nhs.uk/conditions/coronavirus-covid-19/advice-for-people-at-high-risk/>
- d. CDC (Centres for Disease Control and Prevention) posters on symptoms etc which could be adapted: <https://www.cdc.gov/coronavirus/2019-ncov/communication/factsheets.html>

COVID-19 : Government and industry advice from different countries

Please note: The resources listed below are national government links to Coronavirus information. Businesses should ALWAYS consult WHO, national government and/ or industry guidance first

- [Brazil](#) (Government)
- [Chile](#) (Government)
- [China](#) (Government)
- [Colombia](#) (Government)
- [Costa Rica](#) (Government)
- [Dominican Republic](#) (Government)
- [Ecuador](#) (Government)
- [Greece](#) (Government)
- [Honduras](#) (Government)
- [India](#) (Government)
- [Indonesia](#) (Government)
- [Italy](#) (Government)
- [Mexico](#) (Government)
- [Mexico](#) (Government)
- [Morocco](#) (Government)
- [Peru](#) (Government), [Ministry of Labour](#), [Ministry of Health](#) and [Ministry of Development and Social Inclusion](#)
- [South Africa](#) (Government) and COVID-19 resources from [SIZA](#) and from [WIETA](#)
- [Spain](#) (Government) and [Proexport guidance](#)
- [Thailand](#) (Government) and [Issara](#)
- [Turkey](#) (Government)
- [United States](#) (Government), [Department of Agriculture](#) and [Department of Labor](#)

COVID-19 : Trade union advice for works and employers

Please note: The resources listed below are links to Coronavirus information from national and global trade unions. Businesses should ALWAYS consult WHO, national government and/ or industry guidance first

- [USDAW coronavirus FAQs](#) and [Social Distancing guidance](#)
- [Unite the Union H&S advice that also provides information on the Health and Safety at Work Act 1974 \(HASAWA\)](#)
- [GMB advice for what employers should do](#)
- [Nautilus COVID19 web page for FAQs](#)
- [ETUC COVID19 social partner information](#)
- [IUF corona virus information page](#) that covers affiliate global activity and advice
- [ITF \(seafarers, transport & shipping\) information for government.](#)

COVID-19 : Resources for health and wellbeing of workers

Please note: The resources listed below are WHO or national government links to Coronavirus information. Businesses should ALWAYS consult WHO, national government and/ or industry guidance first

This is guidance only – please communicate to your workforce the steps that they need to take to reduce the spread of Coronavirus. Sources below are available in English and other languages. Posters can be printed up and videos can be shown to workers in common spaces or communicated to workers via their mobile phones. **The WHO has recently launched an app on coronavirus which could be a key source of sharing information with workers.**

Health and safety –

- a. **World Health Organisation** advice - <https://www.who.int/emergencies/diseases/novel-coronavirus-2019/advice-for-public>
- b. **World Health Organisation workplace guidance** - https://www.who.int/docs/default-source/coronaviruse/getting-workplace-ready-for-covid-19.pdf?sfvrsn=359a81e7_6
- c. **WHO Instructional Video** - <https://www.who.int/emergencies/diseases/novel-coronavirus-2019>
- d. **The latest NHS guidelines translated into 36 languages by Doctors of the World** <https://www.doctorsoftheworld.org.uk/coronavirus-information/>
- e. **CDC** guidance in multiple languages on handwashing and preventing the spread of Coronavirus - <https://www.cdc.gov/coronavirus/2019-ncov/communication/factsheets.html>
- f. **WHO** video on how to protect yourself from COVID-19 (English and English subtitles) - <https://www.who.int/emergencies/diseases/novel-coronavirus-2019/advice-for-public/videos>
- g. **WHO** app on coronavirus – Q&A service on coronavirus initially in English but soon to be in all 6 UN languages <https://www.whatsapp.com/coronavirus/who>
- h. **WHO** information on coronavirus in Spanish - <https://www.paho.org/es/temas/coronavirus/enfermedad-por-coronavirus-covid-19/covid-19-materiales-comunicacion>
- i. Issara institute video for Thai workers on how to access sick leave – in Burmese with English subtitles - <https://www.youtube.com/watch?v=LKMyFylz0Ak&feature=youtu.be>
- j. **UK video on symptoms** and what to do next (English no subtitles) - <https://www.theguardian.com/world/video/2020/mar/20/how-do-i-know-if-i-have-coronavirus-and-what-happens-next-video-explainer>
- k. UK government has created several sites with **information for migrant workers** - <https://www.gov.uk/guidance/nhs-entitlements-migrant-health-guide> and has translated various guidance into 11 languages - <https://www.gov.uk/government/publications/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-covid-19> and <https://www.gov.uk/government/publications/covid-19-stay-at-home-guidance>
- l. **Global handwashing partnership website** - <https://globalhandwashing.org/topic/coronavirus/>

