

**Selfridges**  
**Coronavirus**  
**Policy 2021**

# Welcome back Team Selfridges!



**It's good to see you again.**

The health, safety and wellbeing of you and our customers is our top priority and we are constantly reviewing and adapting the way we do things to ensure this. We have put a number of measures and provisions in place so you can work safely and feel supported whilst our customers shop with us.

Ahead of your return to work, or if you need a refresher, please familiarise yourself with these guidelines which are designed to support team member and customer health and safety. This follows the latest advice from the UK government and the World Health Organisation (WHO).

We all have a role to play and must take responsibility and respond sensibly to the new ways of working. Led by our Selfridges Values, we ask you to show respect to yourself and others by following these guidelines, whilst continuing to deliver the extraordinary service and experiences we are famous for.

Thank you for your continued commitment and support.

# Introduction

The health, safety and wellbeing of you and our customers is our top priority. The Selfridges Coronavirus Policy details the measures Selfridges is implementing to ensure that we are a safe and welcoming environment to come back to. It also provides a comprehensive set of guidelines which you are asked to follow to help mitigate the spread of the virus.

We all have a role to play and must take responsibility and respond sensibly to the new ways of working. Led by our Selfridges Values, we ask you to show respect to yourself and others by following these guidelines, whilst continuing to deliver the extraordinary service and experiences we are famous for.

We assure you that your private health and personal data will always be treated with confidentiality and sensitivity.

The Selfridges Coronavirus Policy applies to all team members who are employed by Selfridges. Please read through the whole document and ensure you understand the content as well as your responsibilities as a team member or line manager.



# Guided by our Values

Our Selfridges Values matter now more than ever; they are core to who we are and how we operate. It's our sense of community spirit and togetherness that will see us stand strong through challenging times.

Please continue to exemplify our Values in your day-to-day and recognise team members when you see our Values in action.

## **WE LEAD & INSPIRE**

Setting an example to others and providing guidance if we see something that doesn't feel right.

## **WE TAKE RESPONSIBILITY & DELIVER**

Taking necessary steps to keep ourselves, other team members and our customers safe and well by wearing a face covering, ensuring good personal hygiene and maintaining social distancing.

## **WE OWN CUSTOMER EXPERIENCE**

Connecting with our customers like never before and delivering the extraordinary.

## **WE SHARE OUR KNOWLEDGE**

Helping each other to understand and meet the collective objectives outlined in this policy.

## **WE SHOW RESPECT**

Following the Social Distancing Guidelines and keeping 2 metres between ourselves and others, (or 1m with a screen or physical separation), where possible.



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# Social distancing

Social distancing involves reducing day-to-day contact with other people as much as possible in order to minimise the spread of Coronavirus. We are continuing to keep some measures in place in order to protect the health and wellbeing of our teams.

The measures include:

- Monitoring capacity and pinch points around our store
- Team members following the Two Person Working Together Guidance where required, e.g. wearing a mask and a visor when working in close proximity with other team members or customers
- Implementing A&B teams where possible to mitigate resource risk.
- Where social distancing cannot be maintained, installing physical barriers to protect our teams and customers. Using a one-way system for team members to enter and exit our stores, where possible.
- Being mindful of social distancing on lunch breaks, and when moving around the building
- Team members and concession partners wearing face coverings when moving around our stores and offices - this includes back of house areas.
- We are asking that all team members who are able to work from home do so for the foreseeable future.





## Team member temperature checks

As an additional health and wellbeing measure for our you, we have introduced temperature scanning for you upon your arrival at work.

We know that one of the primary symptoms consistent with Coronavirus is a high temperature.

Whilst we understand that this is only one symptom, the ability to support our you in identifying if you have a high temperature is an important step in staying safe, protecting others and providing reassurance.

Temperature scanning is a non-invasive way to determine your temperature, instantly, and takes seconds to complete.

Whichever part of the business you work in, this will apply to all team members on arrival and we thank you in advance for your understanding and support.

Please refer to our **Team Member Temperature Checking Guidelines** available on My Workday for more information.

# Face coverings

## TEAM MEMBER FACE COVERINGS AT WORK

Selfridges requires that everyone wears a face covering when moving around our locations - this includes front and back of house areas. Whether Selfridges Retail or Head Office, concession or contractor – you must wear a face covering.

We will follow the guidance and advice on this for enclosed and crowded spaces as we want to keep you as safe as possible and help drive customer confidence, so they feel comfortable and reassured to shop and have an extraordinary yet safe experience with us.

