

FAQ for CSU employees concerning the coronavirus

The health of our employees is our foremost priority. We adhere to all the guidelines issued by the Dutch government, the Municipal Health Service (GGD), and the National Institute for Public Health and the Environment (RIVM). CSU is instructing you pursuant to these guidelines, in which your well-being and that of our customers take precedence.

With regard to your own situation, you will find additional guidelines in the **questions and answers below**. These include such questions as: 'What should I do if one of my colleagues is infected?' and 'What if I have complaints pointing to infection with the coronavirus?' Please email any questions or remarks about your own work, or work performed at one of our customers, to coronavirus@csu.nl.

Your personal health

I have symptoms indicating COVID-19. What am I supposed to do?

The rules set out below apply to all cleaning professionals as from 1 July, regardless of the sector in which they work:

If you suffer from the following symptoms, please contact your supervisor and stay at home:

- Cold symptoms, such as a stuffy and runny nose, sneezing, and a sore throat
- A cough (however slight) and/or tightness in the chest
- A temperature above 38°C or a fever (= a body temperature above 38°C)
- A sudden loss in the ability to smell or taste

It is imperative that you have yourself tested immediately. You can apply for a test by calling the Municipal Health Service (GGD) on 0800-1202.

You must remain at home until the results of your test are known and keep your supervisor informed. Please note that if you have a fever and/or experience a tightness in the chest, everyone in your household must remain at home until after you have received your test results.

Once the results are known, you must contact your supervisor as soon as possible (ultimately within 24 hours).

If the test is **negative**, you will be able to set to work again if you have only mild symptoms (and absolutely no signs of a fever), taking care to observe the general hygiene regulations.

If the test is **positive**, you must remain at home. Telephone your supervisor immediately and stay in close contact with him or her. You can return to work if:

- at least 7 days have passed since the symptoms started;
- you have been fever-free for 48 hours; and

you have not experienced any symptoms for at least the past 24 hours.

at home. If you have a runny nose, a cough, or a sore throat, please consult with your supervisor and/or case manager.

Someone in my household has a fever and/or tightness in the chest in addition to mild symptoms. Do I need to stay at home as well?

It is imperative that this person is tested immediately. He or she can apply for a test with the GGD by calling 0800-1202. If this person has a fever and/or experiences a tightness in the chest, you must remain at home until the test results are known. Please contact your supervisor immediately to discuss the situation.

Once the results are known, you must call your supervisor as soon as possible (ultimately within 24 hours).

If the test is **negative**, you may return to work taking care to observe the general hygiene regulations, provided that you do not have any symptoms yourself.

If the test is **positive**, you must remain at home, regardless of whether you have any symptoms or in which sector you work. Call your supervisor immediately. You can return to work if:

- at least 7 days have passed since the symptoms started;
- you have been fever-free for 48 hours; and
- you have not experienced any symptoms for at least the past 24 hours.

It goes without saying that we will compensate you for the hours during which you were unable to work.

I am a member of a high-risk group and not sure if I can still go to work.

We understand that you are concerned about your health, particularly in the current situation. CSU follows the national guidelines issued by the RIVM. They indicate that people with a weakened immune system should avoid large groups of people and public transport. Therefore, it is possible to go to work if the above factors are taken into consideration. We advise you to discuss your personal situation with your family doctor and to decide, based on what he/she says, what actions should be taken next. If necessary, we will ask you to inform your supervisor and case manager of your situation in detail. He or she may then schedule a telephone consultation for you with the company doctor.

Additionally, if you are sharing a house with a member of a high-risk group, we ask that you discuss this with your doctor.

I have been in an area at a high risk of coronavirus. Am I allowed to go to work as usual?

RIVM guidelines state that if you do not have any health problems, you can continue to go to work. However, if you develop health problems corresponding to the coronavirus in the first two weeks after returning from an infected area you should stay at home and contact your GP and manager by telephone.

Should I inform CSU if I have been in a high-risk area?

Yes, please report this to your manager. Depending on your situation, your manager may then decide to take further steps.

Holiday in times of Corona

Can I cancel my holiday leave application?

We have noticed that there are many questions with regard to the rejection (amendment or cancellation) of holiday leave applications. We would like to explain this to you more clearly.