Wellbeing –

- a. **WHO poster** resources on dealing with stress during coronavirus outbreak - https://www.who.int/docs/default-source/coronaviruse/coping-with-stress.pdf?sfvrsn=9845bc3a_8 also resources for children https://www.who.int/docs/default-source/coronaviruse/helping-children-cope-with-stress-print.pdf?sfvrsn=f3a063ff_2. Also in Spanish - <https://www.who.int/docs/default-source/coronaviruse/200762-coping-with-stress-during-the-2019-sp.pdf>

COVID-19 : Examples of posters for your workplace

Limpia tus manos

¿Cómo desinfectarse las manos?
CON UN GEL A BASE DE 60%-95% ALCOHOL

¿Cómo lavarse las manos?
CON AGUA Y JABÓN

Tener las manos limpias reduce la propagación de enfermedades como COVID-19

Una vez lavado, sus manos son seguras

Una vez lavado, sus manos son seguras

OPS Organización Panamericana de Salud

Conócelo. Prepárate. Actúa.

Coronavirus COVID-19

Help prevent coronavirus

- Wash your hands
- Cover mouth if coughing or sneezing
- Avoid touching your face
- Keep surfaces clean
- Stop shaking hands and hugging
- Keep a safe distance

The virus spreads in sneeze and cough droplets, so regularly taking the above measures helps reduce the chance of it spreading.

Visit [HSE.ie](https://www.hse.ie)
For updated factual information and advice
Or call 1850 24 1850

Protection from coronavirus.
It's in our hands.

HSE Health Service Executive

Éilíntas na hÉireann Government of Ireland

<https://www.hse.ie/eng/services/news/news/features/covid19-updates/partner-resources/covid-19-prevention-a4-poster.pdf>

أقفوا انتشار الجراثيم

ساعد في منع انتشار أمراض الجهاز التنفسي مثل فيروس كورونا COVID-19.

- تجنب الاحتكاك بالمرضى.
- تجنب لمس عينيك وأنفك وفمك.
- احرص على تنظيف وتعقيم الأشياء والأسطح التي لمسها باستمرار.
- تجنب لمس عينيك وأنفك وفمك.
- الزم البقاء في المنزل ولا تخرج إلا لتلقي الرعاية الطبية.
- اغسل يديك بالماء والصابون بشكل متكرر لمدة 20 ثانية على الأقل.

cdc.gov/COVID19

CDC

<https://www.cdc.gov/coronavirus/2019-ncov/downloads/stop-the-spread-of-germs-arabic.pdf>

KOMESHA KUENEA KWA VIINI

Saidia kuzuia kusambaa kwa magonjwa ya mfumo wa upumuaji kama vile COVID-19.

