

## COVID-19 Using the NHS App 'Test and Trace' for England 'Test, Trace and Protect' for Wales

As we continue to fight against the Covid-19 virus, it's clear that the responsibility of reducing the spread of the virus resides with all of us.

You'll be aware that the NHS launched their Covid-19 App recently which holds many benefits;

- Raise risk alerts based on postcode/district;
- Symptom checker;
- Booking tests;
- Providing public health advice;
- Check-in at venues;

The government encourages all businesses and organisations to display the official NHS QR code posters at their venue entrances to support contact tracing, and you can [create your poster here](#)

The NHS Covid-19 app users will be able to scan as they enter the site, this means that if people attend site and later test positive for coronavirus, other app users who were there at the same time may be sent an alert, if the local public health teams think this is necessary.

The app notification will not mention the name of the venue, it will just let app users know that they may have come into contact with coronavirus and provide them with public health advice.

### **Creating the Site Poster**

You can create your poster by clicking [here](#) but before creating your poster, ensure you have the following information available –

- Your email address
- The address of your business
- If you have more than one site, you'll need;
  - Address of each location
  - Email address and phone number for the point of contact for each location

You'll receive your QR code poster by email soon after you have submitted your information, and for multi-sites the contact for each of the locations will receive a unique QR code poster by email.

## **Promotion of the QR Code within the Site**

When you receive your QR Code;

- Print the poster/s
- Display as many posters as you need to avoid queues forming, within the entrance of both employees and visitors to site
- Communicate through to all, to scan the QR code when they arrive, using their NHS Covid-19 app

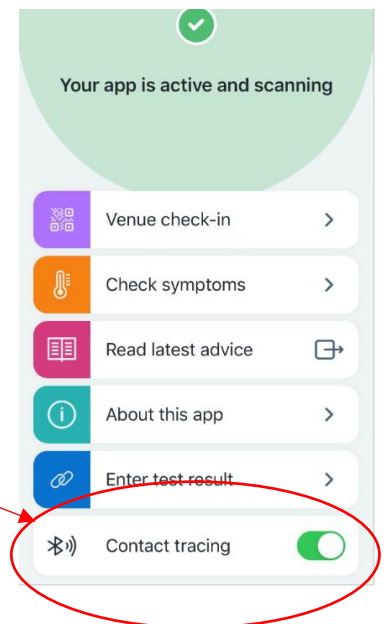
## **Instances where the Covid-19 App should be 'Paused'**

There are a few instances when the app will not work as intended and should be paused, this may include the following and should be briefed through employees;

- If you're working behind a fixed Perspex (or equivalent) screen and are fully protected from other people - you should be adequately protected
- Wearing PPE due to the work activity being conducted
- Your phone is being stored in a locker or communal area

You can pause contact tracing within the app by moving the contact tracing toggle on the home screen.

**Note:** remember to turn contact tracing back on once you leave this situation



## **Useful Q & A's**

There are many questions which employers have asked and the NHS are promoting suitable responses on their website, these may be useful;

### **My workplace is already COVID-secure, why do my employees need to use the NHS COVID-19 app?**

Every person who downloads the NHS COVID-19 app will be helping in the fight against coronavirus (COVID-19). The app will help the NHS understand where and how quickly the virus is spreading, so they can respond quickly and effectively, and also helps the NHS track the virus, not individuals.

The app is part of the NHS large-scale coronavirus testing and contact tracing programme called the NHS Test and Trace service in England and NHS Wales Test, Trace, Protect in Wales.

Alongside traditional contact tracing, the app is used to notify users if they come into contact with someone who later tests positive for coronavirus. The app also allows people to report symptoms, order a coronavirus test, and check into venues by scanning a QR code.

The app does all this while protecting users' anonymity. Nobody, including the government, will know who or where a particular user is. [Read more about your data and privacy.](#)

## Can I insist the NHS Covid-19 app is used in my workplace?

Use of the app is voluntary and employers cannot force their employees to use it. Employers may encourage employees to download the app and find out more about it, by sharing the [NHS Covid-19 app information website](#)

## Should I tell my employees to turn off contact tracing if they are travelling abroad?

There is no requirement to turn off contact tracing if an employee is travelling abroad  
[Read more about using the NHS Covid-19 app abroad](#)

## My employees are not allowed to carry a mobile phone at work, what should I do?

If your employees need to store their phone in a locker or communal area whilst they are working then they will need to pause contact tracing during this time – [read more about how and when to pause contact tracing](#)

## Is the app suitable to be used on company phones?

The app is designed to be used by one phone per person. People should install the app on the phone they use most often and carry this with them at all times.

If your employees use their company phones as their main phones, they may therefore wish to install the NHS Covid-19 app on that phone.

You may have company policies which will need to be considered in terms of the use of the NHS Covid-19 app on your company smartphones.

[Read more about which phones can use the NHS Covid-19 app](#)

## How will I know if one of my employees has tested positive for Covid-19?

If an employee tests positive for coronavirus they should;

- Explain to their employer that they cannot come to work
- [Request an isolation note from the NHS](#)
- Share the evidence provided by the NHS Test and Trace service in England, or NHS Test Trace Protect service in Wales, with their employer

## One of my employees has been told to self-isolate, what should I do?

If one of your employees has tested positive for Covid-19, or been told to self-isolate because they have been in 'close contact' with someone who has tested positive, they are at risk of spreading the virus and should stay at home.

The employee should;

- Explain to their employer that they cannot come to work
- [Request an isolation note from the NHS](#)
- Share the evidence provided by the NHS Test and Trace service in England, or NHS Test Trace Protect service in Wales, with their employer

[Read more advice, information and support about what to do if you've been advised to self-isolate](#)

[Read more about the NHS Test and Trace workplace guidance in England](#)

[Read more about the NHS Test Trace and Protect workplace guidance in Wales](#)

The app will send a notification if it calculates that someone has been in 'close contact' with someone who then tests positive for Covid-19. The alert will not identify the individual in any way. A scientific calculation, using an algorithm, has been developed by NHS doctors and scientists to work out which app users are 'close contacts'. 'Close contact' generally means someone has been within 2 metres of someone for 15 minutes or more

[Read more about how the risk-scoring algorithm works](#)

## **For further information contact the BPIF Health & Safety Team**

### **Disclaimer –**

Government advice is changing constantly, it's encouraged to check with the government websites.

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