A face visor or shield may be worn in addition to a face covering but not instead of one. This is because face visors or shields alone do not adequately cover the nose and mouth.



**Please keep  
your distance  
from others**



# Vaccination

As a result of the Coronavirus pandemic, Selfridges have had to adapt to new ways of working and processes, prioritising the health, safety and wellbeing of you and our customers, and ensuring that this is at the forefront of all the decisions we make.

A vaccine to prevent serious health effects from Coronavirus has been developed and made available to the public.

Selfridges understands that receiving the vaccine is a personal choice. The Coronavirus vaccine provides a greater level of personal safety against serious illness and Selfridges encourages you to be vaccinated when the opportunity arises. However, we appreciate this decision lies solely with the individual.

We recognise that this topic may lead to conflicting opinions. We ask that our you continue to respect the views of their colleagues.

Please review our Vaccination policy for information on the national Coronavirus vaccination programme



# Lateral Flow Device Testing



- Lateral Flow Devices (LFDs) are widely available and we encourage team members to undertake regular LFD testing.
- These tests are widely available from pharmacies, online from the government and can be picked up on your journey home from store too, at the reception desks
- It is totally up to you and completely voluntary if you would like to pick up a test on your way home
- These tests must be taken at home (not in store)
- Note: if you test negative, you must still following social distancing and our other Covid Secure measures such as hygiene protocols
- For more information and instruction on their use we have more detailed documents on MyWorkday



# Where to get your LFDs

If you would like to pick up a test, you should do so on your way home from store at the locations below. Your name, ID number, Department and the number of tests you are taking will be recorded.

## Store collection locations:

- Birmingham – Team member entrance
- Exchange – Team member entrance
- Leicester – Reception desk
- Oxford Street – Team member entrance, 103
- Trafford – Team member entrance

To order tests to your home (7 tests in a pack):  
[Order coronavirus \(COVID-19\) rapid lateral flow tests - GOV.UK \(www.gov.uk\)](https://www.gov.uk/order-coronavirus-rapid-lateral-flow-tests)

To see a full list of locations where you can pick up free, NHS lateral flow tests from, follow this link:

[Find where to get rapid lateral flow tests - NHS \(test-and-trace.nhs.uk\)](https://test-and-trace.nhs.uk)





# Absence & absence reporting

If you or anyone you live with develops any of the symptoms of Coronavirus:

- a high temperature
- a new, continuous cough
- a loss of, or change to, your sense of smell or taste

You must not attend work and should follow [self-isolation guidance](#) from the UK government. Other symptoms include fatigue and muscle pain. Please ensure you are looking after yourself and others by staying at home if you're not feeling well.

## SELF-ISOLATION

If you live alone, you should self-isolate for 10 days from when symptoms start, however mild those symptoms may be.

If you live with others who have symptoms or who have tested positive for Coronavirus, a minimum 10-day household self-isolation period begins from the first appearance of symptoms. The first individual with symptoms can return to their normal routine if their symptoms subside after 10 days.

You do not have to get medical advice from NHS 111 or 119 to self-isolate. However, if your symptoms worsen during self-isolation or are no better after 10 days, you should contact the [NHS online](#). There is an [online tool](#) for you to carry out a check if you think you have symptoms.



# Absence & absence reporting - continued

## FIT NOTES:

Under our normal Absence Policy, we require you to provide a fit note from your GP if you are absent for more than 7 days. As a temporary alternative, for Coronavirus-related absences of more than 7 days, we ask that you provide us with an 'isolation note' from the NHS, which you can obtain by completing a simple online questionnaire [here](#).

If you have no internet access, you should call NHS111. Please dial 999 only if you have a medical emergency.

## ABSENCE LEVELS & TRIGGERS:

Under our normal Absence Policy, we would have a formal discussion of your absence levels when you reach 3 occasions of absence in 52 weeks or 3% of the hours you were expected to work. As a temporary alternative, if you are absent from work because:

- you or someone you live with has Coronavirus symptoms,
- you have been given medical advice to self-isolate (i.e. from NHS), or
- we have asked you to self-isolate

This absence will not be taken into account when determining whether to take formal action under our absence management procedure. If you are required to self-isolate, you'll be paid in line with your available sick pay entitlement.





