



**Eastwood Tree Services Ltd**

**Coronavirus Policy and Procedure**

**Scope**

This policy applies to all staff and has been documented to prevent the spread of the Coronavirus.

**Policy**

It is the policy of this company to make sure that the risk of exposure to coronavirus for all staff, customers and members of the public is as low as reasonably practicable by implementing logical control measures informed by Government, NHS and Industry Guidance.

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## **Coronavirus Symptoms**

The main symptoms of coronavirus are:

- High temperature – this means you feel hot to touch on your chest or back (you do not need to measure your temperature).
- New, continuous cough – this means coughing a lot for more than an hour, or 3 or more coughing episodes in 24 hours (if you usually have a cough, it may be worse than usual).
- Loss or change to your sense of smell or taste – this means you have noticed you cannot smell or taste anything, or things smell or taste different to normal.

Most people with coronavirus have at least one of these symptoms.

All staff must follow the advice from the NHS as copied below and if you feel unwell you must not come to work.

## **How Coronavirus Spreads**

Coronavirus spreads from person to person via droplets, such as those produced when an infected person coughs or sneezes.

The droplets may be breathed in or they may be picked up on the hands from contact with surfaces. The virus may then be transferred to a person's eyes, nose or mouth if they touch their face.

Coughing and sneezing into tissues, not touching your face with unwashed hands, and trying to avoid close contact with infected people is particularly important.

## **Company Structure**

Teams have been fixed for the duration of the epidemic rather than mixing and matching staff and skills on a daily basis.

## **Competence**

Tree Services Ltd shall communicate the importance of following national guidelines, industry guidelines and company policies in staff briefings and shall:

- Provide access to all relevant guidance from the Government, the NHS and industry professional bodies where applicable.
- Provide access to the Coronavirus Risk Assessment and its updates.
- Provide access to this Coronavirus Policy and its updates.

## **Exposure at Home**

Staff may be exposed to the virus if they are living with someone with a confirmed case of COVID-19 or if they have come into close contact (within 2 metres for 15 minutes or more) with a confirmed case of COVID-19.

Staff may be advised by a public health agency that contact with a diagnosed case has occurred.

Staff must:

- Not come into work if someone in their household has been diagnosed or is self-isolating.



- Inform the office immediately of any contact with anyone who has symptoms of virus, is self-isolating or has had a positive diagnosis.
- Avoid visitors to their home.
- Avoid social gatherings and adopt social distancing practices.
- Not attend work if they feel unwell.
- Follow NHS/111 advice as required and not attend a GP surgery.
- Report any specific vulnerability to their manager so that the situation can be individually assessed.
- Follow good hygiene measures at all times.
- Not to accept refreshments from customers.

### **Foreign Travel**

Staff that do not report their travel or the travel of member of their household may pass on the virus.

Staff must:

- Avoid all non-essential foreign travel until the government advice is that it is safe to travel.
- Follow all self-isolation and quarantine requirements in the locations visited and then upon the return to the UK.
- Report any foreign travel plans to employer so that an assessment of the risk can be made.
- Follow relevant advice from relevant authority at time of travel.

### **Travelling to Work**

Staff may be exposed to the virus when using public transport due to touching surfaces and by breathing droplets following someone coughing or sneezing.

Staff should:

Endeavour to travel to work without using public transport if they can. The hierarchy of travel method should be as follows:

1. Walk or cycle.
2. Personal car as the sole occupant.
3. Sharing a vehicle with hygiene and face covering controls in place.
4. Using public transport with hygiene and face covering controls in place.

### **Arrival at the Office, Yard or Workshop**

The virus could be carried onto the premises on the hands of staff.

Staff must:

- Wash their hands thoroughly and regularly using soap and water for at least 20 seconds. An alcohol-based hand sanitiser may be used if soap and water are not available.

Staff should:

- Bring lunch and refreshments from home so as to avoiding the use of facilities such as coffee shops, cafes, and supermarkets en-route to the office, yard, or workshop.

