

Covid-19 – Coronavirus

Q&A

Background

Based on the Covid-19 Corona Virus evolution and uncertainty about spread of infection, we have established a cross function group across Sector. The group, led by COO Viggo Skeisvoll, will monitor the situation externally and internally and initiate company guidelines and actions. Additionally, each country has their contingency group in place who are responsible for handling the situation locally.

We are monitoring the situation closely and will follow global and national guidelines from health authorities as well as best practice from other international companies.

Our focus now is to ensure adequate measures are put in place to protect our employees and maintain operational excellence across the group

The below Q&A should assist in answering any questions employees may have. If you have a question that has not been addressed below please email it to Emma Redmond. We will continue to add questions to this list and send updated versions as required.

Target Audience: All Staff

Where can I find up to date information on the coronavirus?

- For general health information on Coronavirus please refer to the HSE website: <https://www2.hse.ie/conditions/coronavirus/coronavirus.html>
- If you have travel plans and want to check if there are any Covid 19 travel alerts or restrictions in place in the country you are planning to visit please refer to the DFA website: <https://www.dfa.ie/travel/travel-advice/a-z-list-of-countries/italy/>

Can I work from home to reduce my risk of catching the virus?

- The HSE have advised that currently there are no immediate health risks that would require employees to avoid going out in public and remain at home.
- If you work in a role where you are able to work remotely and have specific concerns you can discuss this directly with your manager or a member of the HR dept.
- If you use a laptop in your daily work, please remember to take it with you each day when you leave the office – don't forget your charger!

I have planned a holiday to a high-risk area (currently China/Iran/N. Italy). Should I go?

- We strongly urge you to change your plans and avoid exposing yourself and others to unnecessary risk.

- If you choose to go to an area that is deemed high risk (e.g. the recommendation from the dept of foreign affairs is to not to travel there) you will have to self-isolate for a period of 14 days upon your return and this will be unpaid.

A member of my household recently travelled to a country that is now deemed to be a high-risk area (currently China, South Korea, Iran, Northern Italy). What should I do?

- In the first instance you should review the HSE website for up to date advice.
- If the person is showing symptoms of Coronavirus (cough, fever, shortness of breath,) they should contact their GP by phone. If the GP recommends that the person should be tested you should contact the HSE and seek guidance as to whether you need to self-isolate. If you work in a role where you can work remotely you will be expected to do so.
- If you are advised that you should self-isolate you should contact your manager let them know.

What do I do if I suspect myself to be infected?

- Contact your G.P by phone and they will advise you on recommended next steps. Call your manager and inform them of your concerns and the advice you have been given by your G.P. If you are advised to remain at home keep in regular contact until you are able to return to the office.

What should I do if my child's school/childcare facility is shut down?

- Let your manager know as soon as possible.
- Your Manager will discuss several options with you which could include the following:
 - Work from home (if workplace arrangements permit)
 - Annual leave
 - Unpaid leave
 - Mandatory agreement to work back the hours / days lost
 - Possible entitlement to Force Majeure Leave

What should I do when a customer is ill and indicates that it may be the Coronavirus?

- If the customer you are going to has the flu, fever or similar, the assignment should not be performed: Ask the customer to call in and book a new time when they are well again.
- Ensure that you explain to the customer that PhoneWatch has implemented some preventative measures due to the coronavirus as we visit a large number of households every day. This means that we do not take any chances for the sake of our employees and our customers. Ask for understanding.
- If the engineer starts to feel unwell over the coming days follow the advice outlined above.

I work in the field. I am worried about contacting coronavirus from day to day contact with customers and transmitting the infection to my family. What do I do?

- Please be reassured that the advice from the HSE is that people should not curtail their day to day activities including attending work, school and other activity.
- PhoneWatch have taken some proactive measures to limit the risk to engineers and direct sales staff which have already been shared with you.
- If you have concerns you should discuss them with your manager or a member of the HR team.

Will I get paid if I need to self-isolate?

- Whether you get paid will depend on the circumstances. If you choose to fly to a high-risk area where there is a “do not travel recommendation” in place you will be placed on unpaid leave for 14 days after you return.
- If you come into close contact with someone who has the Coronavirus and are subsequently instructed by the HSE or requested by Phonewatch to self-isolate you will be paid. (Please note there is no entitlement to be paid in this circumstance and PhoneWatch reserve the right to change this approach subject to business needs).
- Where you fall ill the normal sick pay policy will apply (if applicable) except in circumstances where you have chosen to fly to a high-risk area against official advice.

I’m a sales rep/installer and I have found out that I have been exposed to / infected with corona. I have been to the doors and meeting customers in their homes. What happens next?

- You are not responsible for informing any customers following a diagnosis. A member of the HSE will ask you to detail who you have been in contact with and for how long and they will determine who needs to be contacted.

May I open the door for an external visitor to ARC?

- Sector Alarm are denying external visitor access to the ARC until further notice. Access to the ARC should be limited to employees who need to enter the ARC for business reasons only.

May I take part in a social meeting with close colleagues outside the office?

- It is OK to meet with colleagues from your local workplace.

In a business-critical situation when I need to travel, how many people may travel together at the same time?

- The guidance from Group is that no more than two people should travel together at the same time however for the foreseeable future all plans to visit another country should be put on hold. We will continue to monitor the situation and review this decision regularly.

How long will PhoneWatch be in this alert situation?

- We are monitoring the situation closely and will remain in this high alert situation until we are advised by the relevant authorities that the risk level has returned to normal