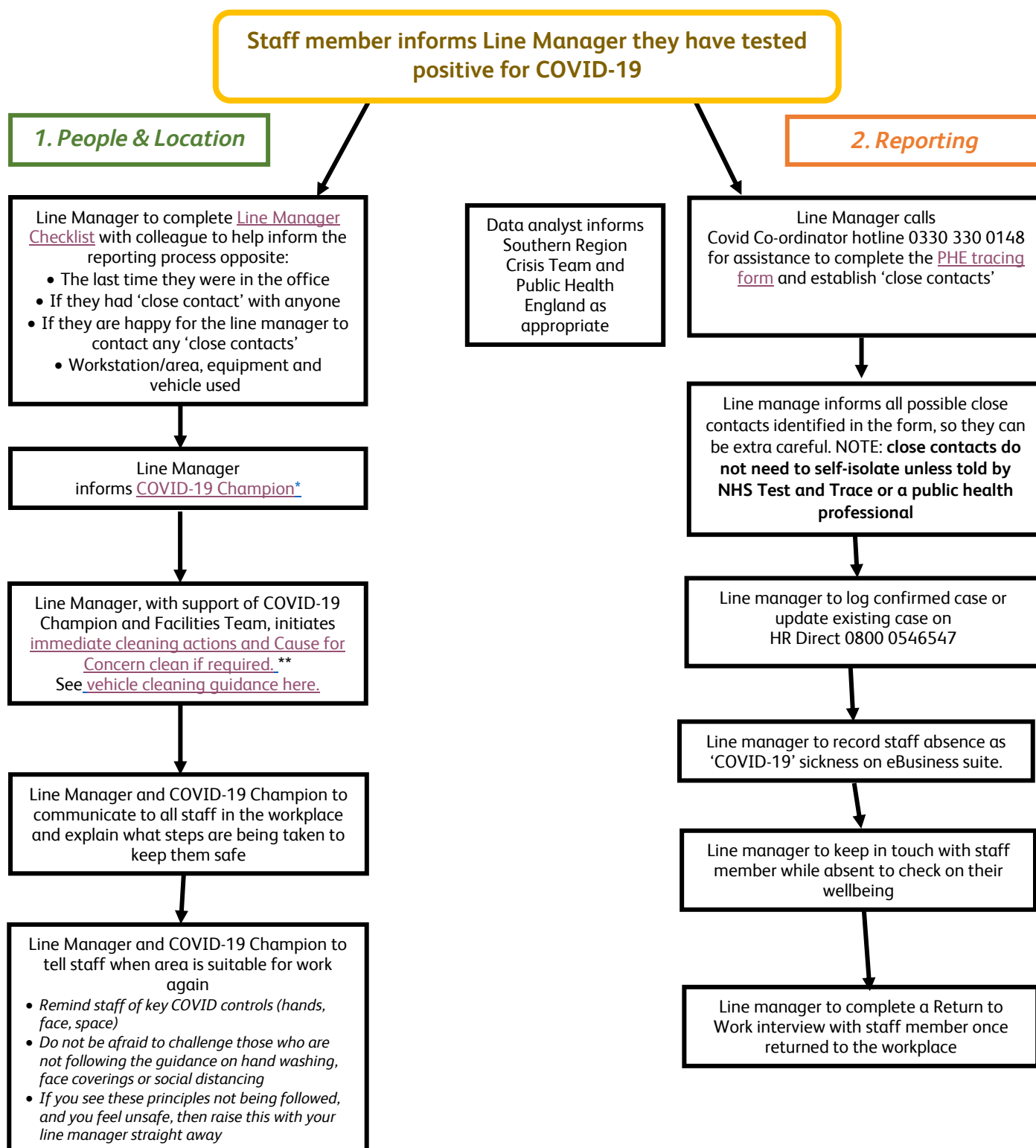


# Line Manager actions in the event of a confirmed COVID-19 case

*Where the chart refers to line manager this may be the individual's line manager, shift station manager, on shift duty manager, on call or out of hours manager dependent on the team in which you work and the time of the report. If you are not the employee's direct manager, please also ensure you inform their line manager.*

*The people and location process should be initiated first, followed by the reporting process.*



\*For Stations, also inform Station Manager (during office hours) or on-call Station Manager (outside of office hours). Stations should also inform the TOC.

\*\* For Maintenance, if this needs to be arranged out of hours, please contact Control

*All of the following line manager guidance is in line with NHS advice which can be found [here](#)*

## Guidance Notes

The [Line Managers Checklist](#) can support you through the reporting process and help you identify 'close contacts'.

### What is 'close contact'?

'Close contact' is classed as a person who has been close to someone who has tested positive for COVID-19 anytime from 2 days before the person showed symptoms, up to 10 days from the start of symptoms (this is when they're infectious to others).

A 'close contact' is a person who:

- has had face-to-face contact, including:
  - being coughed on
  - having skin-to-skin physical contact, or
  - contact within one metre for one minute or longer OR
- has been within 2 metres of someone who has tested positive for COVID-19 for more than 15 minutes (cumulatively in the same day) OR
- has travelled in a vehicle with someone who has tested positive for COVID-19

If a person does NOT meet this definition, then you do NOT need to add them.