- Epuka kukaribiana sana na watu ambao ni wagonjwa.
- Epuka kushika macho, pua na midomo.
- Safika na kosa viini kwenye vitaa na sakafu zinataguzwa mara kwa mara.
- Epuka kushika macho, pua na midomo.
- Kaa nyumbani wakati wewe ni mgonjwa, usikomeza kila usiondeka kwenye matibabu.
- Osha mikomo yako mara kwa mara kwa sabuni na maji kwa angalau sekunde 20.

cdc.gov/COVID19

CDC

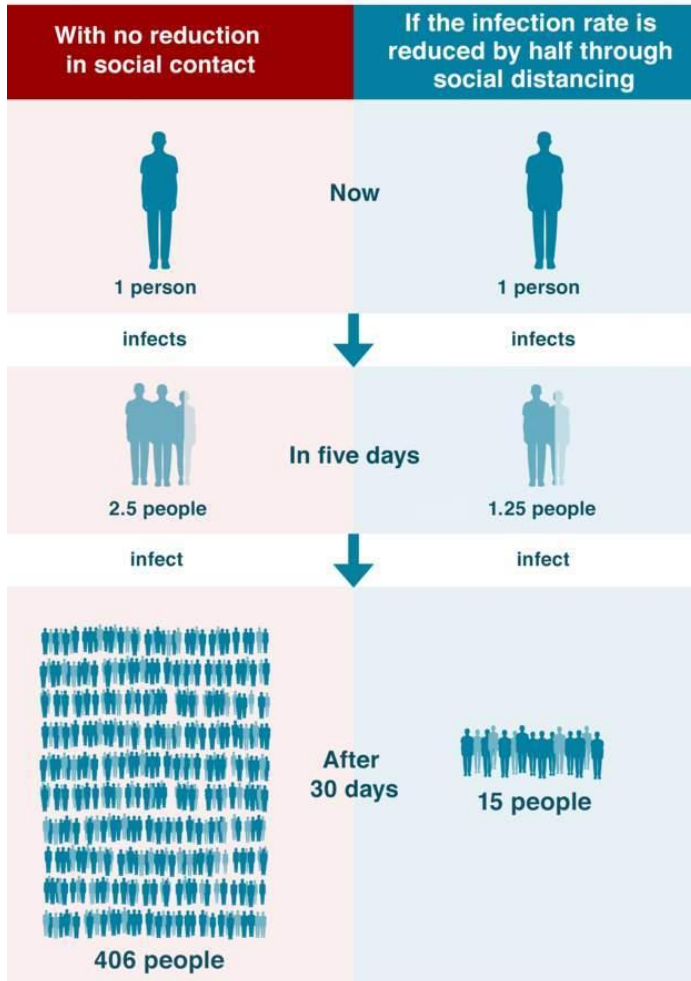
<https://www.cdc.gov/coronavirus/2019-ncov/downloads/stop-the-spread-of-germs-swahili.pdf>

Please note: The resources listed above are government or international institutions publicly available resources. Businesses should ALWAYS consult WHO, national government and/ or industry guidance first

COVID-19 : Examples of social distancing communications

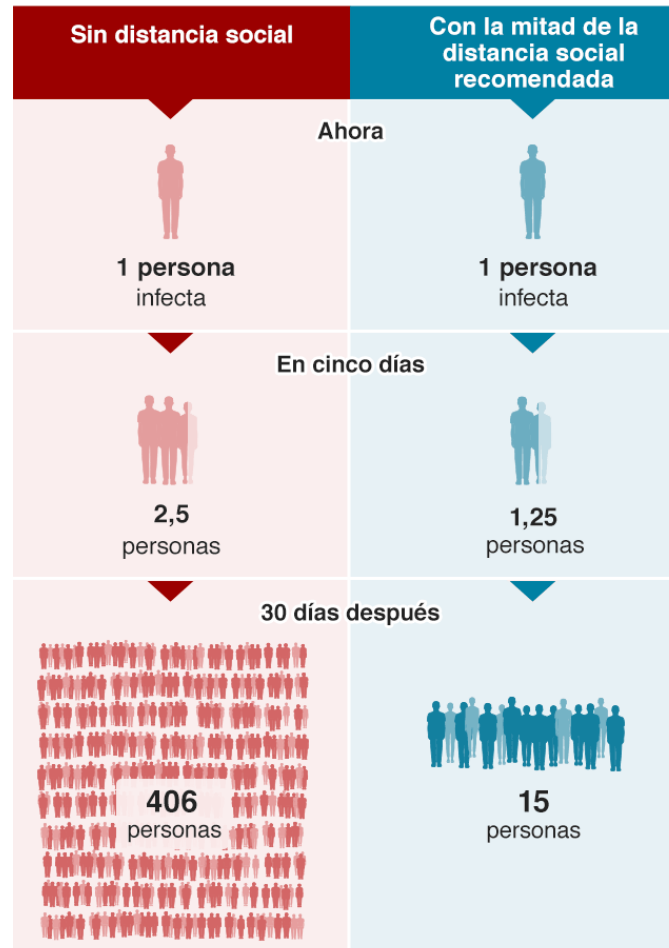
Please note: The images below are from UK and US news channels on the effect of social distancing. You should consult national government advice first for information on social distancing.

