

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.

Please email any questions or remarks about your own work, or work performed at one of our customers, to coronavirus@csu.nl.

Latest update: February 25th 2022

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, regardless of the sector in which they work. These rules also apply to you when you are fully vaccinated.

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 or through the internet (with DigiD) on <https://coronatest.nl/>. Starting December 2nd 2021 you can also use a self-test. Is this test result positive? Please arrange to get tested by the Municipal Health Service (GGD) for a more reliable PCR test.

You must remain at home until the results of your test are known and keep your supervisor informed.

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, 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 5 days have passed since the symptoms started;
- you have not experienced any symptoms for at least the past 24 hours.

I have tested positive for COVID-19, but I do not experience any symptoms (yet). What am I supposed to do?

It is possible that you have a positive Corona test, but that you do not (yet) have any symptoms (such as a cold, cough, fever, etc.). The RIVM has adapted measures for these exceptional cases.

Have you been tested positive, but do you have no symptoms that fit the Coronavirus? In any case, stay in home isolation for at least 3 days (72 hours) after taking the test and adhere to the [RIVM guidelines](#). It is possible that you will still get symptoms during these three days. You can also infect someone during these three days.

The members of your household also remain in quarantine for these 3 days (72 hours).

If you do get COVID-19 symptoms within 72 hours after the test, you will extend the home isolation. You can return to work if:

- at least 5 days have passed since the symptoms started;
- you have not experienced any symptoms for at least the past 24 hours.

I have been in contact with someone who might have COVID-19 (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. As long as the 'close contact' (see below) is experiencing complaints and is awaiting the test result, you do not have to quarantine and you can go to work.

I have been in contact with someone who is infected with COVID-19. Do I need to stay at home as well?

Only when this person is a 'close contact' (see below), you received a call from the GGD about the contact tracing research or when you received a notification in the 'CoronaMelder app' you must remain at home until the test results are known. Regardless whether you suffer from symptoms. You should self-quarantine for (usually) 10 days and have yourself tested as soon as possible. Please contact your supervisor immediately to discuss the situation.

On day 5 get tested again. If the test comes back **negative**, you can end your self-quarantine and go back to work. Is the result **positive** then please report sick.

You do not need to self-quarantine if:

- You had coronavirus less than 8 weeks ago, you are recovered, and do not currently have any symptoms of coronavirus.
- You had your booster vaccination more than 1 week ago.
- You are essential at your workplace because you work as a cleaner in an essential business process. If the business operations of a customer are endangered, your manager can ask you to come and work in consultation with the customer. Additional agreements apply for safety in the workplace.

Are you a member of the household of someone who is infected with COVID-19, please follow these [RIVM guidelines](#) to prevent yourself from getting infected.

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

Close contact

Close contact means you were within 1.5 metres of someone with coronavirus for at least 15 minutes in a 24-hour period.

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.

Vaccination against COVID-19

I have been vaccinated, which rules apply to me?

Vaccinated persons must still adhere to the basic rules and stay at home when they have complaints.

Even after vaccination, someone may still be able to spread the Coronavirus. Research has shown that the chance of infecting someone is smaller by vaccination.

A vaccine protects only the vaccinated person against corona disease. 7 days after the 2nd vaccination, more than 90% of people are protected against corona. It is not yet clear whether someone can still spread the virus after vaccination. And so can infect others. That is why the same corona rules apply to everyone in the Netherlands to prevent the spread of the Coronavirus. Such as making an appointment for a corona test in case of symptoms that fit with corona.

Do I have to take leave for my (booster) vaccination?

Yes, the (booster) vaccination must be planned in your own time or you should take leave for this appointment. This is because employees are free to schedule a time for this vaccination and appointment can be made seven days a week.

May CSU ask me if I have been vaccinated?

No, whether someone wants to be vaccinated or not is his or her own choice. We are not allowed to ask about this under the GDPR.

Coronavirus self-tests

When can I use a self-test?

Self-tests are meant as a reassurance. It helps declining the risk of spreading the Covid-virus.

When not to use a COVID self-test

The results of self-tests are less reliable than the results of PCR tests. Therefore, do not use a self-test if:

- you have a vulnerable health or have a serious illness;
- you have contact with vulnerable persons;
- you were close to persons infected with Covid;
- you return from a high-risk area

In these cases, you need to make an appointment to get tested by the Municipal Health Service (GGD). The GGD tests are administered by professionals and their testing methods are more accurate. This means the results are more reliable.

If I test negative with the self test, does that mean I don't have Corona?

No, there is no 100% reliability with the self-test. Only if you have no corona-related complaints and the self-test result is negative, you can assume that you are not contagious. General hygiene guidelines and the 1.5 meter distance continue to apply. You still make an appointment to get tested with the GGD for complaints that match corona.

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.

The guidelines that were set in 2020 and 2021 for taking and canceling holidays and traveling abroad, and which will also apply in 2022, are the following:

- 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?

When deciding to travel abroad, please be aware that you take certain risks. Especially when travelling by plane. There is a risk that you will not be able to return on time. Especially because the Dutch government is not reclaiming its citizens.

Please be sure to check the current travel advice before departure.

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.

Is it already known (before your departure) that a mandatory self-quarantine applies to your destination after your return in the Netherlands? In that case, keep in mind that the time that you still have to self-quarantine in the Netherlands must fit within your requested holiday, so that you can get back to work in time. Please report this to your manager before departure.

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.

Agreements regarding mandatory quarantine for travelers from very high-risk areas

The mandatory home quarantine (staying at home) for travelers from high-risk areas has been suspended since February 25th 2022.

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?

As of 25 February 2022 face masks are only mandatory in public transport settings, on aircraft and at airports. You may also wish to wear a face mask in crowded places, to protect yourself and others. Where face masks are mandatory, this applies to everyone aged 13 and over. The government advises against wearing fabric masks and homemade masks. Medical face masks of type II or higher are now recommended.

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 agreements have been made for cleaners in key sectors in terms of childcare?

At the moment, all schools and day care facilities are open to all children.

My child cannot go to school and I cannot arrange childcare. What should I do?

Please report this to your supervisor. You can take emergency leave (calamiteitenverlof) for this situation. Please note that this is only for a short period, in which you are given the opportunity to arrange childcare. Your salary will be paid during emergency leave.

If you are unable to arrange childcare, you will have to find a solution in consultation with your supervisor. It may be possible to adjust the working hours.

Is your child sick and are you the only one who can take care of the sick person? Then you may be eligible for short-term care leave (kortdurend zorgverlof). After this, you can take holiday leave or (unpaid) parental leave. Please discuss this with your supervisor.

Vital and crucial organisations and essential business processes

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.

Is cleaning one of the essential business processes?

Yes, cleaning can be one of the essential business processes. But this does not automatically apply to all cleaning staff. The following criteria are used:

- It concerns employees who are essential for the continuity of the organization. Without them, business operations would be severely hampered
- The employee cannot be replaced.
- The employee cannot do the job from home.

From January 27th, an exception can be made to the quarantine after close contact with a Corona-infected person, as long as the employee has no complaints.

If the business operations of a customer are endangered, your manager can ask you to come and work in consultation with the customer. Additional agreements apply for safety in the workplace, such as wearing a mouth-nose mask and taking a self-test every day.

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.

The GGD tests everyone with mild symptoms (cough and/or nose cold and/or fever). Also when you have been in close contact with a Covid-infected person, you received a call from the GGD about the contact tracing research or when you received a notification in the 'CoronaMelder app' you can have yourself tested.

If you have no symptoms, no test will be done. Please note: if you have yourself tested at a location other than a GGD test location, 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.