# Absence & absence reporting - continued

Manager information on the Return To Work process:

- Please follow the Covid Return To Work process if your team member has been in contact with, lives with or has themselves tested positive for Coronavirus.
- Once the isolation period has been completed, please complete the Covid Return To Work over the phone with your team member prior to their return and sends this to Health & Safety for approval (approval time is 24-48 hours).
- In line with our normal sickness procedure, please advise your team member that they must be 48 hours symptom-free after any virus or infection before returning to work.
- Covid RTW forms are required to be completed once the isolation period is complete and your team member is 48 hours symptom free. This is applicable even if your team member is working from home, on annual leave, due to return to store or on furlough leave.
- If your team member has been in contact with someone or they themselves have tested negative for Coronavirus they must follow the normal absence reporting procedure in accordance with our Absence Policy (available on My Workday) to report their absence to you on the first day and on each subsequent day of absence.
- **NOTE:** Please email [healthandsafety@Selfridges.co.uk](mailto:healthandsafety@Selfridges.co.uk) to inform the H&S team of the test results once your team member has returned in this scenario.

# Vulnerable people

## CLINICALLY EXTREMELY VULNERABLE PEOPLE

If you are in this group, you will have previously received a letter from the NHS or your GP informing you of this.

Formal shielding measures for CEV individuals have ended however there is still advice from the government and from CEV person's specific medical practitioners on how to remain cautious while cases remain at higher rates in the UK.

If you are in this group you should raise any concerns with your line manager and engage with H&S if required.

For more information on clinically extremely vulnerable people, please visit the [UK government website](#).

## PREGNANT TEAM MEMBERS

If you are 28 weeks pregnant and beyond, or if you are pregnant and have an underlying health condition that puts you at greater risk of severe illness from Coronavirus at any gestation, you should take a more precautionary approach.

We will review your particular medical advice and complete a risk assessment to ensure all controls are put in place to mitigate the risk for you.



# Risk Assessment

In line with government guidelines, we are pleased to confirm that we conducted a Coronavirus Risk Assessment across our stores and sites to make us Covid Secure.

This is so we could identify any possible risks or issues associated with the trading of our stores and you working in these environments. We have then been able to introduce processes that either eliminate or manage the risks.

The control measures are documented within the Risk Assessment which is reviewed on an ongoing basis and updated on MyWorkday.

Actions taken and measures put in place as a result of this, and in line with government guidance, are detailed within our Social Distancing Guidelines.

The COVID-19 Risk Assessment has been updated in line with recent guidance changes.



# Suspected and confirmed cases

The health, safety and wellbeing of you and our customers is our top priority. We have therefore prepared a clear plan and process in the event there is either a suspected or a confirmed case of Coronavirus in one of our stores or locations.

If you become aware of a possible or confirmed case, please inform your line manager as quickly as possible.

Any information available (such as the details of the team member or customer you believe may have Coronavirus, and when they were last in a Selfridges building or in contact with others) will be helpful in determining the appropriate action.

We assure you that your private health and personal data will always be treated with confidentiality and sensitivity.

Please refer to our **Suspected or Confirmed Case Process** available on My Workday for more information.



# Surge Testing

Surge testing is increased testing (including door-to-door testing in some areas) and enhanced contact tracing in specific locations in England.

The government is using surge testing to:

- monitor and suppress the spread of Coronavirus
- better understand new variants

We are continuously working to identify which areas are undergoing surge testing by closely monitoring any updates.

You should keep up to date with your local council's advice: [Find your local council - GOV.UK \(www.gov.uk\)](https://www.gov.uk).

