Answers to your questions about Covid 19 or Coronavirus

For any other question, please contact your local HR team or send an email to ZZZ MEDIC GROUP

What is the Covid19 or Coronavirus ?	What are the differences between Coronavirus, Covid19, 2019-nCoV and SARS-CoV2?	Coronavirus is the large family of viruses causing greater or lesser severe respiratory problems from cold and flu like symptoms to severe acute respiratory syndrome (SRAS in French, SARS in English).
		Covid19 is the name given by the World Health Organisation to the strain of disease linked to the new coronavirus that first appeared in Wuhan China at the end of 2019.
		SARS-CoV-2 specifically identifies the Coronavirus that is at the origin of the current SARS / Covid epidemic19. This name was chosen by the International Committee on Taxonomy of Viruses. It follows the transient name that was 2019-nCoV.
	What are the differences between a possible case and a confirmed case	Possible case: Anyone with clinical signs of "acute low" respiratory infection: cough, fever or flu-like symptoms.
		AND who has travelled or stayed in a country with a risk of exposure within 14 days preceding the onset of clinical symptoms.
		OR who has been in close contact with a confirmed case of infection.
		Confirmed case: possible case with a sample confirming the presence of Covid19.
	Who is considered a "close contact" and therefore likely to become a possible case?	A close contact is someone who has shared the same living space as a confirmed case when the latter presented with initial symptoms. For example: family living in the same house or having had direct contact (within 1m) during coughing, sneezing, talking, hugging etc, as well as close friends, class or office mates, or fellow travellers on public transport for an extended period.

Answers to your questions about Covid 19 or Coronavirus

For any other question, please contact your local HR team or send an email to ZZZ MEDIC GROUP

What should you do or not do if you suspect Covid19? For example, you are presenting with clinical symptoms such as coughing, fever or breathing difficulties?	If you present with clinical symptoms within 30 days on returning from one of the countries subject to the travel ban. Or someone close to you has recently returned from one of these countries and is showing clinical symptoms.	• **Self-quarantine at home to avoid the risk of spreading the virus** • **Stay away from people around you** • **Call your country's emergency number:** • **15** in France / **112** in most countries in Europe / **111** in the UK / **120** in China / **911** in the USA / … • If you are travelling on business abroad, you can call the International SOS umber on **+33 1 45 30 01 01** (member number: 15 ACMA 08 75 68) **In all cases do not go to your local GP, health centre or hospital.**
	You have been informed that someone travelling on the same flight as you has Covid19.	
	One of your colleagues has been tested for suspected Covid19 and you have seen him several times in recent days.	Ask the manager about the employee's state of health. **In case of illness, call 15 (France) or the country's health emergency number.**
What is the quarantine process after returning from one of the countries subject to the travel ban?	What is the travel ban?	The travel ban refers to the list of countries where travel is prohibited until further notice - this list is available and updated regularly on the Travel security website.
	One of my colleagues is planning a personal trip to one of the countries subject to the travel ban soon. What information should I give them before they go?	Refer them to the Travel security website so they can see the Group's latest recommendations. Advise them to suspend their plans until further notice. If they still wish to go, they must respect the self-quarantine conditions when they get back.
	Does a trip outside a country subject to the travel ban but with a stopover in one of the countries that requires quarantine also count?	Yes, if the person disembarks the plane during the stopover of if other travellers board the plane during the stopover. Otherwise: no.

Answers to your questions about Covid 19 or Coronavirus

For any other question, please contact your local HR team or send an email to ZZZ MEDIC GROUP

