



## Frequently Asked Questions

We appreciate that the next few months may be a difficult time and we have pulled together some FAQs that we thought might be useful. If you have a question that is not covered here please contact [peopleoperations@awayresorts.co.uk](mailto:peopleoperations@awayresorts.co.uk) and we will do our best to get the answer for you. Remember, no question is a silly question!

### **When should I consider staying at home and self-isolating?**

There is a useful symptom checker on the NHS website which will guide you on what to do based on your symptoms;

<https://www.nhs.uk/conditions/coronavirus-covid-19/>

In short, the advice is if **you** have symptoms, stay at home for 7 days, if you live with other people, they should stay at home for 14 days from the day the first person got symptoms. If you live with someone who is 70 or over, has a long-term condition, is pregnant or has a weakened immune system, try to find somewhere else for them to stay for 14 days. If you have to stay at home together, try to keep away from each other as much as possible.

### **I have been told to self-isolate following guidance on the NHS website – what do I need to do?**

In the first instance please follow the advice given on the NHS website. Contact your line manager and follow our normal company sickness and absence procedures and we will let you know what to do next.

### **Will I be paid for the time off?**

Everyone will have a unique set of circumstances dependant on their length of service and/or reason for isolation – as a general rule you will be entitled to Statutory Sick Pay or company sick pay dependant on your length of service.

### **How much will a team member be paid if they qualify for SSP?**

The current rate of SSP is £94.25 per week but please refer to <https://www.gov.uk/statutory-sick-pay> as this rate is subject to change in April.

### **I have not been employed long enough to qualify for contractual sick pay and I am concerned that SSP (Statutory Sick Pay) will not cover my expenses, are there any other options?**

Yes, there are a couple of options:

- If you are well enough and can work from home, this may be agreed with your line manager
- You may also discuss the possibility of using some of your paid holiday and this will mean you would be receiving full pay for a period.

### **I am really concerned that I will not be paid or not paid enough – what can I do?**

There may well be some difficult times ahead and we will do what we can to support our teams and prevent hardship. Managers will consider all other options for team member including taking some paid holiday or doing alternative work. If these are not options in your current role then please refer to the Government website for support and guidance.

### **My role would allow me to work from home, but I do not have the correct equipment to do so.**

Please make a list of the essentials you need for your team and discuss it with your Head of Department.

### **How can I help myself and my team members to stay motivated and productive while we are working from home and we are unsupervised?**

It is a good idea to schedule in a couple of calls a day to update on progress throughout the day and it would be a good idea to set some daily objectives for the day to ensure you are able to keep yourself and your team focused and productive. There are some tools that you can use to ensure working from home is more effective and these include programs such as Monday, Wrike, Trello or Microsoft Teams.

Keep in mind that some of your team will be working at home with children at home; you will know your team better than anyone and how they work. You should consider the age of the children, how you will keep in touch with your team member and how you can both ensure that productivity does not suffer. Please be as flexible as you can be, ensuring that they are contactable and are working as efficiently as they can. It may be that the working hours or days can change to allow for shared childcare.

### **My child's school has closed so I need to be at home to care for them, or I have to care for an elderly relative. Am I still entitled to receive pay?**

Currently school closures in the UK due to coronavirus have not been widespread. In these cases, team members will be entitled to use their statutory right to time off for family and dependants, this is generally unpaid.

If schools start to close for longer periods of time or if team members require longer periods of time off to care for sick relatives, then we will assess if team members are able to work at home or, alternatively, encourage the use of annual leave or parental leave to cover the period of absence. Otherwise, agreement could be reached for an employee to take a period of unpaid leave.

Where a team member is caring for a relative who is sick with coronavirus, the advice is that you will need to stay away from work to avoid the risk of the infection being spread - in these circumstances SSP or contractual sick pay would be paid, depending on eligibility.

### **I am/one of my team is currently pregnant, has an underlying health condition or is over 70 and is considered higher risk – What are we doing to protect these employees?**

Where we have been notified of the health condition you should be included in a list held by the People Operations team. HODs will discuss your circumstances with you and ensure that the correct measures are in place to protect you. If you haven't previously notified us, you have not

yet had a discussion with your manager or if you have any concerns, please contact your PDM or line manager in the first instance.

**If I choose to self-isolate or refuse to come to work, will I continue to receive pay?**

This will need to be considered on an individual basis and in the first instance please talk to your line manager to discuss your concerns and reasons for not coming to work.

**How am I going to keep updated on what is going on with my team and the business?**

Whilst we are going through these times and the likelihood of self-isolation and working from home is more prevalent, please can you ensure that you are keeping in close contact with your team and managers and you must continue to check Workplace regularly as this will be our primary method of communicating with our teams.

If you don't have access to Workplace or need some support, then please speak to your PDM or send an email to [peopleoperations@awayresorts.co.uk](mailto:peopleoperations@awayresorts.co.uk).

Please bear in mind this is an ever-changing scenario and we are meeting regularly to review the government guidelines and will update this information as and when we have new, relevant information.

**While the park is still open, how can I keep myself and my team safe?**

We are meeting regularly to ensure we are continually looking at ways to best support you. We are taking advice from both government and holiday park sector bodies and we will continue to update you regularly. In the meantime, we have more robust cleaning procedures in place, gloves and face masks are available should you want to use them and we have hand sanitizer available for both guests and team members. Please ensure you are continuing to follow advice to keep yourself safe including washing your hands and following the government advice with regards to social distancing. If you have any concerns or suggestions, please speak to your line manager.

**I have a question that I am not sure the answer too, can you help?**

Please liaise with your line manager, your PDM if you have one at your park or you can call or email one of the People Operations team to discuss. Alternatively, you can refer to these official websites:

- NHS-UK
  - <https://www.nhs.uk/conditions/coronavirus-covid-19/>
- GOV.UK
  - <https://www.gov.uk/government/topical-events/coronavirus-covid-19-uk-government-response>
- The World Health Organization

<https://www.who.int/emergencies/diseases/novel-coronavirus-2019>