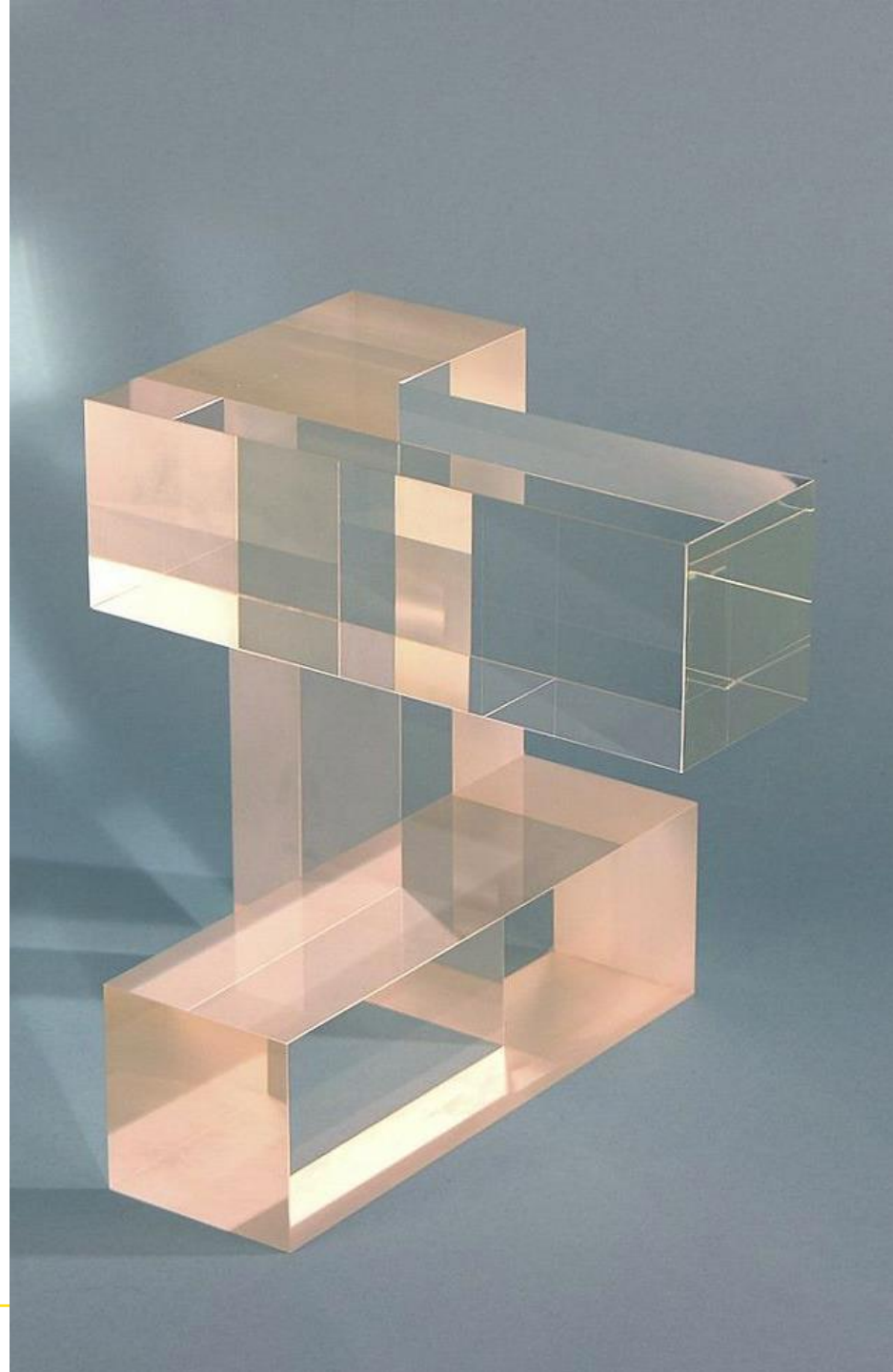
**If you are residing within a targeted location you should inform your manager immediately and take a test. You may return to work while waiting for the results if you do not have symptoms.**

If you live within an identified area you should take a test even if:

- you have no symptoms of Coronavirus
- you've had a vaccination for Coronavirus
- you've tested positive for Coronavirus previously (but not within the last 90 days)

To find out how to get tested [visit your local authority website](#) to find out more.

- If you test positive you must isolate with your household and follow the guidance for households with possible or confirmed Coronavirus infections.
- If you test negative and cannot work from home, then you can attend work as normal.





# Remote working

We are currently still encouraging all team members to work from home unless this is not possible due to the nature of your role or a wellbeing issue.

Please refer to our **Remote Working Policy** available on MyWorkday for more information on our approach during the Coronavirus outbreak.

# Flexible working

As the stores and head office locations may have amended opening times, we would encourage you to be as flexible as possible to fit these requirements. Your line manager will discuss what your working hours will be and can talk through any concerns.

For further guidance, please refer to the **Flexible Working Policy** available on MyWorkday.





# Personal Travel

Please ensure that you review UK government and international travel advice when planning to travel outside the UK. Normal holiday rules will apply, keep your manager informed.

You should consider the public health advice in the country you are visiting. You should look at the rules in place at your destination and the Foreign, Commonwealth and Development Office (FCDO) travel advice.