The company shall:



- Stagger start and finish times to help staff avoid cross contamination.
- Provide access to soap and water as a first choice where possible.
- Provide alcohol-based hand sanitising gel for regular sanitising whilst on the premises
- Provide disposable cloths and disinfectant so that staff can clean frequently touched areas such as door handles, desks, keyboards, pens, and hand tools.



### Arrival and Departure

Teams have been given set arrival and departure times from the yard to avoid contact between the teams.

Team	Arrival at the yard	Departure from the yard
1	7 am	7.25 am
2	7.30 am	7.55 am
3	8 am	8.25 am

Upon arrival back at the yard in the afternoon, team leaders must ensure that they co-ordinate their activity to not coincide with the activity of other teams. We expect team leaders to call their arrival time into the office in advance so that the office can communicate this around the other teams.

### Work Planning

- Where possible, work shall be planned using media platforms or telephone to minimise close person to person contact.
- Ideally payment shall be taken via bank transfer, the bank details must be on the invoice.
- If the customer cannot arrange for a bank transfer, payment may be made by cheque. The completed cheque must be either posted to the office or placed down on a surface and weighted with a stone or similar so that it does not blow away. Once the customer has stepped back to a safe distance, the team leader can step forward and collect the cheque. The team leader must check that the cheque has been correctly completed before leaving site. The cheque must be placed into a plastic wallet or sleeve by the team leader and then in a designated place in the vehicle. The team leader must then wash or sanitise their hands.
- All received post and cheques must be left in a designated place in the office for 72 hours prior to opening so that any virus dies before contact.

### Poor Hygiene Practices

Poor hygiene practices allow the virus to spread.

Staff must:

- Wash their hands thoroughly and regularly using soap and water for at least 20 seconds. An alcohol-based hand sanitiser may be used if soap and water are not available.
- Avoid touching their face/eyes/nose/mouth with unwashed hands.
- Carry disposable tissues at all times.
- Cover coughs and sneezes with a tissue. The tissue must be disposed of in a bin after use.
- Not greet each other with handshakes or hugs.

Staff should:

- Bring lunch and refreshments from home so as to avoiding the use of facilities such as coffee shops, cafes, and supermarkets.
- Not wear neck buffs or similar. These are often not washed frequently and can easily collect and transmit germs when working in close proximity to colleagues.

Vehicle drivers/plant operators and tool users must:

- Use the disposable cloths and disinfectant to wipe down the main areas of hand contact such as the



- steering wheel, gear stick, handbrake, and door handles.
- Use of pay at pump facilities where possible, using gloves for the fuelling up process and handling of pumps.



The company shall:

- Provide access to soap and water as a first choice where possible.
- Provide industrial antibacterial wipes and alcohol-based hand sanitising gel for working outdoors where soap and water are not available.
- Provide disposable cloths and disinfectant so that the driver/operator can clean the frequently touched areas of the vehicle, plant, and tools.

### **Travelling to the Worksite**

A member of staff that has been exposed to the virus may pass on the virus to colleagues sharing the vehicle.

The company shall:

- Arrange transport to worksites so staff can remain separated for example by deploying separate vehicles or allowing staff to use their own cars to get to site.
- Exceptionally managers and staff might agree to the use public transport to get to the worksite. This would be in agreement with all concerned and following a considered risk assessment which balances the risk, resource availability and PPE requirements.
- Provide face coverings when people must share a vehicle or use public transport.

Staff must:

- Adhere to the agreed transport plan.
- Wear the PPE provided. Both the driver and the passenger must use face coverings if they are sharing a vehicle.
- Open the vehicle windows to create a draft to continually refresh the air in the vehicle.
- Wipe down all touched surfaces and the dashboard using the disposable cloth and the disinfectant solution provided when parking the vehicles in the yard in the evening.
- Wash or sanitise their hands when entering and leaving a vehicle or the cab of plant.

