

Greencore Northampton FAQ's

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| Why do I have to isolate for 14 days from the 21 st August? | Following consultation with the Department of Health & Social Care, Public Health England and other government bodies, we made the decision to temporarily cease production at our Northampton site. Colleagues who have attended site since the 8 th August 2020 are required to self-isolate along with their households for 14 days. This is a result of the ongoing COVID-19 outbreak in the Northampton area. This action will help minimise the risk of the spread of the virus in our local community. |
| Do I still need to self-isolate if I have had a negative test result? | Yes, any colleague on site since 8 th August 2020 (apart from those with an agreed exemption) will be required to self-isolate. |
| Do my family members or people I share a house with have to isolate as well? | Yes, unless you are part of a small exemption list agreed with the management team and have a letter of authorisation to continue to work. |
| I have already self-isolated and was due to return after 21 st August, do I need to isolate for another 14 days? | If you have finished a period of self-isolation, you do not need to complete another 14 days. You can return to work once contacted by a member of the site team. |
| I completed my period of self-isolation and returned to work between 19 th August and 21 st August 2020, do I need to complete a further period of isolation? | If you have completed a period of isolation away from site (10 days if tested positive or 14 days if not) and you are showing no symptoms (<i>see q. I've already had a positive test; do I still need to self-isolate for 14 days?</i>), you do not need to re-isolate. You can return to work once contacted by a member of the site team. |
| I've already had a positive test; do I still need to self-isolate for 14 days? | <p>All positive cases are required to complete 10 days of self-isolation. Colleagues can return to work if either:</p> <ul style="list-style-type: none"> • they are showing no symptoms • they just have a cough or changes to their sense of smell or taste – these can last for weeks after the infection has gone <p>You will be contacted by a member of the site team to return to work.</p> <p>Keep self-isolating if you have any of these symptoms after 10 days:</p> <ul style="list-style-type: none"> • a high temperature or feeling hot and shivery • a runny nose or sneezing • feeling or being sick • diarrhoea |

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| | <p>Only stop self-isolating when these symptoms have gone.</p> <p>If you have diarrhoea or you're being sick, stay at home until 48 hours after they've stopped.</p> |
| What happens if I do not follow the new self-isolation guidelines that came in on 21 st August 2020? | The Government has introduced regulations to ensure that this self-isolation period is legally enforced. Anyone who leaves isolation prior to the two-week period ending without reasonable excuse may be subject to fines by enforcing authorities. |
| I've started displaying symptoms, what should I do? | Self-isolate in line with existing guidelines, contact the NHS to request to take a coronavirus test and contact the company absence line on 01604 492756 |
| What will I be paid during the isolation period? | If you are contractually entitled to SSP, for days of self-isolation that fall in August or September, you will receive 80% pay. If you are contractually entitled to full pay, you will be paid full pay for your period of self-isolation. |
| What is the exemption list? | A small number of colleagues were retained during the site closure to ensure safety, hygiene, food safety and maintenance of the site. Those colleagues have had their working arrangements agreed with a member of the site team and given a letter of authorisation to continue to work. |
| What happens if I live with someone who is on the exemption list? Do I need to continue to isolate? | <p>The exempt colleague can come to work but then should restrict as much as possible outdoor activity – follow normal government guidelines of social distancing, hand washing etc.</p> <p>Any household member (non-Greencore colleague) of an exempt colleague is therefore not required to isolate/stop work but should follow government guidelines of social distancing, hand washing etc.</p> |
| Do I need a negative test result before returning to site? | <p>No, if you have completed a period of 14 days away from site before returning and are showing no symptoms – for symptoms (<i>see q. I've already had a positive test; do I still need to self-isolate for 14 days?</i>)</p> <p>Colleagues returning from furlough will be asked several questions to ensure they are healthy and not isolating due to their household showing symptoms or track and trace.</p> |
| My pay has been stopped but now I am unable to work because the site has ceased production - will you reinstate my pay? | This will be reviewed on case by case basis. |