If the destination you plan to visit is not exempt from self-isolation/quarantine, then you may not be paid for this isolation period.



# Social media

We recognise and respect that many of you will be using social media as a means of communicating with friends, family and colleagues, now more than ever.

However, it's important to highlight that even the most casual comments about our Selfridges brand can affect our business. We want you to have fun, but to use sound judgement and common sense when using social media – and to please show respect.

Please be extremely vigilant regarding any social media activity which could be linked back to the brand – content should also be compliant with this Coronavirus Policy, for example, social distancing being observed in a photo. Consider the following:

- Have you tagged Selfridges in your post?
- Is Selfridges listed as your place of work on your social media profile?
- Is a post/photo taken within a Selfridges store or are there team members wearing Selfridges name badges?

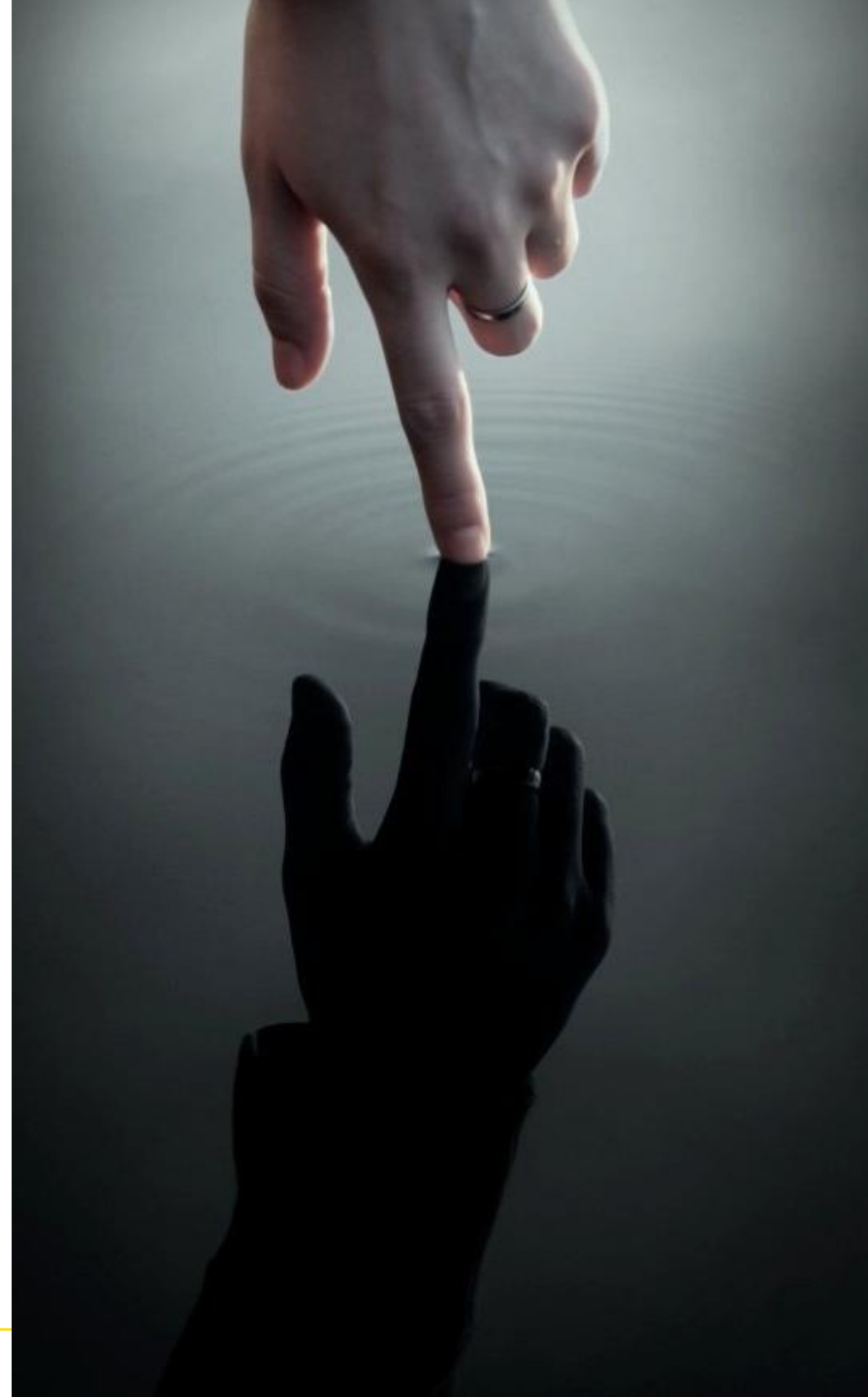
If you have concerns about the behaviour of others or in general, please speak with your team leader in the first instance.