Also do NOT enter

- contacts where an interaction between 2 people has taken place through a Perspex (or equivalent) screen, this would not be considered sufficient contact, provided that there has been no other contact like those indicated above.

Even though the use of face masks and other personal protective equipment (PPE) has a big impact on reducing the transmission of COVID-19, it does not exclude somebody from being considered a 'close contact'. Only medical-grade PPE worn in health and care settings will be considered a full defence against transmission.

### How should I manage a 'close contact'?

**It is really important that through the conversation the line manager has with the employee, that all 'close contacts' are identified.** This is so we are able to notify those people as soon as possible to be vigilant and take extra care, in order to protect themselves, their colleagues and their families.

The line manager needs to inform all employees if they have been identified as a 'close contact'. The name of the employee should be kept confidential, unless they have consented to their name being released.

Line managers should advise employees that 'close contacts' do not need to self-isolate unless told to do so by NHS Test and Trace or a public health professional, but they should adhere to the following advice:

- avoid contact with people at increased risk of severe illness from coronavirus, such as people with pre-existing medical conditions
- take extra care in practicing social distancing and good hygiene
- watch out for symptoms and stay at home and self-isolate if they also show signs of coronavirus

If the employee starts to experience any symptoms, they should inform their line manager and request a test immediately.

The line manager should consider whether there is anyone else in their organisation that needs to be informed, but this should be kept to a small controlled group, with the name of the employee kept confidential unless they consent to colleagues being informed. (i.e. people that the individual has identified as being in 'close contact').

### Test and Trace

When Line Managers are speaking to employees, it is important to reiterate that it is essential to be honest with Contact Tracers regarding who they have been in 'close contact' with. ***If any employee is contacted by NHS Test and Trace and told to self-isolate, it is a legal requirement to follow this instruction.***

When employees are at work and receive an email, text or call from NHS Test and Trace and are advised to self-isolate, they should inform their line manager who will arrange for them to leave as soon as possible. Employees, and especially those that work in safety critical roles, should consider the safety of their colleagues and passengers and ensure they only stop working and leave site when it is safe to do so.

Further information on Test and Trace can be found in section 2 of the [main coronavirus FAQs](#).

### Cleaning

- Immediate actions for local cleaning should be initiated in the case of any positive COVID-19 report. Please see guidance found [here](#) and follow the immediate actions, which includes the wiping down of the area the staff member was working in and any equipment used.
- Cause for Concern cleans are **only** required in locations that have not been treated with long lasting protection (e.g. Zoono, Citrox). Please see [Cause for Concern cleaning guidance](#) to make arrangements if required.
- Locations that are not covered by our main cleaning contractors can arrange for a Cause for Concern clean by also contacting the 24-hour Mitie helpline 0845 0265 992 who will liaise with your local facilities manager to organise cleaning.
- "COVID-19 Vehicle deep cleans" are available via the Assured Group Ltd. Please see guidance for booking a deep clean [here](#). The Southern Region Road Fleet team also need to be informed so they can monitor the vehicle, as it needs to be quarantined prior to the deep clean. They can be contacted on [SouthernRegionRoadFleet@networkrail.co.uk](mailto:SouthernRegionRoadFleet@networkrail.co.uk)

### Reporting

- The Covid Co-ordinator hotline (0330 330 0148) provides advice on how to complete the MS Forms questionnaire. This is **NOT** a general COVID queries line but is there to support line managers to complete the form correctly and advise an employee who has tested positive for COVID or who may have symptoms of COVID.
- The MS Forms questionnaire will ask you to provide all the information required by Public Health England and will be automatically populated so a Data Analyst can inform Southern Region Crisis Team and Public Health England as appropriate
- Unless otherwise instructed, the spreadsheet and password should be deleted from your laptop/computer once sent and receipt confirmed.
- All sickness absences linked to the coronavirus outbreak must be logged on e-Business as 'COVID-19'. Attendance procedure triggers do not apply to COVID-19 sickness absence.
- All COVID-19 sickness must also be logged with HR Direct.

## Contractors

- In the event that one of our contractors tests positive for COVID-19, the line manager or COVID-19 Champion will need to work with the contractor's organisation to establish whether any 'close contact' was had with our staff. If the contractor is identified as working closely with any of teams, our own people process should be followed, and any 'close contacts' informed within Network Rail.

Please note - the responsibility to report the positive case sits with the contractor's own organisation, as does any advice or guidance to be given to the staff employed by the contractor.

- In the event that one of our staff tests positive for COVID-19 and it is established that one of the 'close contacts' was a contractor; the Line Manager should immediately inform the contractor's organisation and their relevant Network Rail Commercial team. That organisation can then act according to their own processes and the NR commercial team can support them where appropriate.
- In either case, the line manager should also notify [Donna-Marie Burton](#) in the Commercial team to allow them to keep in contact with the contractor and maintain that important supply chain relationship.

## Useful Information

- The list of COVID-19 Champions for Southern Region can be found [here](#).
- The link to the Southern region Coronavirus FAQs, which now include Return to Work FAQs can be found [here](#)
- The link to the main Coronavirus FAQs can be found [here](#)
- The link to the Symptoms, Test and Trace and isolation guidance for all employees can be found [here](#)