- If you would like to cancel your holiday this should not be any problem if you are desperately needed at a particular location and this does not produce an adverse effect on our holiday leave schedule.
- Principally speaking, the cancellation of a flight or holiday package does not justify the cancellation of holiday leave.
- If you are currently not working, you are not permitted to cancel your holiday leave.

If you have not scheduled your holiday leave yet, we recommend that you nevertheless do so. It is always good to take a break and distance yourself from your job. Also, you would not want your holiday leave days to expire!

Which agreements are there around travelling to countries assigned Codes green, yellow, orange and red?

Of course, we want you to enjoy your holidays as much as you possibly can. Are you thinking about travelling abroad, or have you already decided to go on holiday in a foreign country? If so, you have to be well prepared and exceptionally careful. Certain holiday destinations will put you at an extra risk of becoming ill, and are subject to specific consequences. We would like to inform you about these risks and consequences in advance.

Red : Do not travel here. The serious safety risks in this country or region can result in a life-threatening situation for travellers. This is why the Ministry of Foreign Affairs advises not travelling to these regions or countries. Countries or regions marked red are completely closed off in connection with the COVID-19 pandemic. People can neither leave nor enter these countries or regions.

Orange : Only travel here if absolutely necessary. The serious safety risks in this country or region can result in a life-threatening situation for travellers. This is why the Ministry of Foreign Affairs advises not travelling to these regions or countries unless it is absolutely necessary. Holiday travel is not considered necessary. Everyday life has come to a virtual standstill in these areas due to the COVID-19 pandemic. You may not be permitted to enter this country.

Yellow : Be careful; there is a risk to your safety. There are safety risks in this region or country other than what you have become used to in the Netherlands. Measures have been taken in these areas due to the COVID-19 pandemic that have a limited impact on everyday life.

Green : No special risks to your safety. The safety risks in this region or country are comparable to those in the Netherlands. No measures have been taken in this area in relation to the COVID-19 pandemic that will have an impact on your journey or your stay abroad here.

How will this affect you?

Code orange or code red

CSU follows government coding, so **we strongly advise against traveling to an area with code red or orange.** If you travel to a country that has been assigned code red or code orange, there will be consequences. If you, for whatever reason, need to be quarantined (whether there or here), are not permitted to return to the Netherlands, your wages will be

discontinued upon termination of your holiday leave period. You will then be required to take up additional holiday leave days or unpaid leave. Of course, if there is an urgent reason why you need to travel to these countries, we may deviate from this in exceptional cases. Please contact your supervisor in advance in order to coordinate this and discuss the applicable risks and consequences.

Code yellow or green

If you go to a country with a code in yellow or green, **there is no risk of quarantining to date**. Are you in a country or area with code yellow or green and it changes to code orange or red? Then we ask you to return to the Netherlands at the first opportunity and to contact your manager immediately. Do you consciously choose to stay longer and do you still have to be quarantined? Then the continued payment of wages stops and you have to take extra vacation days or unpaid leave.

The situation with regard to the COVID-19 pandemic is subject to change at a moment's notice, all over the world. Have you obtained permission to travel abroad? Check the travel advice for the country to which you are travelling as soon as possible before your departure. We also recommend taking out a good travel insurance policy and to gain as much information as possible about the country or region of your destination. Make sure that you are well informed during your stay abroad. You can check the travel app of the Ministry of Foreign Affairs or nederlandwereldwijd.nl, for example. Please ensure that you follow the RIVM guidelines abroad, too. This means keeping a distance of 1.5 m between you and other people and regularly washing your hands.

We hope that, despite all these guidelines and restrictions, you will still enjoy a well-earned holiday.

Rules of hygiene and protective equipment

Can I get protective equipment from my employer?

If necessary, we will provide extra protective equipment. This will be evaluated on a case-by-case basis. In this case, please contact your supervisor.