# Compassionate leave

If you require compassionate leave following the loss of a loved one, please speak to your line manager who can discuss how we can support you in further detail.

Please also remember you can reach out to your team member support programme, Workplace Options, which you can access at any time 24/7, offering practical information and counselling on a whole host of topics.



# Your Wellbeing

We encourage anyone who is suffering because of the effects of the pandemic to consider the support available to them via Workplace Options. We have included details below of how to access this, as well as details of several other organisations our team members may wish to reach out to for support.



[www.eapdirect.co.uk](http://www.eapdirect.co.uk)  
Username: Selfridges  
Password: employee  
0800 243 458



Simply text 'shout' to 85258  
[www.giveusashout.org](http://www.giveusashout.org)



03444 775 774  
[www.anxietyuk.org.uk](http://www.anxietyuk.org.uk)



0800 068 41 41  
[www.papyrus-uk.org](http://www.papyrus-uk.org)



0808 802 5544  
[www.youngminds.org.uk](http://www.youngminds.org.uk)



116 123  
[www.samaritans.org.uk](http://www.samaritans.org.uk)



0800 58 58 58  
[www.b-eat.co.uk](http://www.b-eat.co.uk)



0800 58 58 58  
[www.thecalmzone.net](http://www.thecalmzone.net)



0800 200 0247  
[www.refuge-uk.org](http://www.refuge-uk.org)



0300 123 3393  
[www.mind.org.uk](http://www.mind.org.uk)



0333 212 7890  
[www.ocduk.org](http://www.ocduk.org)



[www.bipolaruk.org.uk](http://www.bipolaruk.org.uk)





# Updating your contact details

Given the current situation, please ensure that your contact details are up-to-date on My Workday so that you can be contacted when necessary, for instance, if you are self-isolating or working remotely.



# Frequently Asked Questions (FAQs)

## What if I'm currently absent due to sickness?

If you are currently absent from work due to sickness (as confirmed by a GP fit note) you will continue to receive sick pay in line with your eligibility. Copies of fit notes should be emailed to [payroll@selfridges.co.uk](mailto:payroll@selfridges.co.uk).

## I have been asked to return to work, is it safe for me to do so?

Our stores, offices, and other work environments have been Covid Secure since we reopened following the first lockdown in 2020. This means that, in line with government guidelines, we have put in place a series of measures to ensure we're able to – alongside social distancing – provide a safe working environment for you. We have carried out robust risk assessments on a regular basis to ensure that our measures remain adequate. We regularly remind you of the measures we have in place to help everyone continue to work safely and communicate updates as soon as we have them.

## What do I do if I witness unsafe conditions or behaviour?

We would encourage you to report any observations that don't seem safe, including behaviours or environmental conditions, to your line manager. We would like to hear your feedback and strive to continually improve in everything we do.

## Should I inform my manager if I test positive for Coronavirus?

If you test positive for Coronavirus during the period of store closure please inform your line manager and Health and Safety ([healthandsafety@selfridges.co.uk](mailto:healthandsafety@selfridges.co.uk)) as soon as you are able to do so.

## Will I be paid if I have to isolate due to Surge testing?

Any isolation period will be paid in line with your Company Sick Pay entitlement

## If I travel abroad, will my quarantine period be paid for?

Quarantine periods will be unpaid, alternatively you can opt to use annual leave to cover this period. Please ensure that you check the latest UK travel advice for the country you are travelling to.

# Frequently Asked Questions (FAQs)

What if I do not feel safe using public transport to get to and from work?

We encourage you follow these safety guidelines when travelling on public transport:

- Wear a face coverings
- Keep your distance from others where possible
- Wash your hands before and after your journey
- Carry a hand sanitiser or use sanitiser points at stations
- Use contactless methods to pay for your travel where possible

You can also find the latest public transport service information and advice for your city here:

London: <https://tfl.gov.uk/>

Manchester: <https://tfgm.com/>

Birmingham: <https://www.birmingham.gov.uk/transport>

Leicester: <https://www.leicestershire.gov.uk/roads-and-travel/buses-and-public-transport>