### **Staff Show Symptoms Whilst at Work**

A member of staff that is feeling unwell or who is experiencing symptoms of COVID-19 may pass on the virus to others.

Staff may be exposed to the virus if they enter the workspace of the unwell member of staff.

The company shall:

- Ensure that all staff understand the symptoms of COVID-19.
- Remove the staff member to an isolated, clean & ventilated area to await collection or until instructed to make their way home.
- Deep clean of any affected rooms and workspaces once the unwell member of staff has left the premises.
- Carefully dispose of all waste that has been in contact with the individual – including tissues should be put in a plastic bag and tied, then placed in another plastic bag and tied. The bag should be marked and stored in a safe place until results are available. If the test results are negative, the waste can be put with normal waste. If positive, to follow the advice of Public Health England (PHE).

Staff must:

- Not attend work if they are feeling unwell or if they are experiencing any of the symptoms of the virus.



- Not attend work if anybody in their household is feeling unwell or are experiencing any of the symptoms of the virus.
- Report feeling unwell or if they are experiencing any of the symptoms of the virus.
- Self-isolate during the journey home by car and then upon arrival at their home.





## **Customers and Customer Property**

Work may require staff to enter the house or premises of the customer, for example, when removing waste material from a rear garden through a house.

Staff may pass on the virus to customers or customers pass on the virus to staff.

Staff must:

- Ensure that all communication with the customer is undertaken at a safe distance of 2m.
- Ask the customer if anyone in the house or premises is suffering from illness or has any of the symptoms of COVID-19. If the answer is yes, then the team must not enter the house or premises. \*
- Ask the customer if there are any particularly vulnerable people in the house or premises. If the answer is yes, then the team must not enter the house or premises. \*
- Inform the customer of the controls that are in place and the controls that must be kept in place throughout the operation.
- Wear clean face coverings if entering a customer's house or premises.
- Wash their hands with soap and water or use hand sanitiser regularly throughout the day.
- Leave the house or premises immediately if the customer refuses the controls or continues to breach the controls once reminded. \*
- Leave the house or premises immediately if it is suspected that the customer has misrepresented the situation and the team leader suspects that someone in the house or premises is ill or particularly vulnerable. \*

\* The situation must be reported to the office before the team leaves the location of the work because there may be other work to be completed that does not involve risk. The team leader must await further instruction which could be that they must leave site and report for duty at another site.

## **Welfare Facilities**

The team leader must decide if using the customers facilities would put the customer or the team at risk. If this would be a risk, the team must use alternative local facilities. Hands must be washed or sanitised before and after using any welfare facilities.

When at the yard, staff must not gather in the mess room to use the kettle. All staff must maintain a 2m separation at all times.

The toilet and wash facilities shall be disinfected daily, and staff must wash their hands thoroughly before and after using the facilities.

## **Tools and Equipment**

Staff must:

- Wipe the handles of any shared tools after use and before putting them back into the store after work.
- Not share PPE. Face coverings are personal and must not be shared.
- Dispose of face coverings in the bin provided or launder regularly if applicable.

The company shall:

- Provide PPE as required.
- Provide disposable cloths and disinfectant solution.





### **Public Health England Guidance**

The advice for anyone in any setting is to follow these main guidelines.

The most common symptoms of coronavirus (COVID-19) are recent onset of a new continuous cough and/or high temperature. If you have these symptoms, however mild, stay at home and do not leave your house for 7 days from when your symptoms started (if you live alone), or 14 days (if you live with someone who has symptoms). You do not need to call NHS 111 to go into self-isolation. If your symptoms worsen during home isolation or are no better after 7 days, contact [NHS 111 online](#). If you have no internet access, you should call NHS 111. For a medical emergency dial 999.

Wash your hands more often than usual, for 20 seconds using soap and hot water, particularly after coughing, sneezing and blowing your nose, or after being in public areas where other people are doing so. Use hand sanitiser if that's all you have access to.