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| I am currently receiving sick pay due to health reasons that made me concerned about coming to site. Now the site has ceased production - will I still get 80%? | Colleagues off sick will be paid in line with their contract terms. |
| I had holidays booked due to childcare, can I cancel these and get paid 80%? | Yes, but you will need to be available for work when contacted by the site team. |
| I am isolating already - will I get paid 80% from my first day of isolation? | Yes, if your first day of isolation was within the month of August. |
| Is the 80% pay during self-isolation 80% of basic pay? | The site will use the Government calculation for furlough pay which is based on 80% of average earnings in the tax year 2019-20 or a like for like week – (whichever is higher) to calculate pay |
| Am I safe to return now after the site ceased production? | The site is following all the required safety measures as defined by the Government and outlined in the site risk assessment and therefore it is safe to return. These measures have been reviewed by local Government, PHE, Environmental Health and HSE bodies. The health and well-being of our colleagues continues to be our number one priority. |
| What extra provisions have been put in place to ensure there is not further outbreak? | <p>The health and well-being of our colleagues continues to be our number one priority. The site is following all the required safety measures. These measures have been reviewed by local Government, PHE, Environmental Health and HSE bodies. We took the opportunity after ceasing production to conduct a thorough and full clean of all areas of the Northampton site.</p> <p>It is critical that colleagues follow all safety measures required at site and strictly follow Government guidelines inside and outside of work. For example, isolation, social distancing, wearing of face coverings, controls around car sharing etc. If you are unsure of the guidelines, please review these on: https://www.gov.uk/coronavirus or speak immediately to a member of the management team.</p> |
| What is the process for temperature checking? | <p>All colleagues must pass through the temperature checking station at the entrance to site before commencing work.</p> <p>If this is not available, please report to your manager to get checked before starting work. Those parking inside the site must stop at the gatehouse to get checked.</p> |
| What happens if I choose not to return if I am scared? | Colleagues will need to report unfit via the company absence line on 01604 492756 and will be paid in line with contract terms and conditions. |

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| | The site is following all the required safety measures. These measures have been reviewed by local Government, PHE, Environmental Health and HSE bodies and it is safe to return. It is critical that colleagues follow all safety measures required at site and strictly follow Government guidelines inside and outside of work. |
| Can I choose when I want to come back? | You cannot return to site until you receive communication confirming you can. Colleagues will be invited back based on business skill and shift requirements. As colleagues are effectively on furlough, they need to be available for work to be eligible for payment. |
| I don't want to work in Unit B as I am scared, do I have to work there? | Colleagues are contracted to site and will need to return to the requested areas unless there is a medical restriction supported by our Occupational Health team. |
| Why have I been asked to work in a different area to where I normally work? | Colleagues are being re-allocated based on labour requirements. Colleagues are contracted to the site and will need to work in the requested area unless there is a medical restriction supported by our Occupational Health team. |
| Why have been asked to change my start time? | This is in line with the flexibility clause within flexi contracts to support our social distancing measures. If this is causing you an issue, please contact nh.questions@greencore.com |
| Do I need a key worker letter to return to work? | Colleagues attending site during the period 21 st August to 4 th September will require an authorisation letter – please speak to your manager to request this if not issued on your first day at work. |
| I have not been receiving communication from site via the text service | Update your mobile number with our HR Shared Service team via: HR.sharedservices@greencore.com |
| I have attended site and my clock card is not working | If you are attending site by agreement with a manager, please contact them immediately to get this corrected. |
| I have received pay week commencing 22 nd August 2020 and I have not received 80% - what do I do? | Please see communication issued on 25 th August which details back pay and 80% payment being paid into colleague's accounts on 3 rd September 2020. |
| My pay has stopped, what should I do? | Contact nh.questions@greencore.com with your details (name, employee ID and contact number but not bank details) and we will get back to you |
| I have not had my test results from the most recent NHS testing on site which took place between 19 th and 21 st August | Ensure your mobile number is correct by contacting our HR Shared Service team via: HR.sharedservices@greencore.com |

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| | You can also request a test result confirmation by emailing: nh.questions@greencore.com |
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