What is the quarantine process after returning from one of the countries subject to the travel ban?	After the quarantine period, is there a specific process for returning to work (visit occupational health, medical certificate etc?)	No. However, for the employee to return to work, they must have no clinical symptoms of Covid 19 (cough, fever, shortness of breath etc).
	How do you deliver something to an employee in self-quarantine at home (laptop etc)?	Call the quarantined employee to make sure they have a mask available.
		If they do not have a mask, bring one along with the item you need to hand over. Leave all item at the front door of their house, having previously checked hey are at home (and they are ok) and confirm by phone afterwards that they have picked up all items.
		If the quarantined employee has a mask, another person wearing a mask can hand over the item(s), making sure there is no direct contact or they stay too long on the doorstep.
	What happens if you're living with someone who has returned from a country subject to the travel ban (spouse, child, loved one etc) - must you also respect the quarantine period?	A precautionary principle is to ask that person to quarantine her/himself if possible. If you have already been in contact with this person or if this person is dependent on you (in the case of a child, for example) the precautionary principle also applies to you and you must quarantine yourself.
	How many days is the quarantine period?	14 days - according to current international recommendations.
	Are subcontractors, service providers and suppliers subject to the same instructions?	Yes - under the 2014 global health and safety agreement, the 2017 duty of vigilance law (French law valid for the whole Group, whatever the country), and Occupational Health and Safety Management System ISO 45001 respected by many of the Group's divisions and subsidiaries.
	For apprenticeships where the apprentice's quarantine covers a school term/semester, should the school be informed?	Yes - inform the school - it is up to the school to decide whether to keep the apprentice in lessons.
	If you're informed of someone on site returning from one of the countries subject to the travel ban but they are not respecting the self-quarantine rule, what should you do?	Are you certain they have not respected the quarantine period? If so, please share this information with your local HR team.

Answers to your questions about Covid 19 or Coronavirus

What is the quarantine process after returning from one of the countries subject to the travel ban?	If you have just returned from a country and you discover it is subject to a travel ban after having been back in the office for a few days, what should you do?	Inform your local HR team and your manager and immediately self-quarantine for the remainder of the 14 days.
	How long will these measures be in place?	These measures are in place until further notice. They will be reviewed and updated as the epidemic evolves. In the event of a significant change, the information will be communicated to HR and managers as well as to communicators so that it can be shared with all employees.
	Is it possible to avoid quarantine by carrying out a specific diagnostic test?	No. Quarantine is non-negotiable. The test exists but is only available for people who have been in contact with confirmed cases.
What is the process for authorising paid absence in the event that teleworking is not possible?	If someone returns from a business trip from one of the countries subject to the travel ban and is not able to telework, what should you do?	If the employee's profession cannot be carried out via teleworking, the employee should self-quarantine and contact their local HR team and manager to ask for authorised paid absence.
	If someone returns from personal leave from one of the countries subject to the travel ban and is not able to telework, what should you do?	The employee should self-quarantine and contact their local HR team and manager to ask for authorised paid absence, attaching proof of the trip (eg return flight ticket).
	Does authorised paid absence affect the rights linked to the employment contract (such as holidays)?	NO - it does not affect the rights linked to the employment contract specific to each of the Group's countries.
Travel / Events	**As of 28 February, all business travel, even within the country, and events in all countries must be postponed or cancelled until 31 March. New guidelines will be issued as the situation evolves.**	

Answers to your questions about Covid 19 or Coronavirus

Contact with the general public	Are there any provisions for salespeople, store staff or call-out technicians?	Unless the situation changes (depending on the country), the usual hygiene rules must be observed. The use of hand sanitiser is highly recommended. This also applies to anyone coming into contact with the public (receptionists etc).
Masks	What are the differences between FFP1, FFP2, and surgical masks?	FFP1 mask = surgical mask = mask worn by the patient
		FFP2 mask = surgical mask = mask worn by someone other than the patient
		FFP2 offers greater protection than FFP1 in terms of contamination risk.
		But according to a recent American study, if you can't get hold of an FFP2 mask, FFP1 still offers sufficient protection.
	Where can you get masks?	*This information will be given later*
		This information will be given later
	Should you wear a mask on public transport or at work?	Instructions are specific to each country: in the event of a cough, wearing a mask helps protect those around you, regardless of the respiratory virus concerned, including flu and Covid19.
Decontamination	Under what circumstances and by what process should the company premises be decontaminated?	Only if a confirmed case has passed through the premises, regardless of the location. Site managers will be in charge of organising this decontamination in close coordination with the Group's crisis unit.
	Can parcels from countries subject to the travel ban cause contamination?	On the basis of current knowledge, the Coronavirus only survives for a few hours on inert surfaces and a few days in water so it is safe to receive parcels and deliveries.