To reduce the spread of germs when you cough or sneeze, cover your mouth and nose with a tissue, or your sleeve (not your hands) if you don't have a tissue, and throw the tissue in a bin immediately. Then wash your hands or use a hand sanitising gel.

Clean and disinfect regularly touched objects and surfaces using your regular cleaning products to reduce the risk of passing the infection on to other people.

At the current time and based on our understanding of what is known of COVID-19 and other similar respiratory viruses, it is likely that older people and those with chronic medical conditions may be vulnerable to severe disease. As more information emerges, recommendations may change.

NHS Guidance

## What should I do to prevent catching and spreading the virus?



**Wash hands frequently** with soap and water or use a sanitiser gel



Catch coughs and sneezes with **disposable tissues**



**Throw away used tissues** (then wash hands)



If you don't have a tissue **use your sleeve**



**Avoid touching your eyes, nose and mouth with unwashed hands**



**Avoid close contact with people who are unwell**

Source: NHS

BBC



**Arboricultural Association Guidance**



# Advice for those continuing to work on site during the Coronavirus pandemic



The Arboricultural Association recognises that many people working in our industry, such as contractors and those surveying and inspecting trees, cannot work from home. If you do decide to continue working on site, then in line with Public Health guidance we would urge you to do the following:

<p>Only travel to work if you are unable to work from home</p>	<p>Only work if you are not showing symptoms of Coronavirus</p>	<p>Do not work in any households where someone is self-isolating</p>
<p>Always maintain a 2m distance from others</p>	<p>Wash your hands regularly or use hand sanitiser if hand washing facilities are not available</p>	<p>Travel separately to site rather than sharing lifts with others</p>
<p>Do not share equipment</p>	<p>Disinfect all equipment after use</p>	<p>Plan work carefully to minimise the risk of further burdening the NHS</p>

[www.trees.org.uk/COVID-Business-Support](http://www.trees.org.uk/COVID-Business-Support)

For further information please consult the Public Health and Government websites for the latest updates

UK: [www.gov.uk/coronavirus](http://www.gov.uk/coronavirus) Scotland: [www.gov.scot/coronavirus-covid-19](http://www.gov.scot/coronavirus-covid-19) Wales: [gov.wales/coronavirus](http://gov.wales/coronavirus)

Northern Ireland: [www.nidirect.gov.uk/campaigns/coronavirus-covid-19](http://www.nidirect.gov.uk/campaigns/coronavirus-covid-19)

MARCH 2020







BALI Guidance

# Landscape Site Operating Procedures

## Protecting your workforce

### May 2020

#### **Landscape site operating procedures: protecting your workforce**

As with any other significant risk, the law requires all employers to assess the risk of working whilst the COVID-19 pandemic is ongoing, and to implement working practices to manage this risk.

Landscape businesses who send employees to sites during the COVID-19 pandemic must ensure they are protecting their workforce, clients and the public by minimising the risk of spreading the infection.

As with all health and safety in any other context, employers must consult their staff regarding the risk posed by COVID-19 and when implementing measures to manage the risks associated with COVID-19. Any business with more than 5 employees must record risk assessments.

Remember: It is essential to manage the risk posed by COVID-19 regularly. Guidelines and lockdown restrictions may change, and it may be necessary to revise plans as the pandemic develops.

The guidance contained within this has been developed by the British Association of Landscape Industries (BALI) to meet the needs of the landscape industry. It is based on the third version of the Site Operating Procedures (SOP) issued by the Construction Leadership Council, and also aligns with guidance published by the government in the *Working safely during COVID-19 in construction and other outdoor work* document and *Talking with your workers about preventing coronavirus* document, produced by the Health and Safety Executive (HSE).

This guide should be used alongside other advice to help you decide on the actions to take.





