

18 March 2020

## Corona Virus/COVID19

### Updated guidance to members and other service users

The national situation, and advice from government, has significantly changed since we last issued our own guidance to service users last week (12 March) and thus the protocols below have been duly updated. Our belief is that these will now be our standard operating procedures for the coming few months.

This brief statement sets out the service levels we will offer and the methods in which these will be delivered to member employers, recruiters, recruitment candidates, venue hire customers and others.

In all cases, we will continue to offer services over existing office hours, these being Monday – Friday 09:00 – 16:30. Please note that a different person will be on duty each day to act as initial responder to all telephone calls. Not all call handlers will be specialist HR/Recruitment workers but will nevertheless have sufficient knowledge to triage your enquiry and have an appropriate colleague phone you right back. It would therefore be a great help to us, and a time saver for you, if you could simply outline the broad nature of your enquiry when calling and allow our call handler to quickly route your enquiry on to an available colleague.

### HR SERVICES

- **Telephone enquiries** – staff will cover the current office hours as above, and thus there should be no noticeable change in service standards – bar the initial call handling protocol mentioned. Any delays in calling you back will be minutes, rather than lengthy waits.
- **E-mail enquiries** – will operate as currently. You may experience some delays if we find ourselves under pressure from many employers asking the same sort of questions (either by telephone or email). In such event we will email all employers updating the advice we are giving in response to commonly asked questions.
- **On-site support visits** – will not be available for the time being, except in cases where all other potential ways (Skype, Zoom, MS Team, Facetime etc) of dealing with the issue have been exhausted. We will discuss the best way of delivering service with you at the time you raise your request.
- **On-site training and consultancy** – as above, we will generally not deliver training services in this way for the time being. Many pieces of consultancy will still be viable without the need for on-site visits though. Again, we will discuss your requirements on a case by case basis.
- **JNC Appeal Hearings** – we are not expecting these to be common during times of national emergency but if one arises, we will discuss, with those involved, the best way of dealing with it.

### RECRUITMENT SERVICES

- **Candidate registration appointments** - will continue to be conducted by telephone only, and electronic exchange of documents will also apply. We will provide candidates with technological support in achieving their registrations. In anticipation of member needs, we have been steadily recruiting candidates (including interim managers) over recent weeks and therefore have plenty of good, job ready people should you need to fill gaps locally.
- **Recruitment Training** – we have now honoured all outstanding commitments and will thus not be accepting new recruitment training request for the time being.

- **Recruitment/Interview support** – this will continue to operate at near normal levels – generally by way of electronic interview protocols that are now available.
- **Recruitment advertising services** - will operate as normal.

#### EVENTS/ROOM BOOKINGS

- **Existing Betty's Room/Green Room bookings** – having dealt with immediately pressing commitments, all other bookings from now until late May have been cancelled. We are not taking any new bookings for the time being.
- **EVH events within Betty's Room already booked** – similarly all bookings to late May have been cancelled/postponed. This includes our **AGM which had been scheduled for 6 April**. A new date will be advised in due course.
- **EVH events held in external venues** – similarly, our One Day Seminar on 26 April (Marriot Hotel) has also been cancelled for the meantime. Refunds will be made in full to all those who have already booked.
- **Future events** - we hope to offer an energetic and therapeutic set of events later in the year – something to look forward to.

#### HEALTH & SAFETY SERVICES

- **The ACS helpline** - plans to operate as normal meantime.
- **On site audits** – ACS are happy to honour all existing commitments but will call first with a series of questions to ascertain the suitability of coming on site.

#### OTHER PARTNER/COLLEAGUE PROVIDED SERVICES

- **Rowan Consultancy (Counselling)**
- **Integral (Occupational Health)**
- **McMahon Employment Law (Legal)**

All will aim to continue service provision but will have their own specific arrangements on how this will be delivered. Please initiate service requests in the usual way and our colleague and partner organisations will guide you from that point forward.

Remember too, that the EVH website [www.evh.org.uk](http://www.evh.org.uk) always maintains significant up to date resources for employers and others.

*The situation is obviously fluid, and we will of course update you as soon as any of the above changes.*