Why everyone should be social distancing

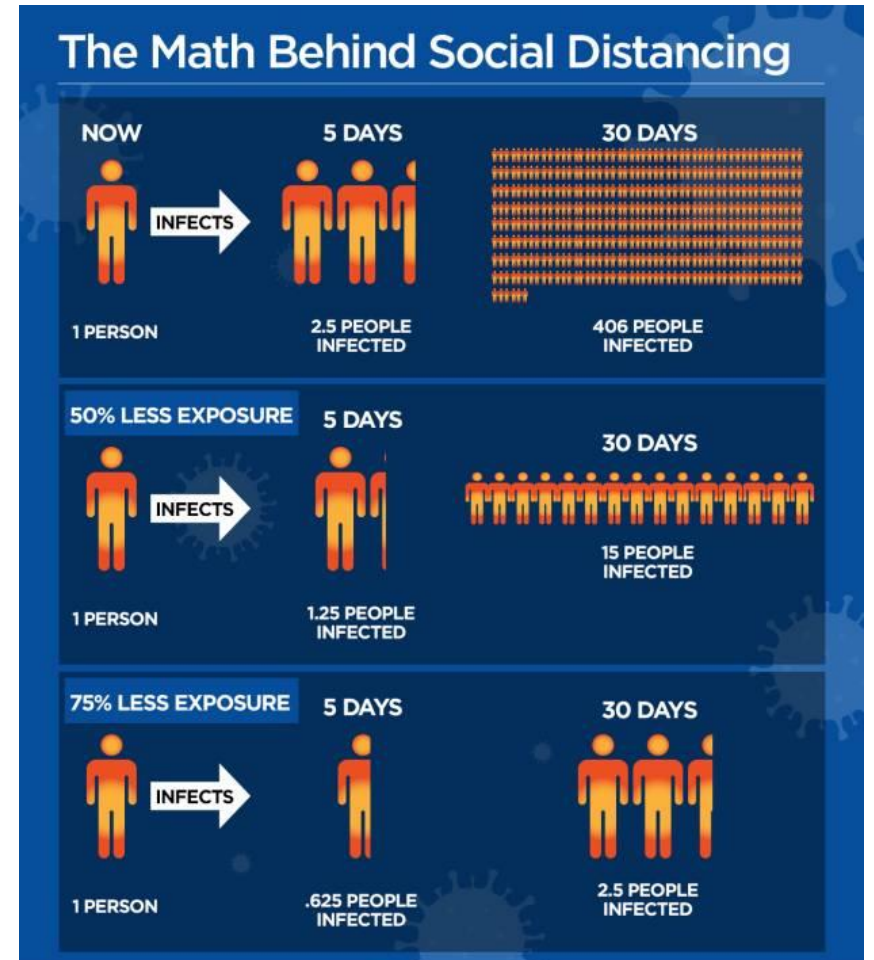


<https://www.bbc.co.uk/news/live/uk-wales-52015614>

Coronavirus: por qué debemos mantener la distancia social



<https://www.bbc.com/mundo/noticias-52006801>



Credit: Robert A.J. Signer Ph.D., Assistant professor of Medicine at the University of California, San Diego
Gary Warshaw, Art Director

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<https://globalnews.ca/news/6709071/coronavirus-social-distancing-math/>