In this situation, good personal hygiene is the most important thing. Hygiene measures that you can take yourself are:

- ✓ Wash your hands regularly with soap and water.
- ✓ Hold a paper handkerchief in front of your mouth if you sneeze or cough, then throw it away in the bin. Wash your hands after coughing or sneezing. An alternative is to cough or sneeze in your elbow.
- ✓ A piece of kitchen roll, a clean paper towel, warm air, or a towel roll is suitable for drying hands. It is important that materials used to dry hands are only used once.
- ✓ Avoiding touching your mouth, nose, or eyes.
- ✓ Regularly clean surfaces and items that you touch frequently, such as door handles and taps.
- ✓ Greet each other without touching.
- ✓ Ventilate areas where possible.
- ✓ Comply with the special measures that apply at the workplace.

For instructions on how to wash your hands properly, we refer you to the instructional video of RIVM (<https://www.youtube.com/watch?v=G6uBxC1yZfk>).

Is it sensible to wear a face mask?

Only in specific situations will wearing a **non-medical** face mask be of added value. This is why wearing a non-medical face mask is compulsory in public transport for passengers aged 13 and above, as well as public transport employees, as from 1 June 2020. A non-medical face mask is one that is not used by healthcare professionals. Face masks are not suitable for children under the age of 3.

In the Netherlands, **medical** face masks are only recommended for medical staff. People who work with infected or potentially infected people use **medical** face masks. These face masks are only useful if they are worn properly; they must fit snugly over your mouth and nose, and must be washed regularly. For example, the simple paper face masks that many people use in China do not protect the wearer from contracting the virus. Incorrect use of the face masks gives a false sense of security.

Do you need a face mask to perform certain tasks (e.g. because this is prescribed by the protocol of a customer in the healthcare sector)? If so, please contact your supervisor.

I use public transport to travel to and from work. Will CSU provide me with face masks?

CSU employees are individually responsible for how they travel to and from work (commute). This is why you will have to get yourself a non-medical face mask of your own if you need to travel by public transport.

How should we greet each other at CSU?

Our current policy is to 'greet without touching'. This means avoiding shaking hands and avoiding other direct contact between people, which significantly reduces the risk of transmission via hand contact.

Salary and contract

How will the current situation affect my wages and contract?

In these exceptional circumstances we can easily imagine that you are concerned about your job and your salary. We would like to put your mind at ease. Even if you are temporarily unable to work as frequently at your usual workplace as before – or perhaps not at all – you are still entitled to payment of your wages. If you are unable to work at your usual location (e.g. because it has been closed), we may ask you to work at a different location where we are in dire need of cleaners. This is always subject to mutual consultation. We therefore ask you to respond flexibly. Your work as a cleaner is of inestimable value in overcoming this crisis. We are in dire need of your help!

Perhaps you are afraid to go to work at a different location. Of course, we will give you all the explanations and instructions needed for you to perform your work here safely. And, if you have any questions, you can always ask your supervisor.

If you do not want to work at a different location, you can also take up holiday leave instead. If we are unable to offer you another workplace, CSU will compensate you for the hours during which you were unable to work.

Day care

What are the agreements with regard to emergency childcare?

Now that primary schools and childcare centres have reopened, schools, childcare organizations, and host families will no longer be offering emergency childcare services. Children can simply return to their school or childcare centre – emergency childcare is no longer necessary.

My child cannot attend school and I have been unable to arrange childcare. What should I do?

You should inform your manager. It is possible to take emergency leave. This is a short-term solution, but it will give you time to arrange childcare.

If it is impossible for you to arrange for childcare, you will need to find a solution in consultation with your supervisor. Perhaps your work working hours can be adapted.

Is your child sick and are you the only one who can take care of him or her? Perhaps you will be eligible for a short-term care leave in this case. After that, you can take up holiday leave hours or parental leave (unpaid or otherwise). Discuss this with your supervisor.

Vital and crucial organisations and professions

Are cleaners included in the list of vital professions?

As Prime Minister Rutte indicated, cleaners are members of a crucial profession if they work for vital or crucial organizations. The government has included these organizations and professions in the following [list](#). The list includes organizations and professions in education, childcare, healthcare, public transport, the military, the police and fire departments, banking and the food industry. Are you a cleaner for organizations in one of these sectors? If you are, you too are a member of a vital profession.

Can we ask you to work for an organization in a vital or crucial sector?

