



## **Covid-19 Wilton Group FAQ's**

### **Do I have to work from home?**

Following the Government announcement on the 4<sup>th</sup> January 2021 for England and the announcement from the Isle of Man Government on the 5<sup>th</sup> January 2021 everyone who can work effectively from home must do so therefore the business will follow this guidance.

### **Are the offices open during lockdown?**

The office will remain open for those who wish to come in on a voluntary basis and for those task that cannot be performed at home. The business has taken precautionary measures and ensures safety for all employee's with the [covid-19 risk assessment](#) and employee will have our full support with their decision of working arrangements.

### **Please see government guidance below?**

[Here](#) is the link to the Government website for England.

[Here](#) is the link to the Government website for Isle of Man.

### **When will lockdown end?**

The government are planning to review the situation in therefore we will assess the situation and update all staff.

### **What if I am struggling to work from home during the lockdown?**

We recommend for you to speak to your line manager and HR as we understand this is a difficult time. We also advise staff to make use of the Vitality Healthcare Scheme so please speak to HR for more information.

### **What if my children's school is closed?**

HR will liaise with those impacted by school closures.

### **How do I download the 8x8 app?**

You sign in on the App using your own email address and 8x8 password, if you have forgotten your password you can reset it by pressing the Forgot Password link on the bottom right of the login, this will email you a link to reset the password to your email. Once signed in you can make and receive calls using the app just as you would using the Polycom desk phones. If you have any issues downloading the app on your mobile or signing in please let Wilton IT know. The links are below:

Android Google Play Store Download

<https://play.google.com/store/apps/details?id=org.vom8x8.sipua>

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Grosvenor House 66-67 Athol Street, Douglas, Isle of Man IM1 1JE T: +44 (0)16 2467 5610 E: mail@wiltongroup.com www.wiltongroup.com

Directors: M A Flanagan ACIS | N M Hewson B Comm FCA | A E Barber (Chairman) | P Rossier (Non Exec Director) | A Molloy (Director)  
Wilton Group Ltd is registered in the Isle of Man. Company number: 015996V. Registered office: Grosvenor House 66-67 Athol Street, Douglas, Isle of Man IM1 1JE.



Apple App Store Download

<https://apps.apple.com/us/app/8x8-virtual-office/id348177448>

### **What if I have IT or phone issues?**

Please see list below about who to contact:

|                   |                               |               |
|-------------------|-------------------------------|---------------|
| Avi Patel         | Avinash@wiltongroup.com       | 07946 039 839 |
| Sameh Guirguis    | samehg@wiltongroup.com        | 07495 076 663 |
| Orchard Computers | support@orchard-computers.com | 0800 091 3251 |

### **Will you be allowing external visitors into offices?**

No, we will review this regularly but would advise that all meetings with external parties continue to take place via video conference. We will be working with the Royal Mail to ensure that post can still be collected and posted safely with social distancing measures in place.

### **What happens if I've had a Covid-19 test?**

If you have had a Covid-19 test please contact your line manager and HR and remain at home until the results are in. Once you receive the results please contact your line manager HR as soon as possible.

### **If I have been in contact with someone who has tested positive for Covid-19?**

Please self-isolate immediately and contact your line manager and HR as soon as possible. We recommend for you to arrange a Covid-19 test if you have symptoms by contacting your GP, call 111 or book a test online. We suggest you self-isolate until the results are confirmed.

### **What happens if I test positive for Covid-19?**

If you test positive for Covid-19 you will be asked to self isolate in accordance with government guidelines.

### **What happens if I've previously had Covid-19 and I've been told to self-isolate by the NHS track and trace app?**

If you have been notified by the NHS to self-isolate please follow their advice. Please inform your line manager and HR if you have to self-isolate.

### **What happens if I have negative results for Covid-19?**

If your test results come back negative please speak to HR. You may be asked to return to work as usual following your office rota system (if applicable).



### **What if someone in the office tested positive for Covid-19?**

If someone in the office has tested positive the business will close the office affected in order to protect staff. Line managers and HR will contact all staff who are impacted by this.

### **What if I experience Covid-19 symptoms?**

If you experience any Covid-19 symptoms you will be asked to self isolate in accordance with government guidelines and contact your GP or call 111 to arrange a test or book a test online.

If you work in the Isle of Man you can complete this online self-assessment [here](#).

### **What if someone in my household develops Covid-19 symptoms?**

If someone in your household develops Covid-19 symptoms you will be asked to remain at home and self isolate in accordance with the government guidelines. We would suggest for you to be tested if you display any symptoms so please contact your local GP, call 111 or book a test online.

### **What if my children's year group is closed because a child has tested positive?**

The company will assess each case individually so please inform your line manager and HR in the first instance.

### **Can I travel to other offices?**

At this present time we would advise against all travel to other offices.

### **What if I have concerns about working in the office?**

The company will assess each case individually so please speak to your line manager and HR.

### **Self isolation period - for IOM**

You can find the rules from the Government about the self-isolation periods [here](#).

### **Self isolation periods – for England**

| <b>Situation</b>                                      | <b>Self- isolation period</b>              |
|---|--|
| If you have symptoms                                  | 10 days from day symptoms started          |
| If you have tested positive but have not had symptoms | 10 days from your test date.               |
| If you feel unwell and have any of these symptoms:    | 10 days from the day the symptoms started. |



|  |  |
|--|--|
| <ul style="list-style-type: none"><li>- High temperature</li><li>- A new continuous cough</li><li>- Loss or change to your sense of smell or taste</li></ul> |  |
| If you live with someone who tested positive for coronavirus   | 10 days from the day of the test or from when their symptoms started.                                |
| If you have been in contact with someone who tested positive   | 10 days or if test results are negative you may return to work after 10 days but please speak to HR. |
| If you live with someone who had an unclear results from their test  | 10 days  |
| If you've been told by the NHS Test and Trace to self-isolate or alerted from the NHS COVID-19 app   | 10 days  |
| Travelling from a country that is not on the travel corridors list   | 10 days  |

The information on this page was last updated on Wednesday 6<sup>th</sup> January 2021 using information from the [NHS](#) and [government](#) website for England and Isle of Man [here](#). Please note these FAQ's are guidance for all staff in England and Isle of Man.