Yes. At present, many organizations are entirely or partially closed. Your supervisor will tell you if the place where you normally work has been closed down. We are asking everyone to join forces to ensure that proper hygiene is observed and that places are kept clean. If you are healthy we need your help desperately. Your supervisor will approach you to ask for your help. It is in times like these, above all, that our customers value a clean workplace. We are therefore explicitly appealing to you to help us keep buildings in crucial sectors clean.

(Changes at) your workplace

There is a confirmed or suspected infection at my workplace. What am I supposed to do?

In the first instance, you should follow the instructions given by the client. You should telephone your manager immediately so that you can decide on the next steps together. We adhere to the guidelines issued by RIVM and the Municipal Health Service (GGD).

My client is closing its business premises due to a confirmed or possible infection. What am I supposed to do?

In that case, you should contact your manager immediately so that you can decide on the next steps together.

If you are unable to work at your usual location (e.g. because it has been closed), we may ask you to work at a different location where we are in dire need of cleaners. This is always subject to mutual consultation. We therefore ask you to respond flexibly. Your work as a cleaner is of inestimable value in overcoming this crisis. We are in dire need of your help!

If you do not want to work at a different location, you can also take up holiday leave instead.

If we are unable to offer you another workplace, CSU will compensate you for the hours during which you were unable to work.

Can changes be made to my work week or working hours?

Yes, CSU may make changes to your work week or working hours to allow you to work as many hours as possible during the pandemic. This is always subject to mutual consultation, and we ask that you adopt a flexible attitude during this period. We are asking everyone to join forces to ensure that proper hygiene is observed and that rooms are kept clean. It is in times like these, above all, that our customers value a clean workplace.

Can I be transferred to a different location with different working hours temporarily?

Yes, CSU is entitled to do this. Your work as a cleaner in the battle against coronavirus is more important now than ever before. It is imperative that we continue cleaning to the greatest extent possible. This may mean that you can be transferred to a different location. This is always subject to mutual consultation.

Of course, it is important that employees and employers discuss the possibilities together.

My client has queries about our procedures / protocols.

Inform your manager about these queries. He or she will deal with the matter.

I am worried about coronavirus and have a colleague who is not complying with the instructions. What should I do?

Discuss this with your colleague first, and if this does not have the desired effect, you can discuss the situation with your manager. The instructions are designed to protect you, keep you informed in good time, and reassure you in your work environment.

Working at a holiday park or hotel

Am I at risk of becoming infected when cleaning bungalows or hotel rooms where guests have stayed for a longer period?

The chances are small that touching surfaces or objects will make you sick. Chances are even smaller when you wash your hands regularly and prevent touching your face after touching any surfaces or objects. If you know that the owner of these items is sick, wash your hands as soon as you get the opportunity to do so.

The most important way in which the virus is transmitted is through droplets in the air after sneezing or coughing, and through hand contact. This is why you must comply with the hygiene guidelines and the measures that apply to everyone.

However, you should be particularly careful in common areas. Having a cup of coffee indoors with all your team members is not a good idea, for example. Maintain the designated distance and watch out for one another.

Health insurance

Is coronavirus covered by basic health insurance?

Yes, the costs of care after contracting COVID-19 are covered by the Dutch Healthcare Insurance Act. This also applies in the event of a pandemic. These costs are therefore covered by your basic insurance and will be reimbursed by your health insurer. However, you must remember that your annual compulsory excess will be deducted first.

How does this affect an insured person?

In the Netherlands, care provided by GPs and hospitals (medical specialist care) is covered by your basic insurance policy. However, your compulsory excess will first be deducted from any costs incurred for the necessary treatment. The laboratory test (to find out if you have COVID-19) is paid for by your basic insurance, on condition that you are referred by a GP or a doctor at the hospital. Here, too, your compulsory excess applies. Please note: if you are not referred to by a doctor, you will not be reimbursed for any costs and you will have to pay them entirely out of your own pocket.

Outside of the Netherlands, you are also covered by basic insurance but the reimbursement is limited to the costs that are customary in the Netherlands. These costs are reimbursed up to the maximum amount that you would receive had the treatment you received been given in the Netherlands. Any costs for the treatment abroad in excess of this will therefore be paid out of your own pocket. Please note that compulsory excess applies in this case as well.