In addition to the measures outlined in this document, which aim to protect against the spread of COVID-19, all landscape activities must continue to comply with existing health and safety regulations. Tasks must not be undertaken if the safety of operatives and third parties cannot be ensured.

As with the risks associated with any other work task, the risk posed by COVID-19 must be managed to the lowest reasonably practicable level. The ideal order to follow when reducing risk is outlined below, together with suggested considerations.

#### **1. Elimination**

- It is not currently possible to eliminate the risk of COVID-19 from a site-based work environment. Only working remotely from home will eliminate the risk of spreading infection to stakeholders.

#### **2. Substitution**

- Workers who are unwell or displaying symptoms should remain at home (see *Before leaving the house* section of this document)
- Prohibit all non-essential visitors to site
- Reorganise tasks so they require one person to complete
- Increase hygiene throughout working day (See *Office, yard and communal areas* and *On site* sections of this document)
- Practice social distancing at all times
- Essential physical work requiring close contact between workers should be undertaken with controls (see *On site* section of this document)

#### **3. Engineering control**

- Use additional tools, equipment and vehicles to avoid close contact between workers (see *On site* section of this document)
- Install temporary barriers in vehicles and workplace

#### **4. Administrative control**

- Enforce strict hygiene measures including frequent hand washing
- Prohibit sharing of PPE between employees
- Train workers via toolbox talks, meetings, posters and other information
- Staggering work shifts or visits to sites
- Encourage cohorting/co-teaming (and maintaining same team members to minimise potential for spread)
- Implement designated access and egress points for enclosed areas (See *Office, yard and communal areas* in this document)
- Use signage and floor markings to remind stakeholders
- Use one-way systems in enclosed areas

#### **5. Personal protective equipment**

- Operatives may wish to wear 'face coverings', as defined by the government in their *Working safely during COVID-19 in construction and other outdoor work* document  
NOTE: Use of 'face coverings' is not a substitution for a FFP3 face mask



### **Before employees return to work**

Hold conversations with staff before they return to work, to discuss plans with them and outline the measures taken by the company to reduce the risk from COVID-19.

Follow this conversation when staff return to ensure they understand the measures and record the details of this and any training you undertake.

### **Before employees leave the house for each shift**

Any employee who meets one of the criteria below should not attend work and instead follow guidance on self-isolation:

- High temperature or a new, persistent cough
- Is vulnerable by virtue of their age, underlying health condition, clinical condition or are pregnant. Follow the link below to identify individuals who are at high risk:  
<https://www.nhs.uk/conditions/coronavirus-covid-19/advice-for-people-at-high-risk/>
- Is living with someone in self-isolation or a vulnerable person
- See the following link for more information if you meet any of the criteria above:  
<https://www.nhs.uk/conditions/coronavirus-covid-19/symptoms-and-what-to-do/>

### **Office, yard and communal areas**

- Clearly communicate procedures and policies surrounding COVID-19 to employees
  - Keep a record of staff who have been notified of new procedures
  - Use signs and notices to reinforce staff responsibilities
- Stop all non-essential visitors to office, yard and communal areas
- Consider implementing designated access and egress points for enclosed areas
  - Use signage and floor markings to remind staff and visitors of the need to maintain distancing
  - Consider use of one-way systems
- Frequently clean bathrooms and wash facilities. Clean using a detergent or soap and water prior to disinfection.
- Identify common contact surfaces (e.g. Office doors, desks, printers, screens, keyboards, gates, intercom buttons, fuel pumps/bowsers) and ensure these are regularly cleaned
  - Implement measures to monitor compliance
- Rubbish collection and storage points should be increased and emptied each day

### **Driving**

- Aim to limit one occupant per vehicle
- If sharing a vehicle is essential, consider implementing the following:
  - The same individuals to share vehicles each shift
  - Driver and passengers to wash hands with either soap or hand sanitiser before entering and after getting out of the vehicle
- Maintain good air circulation in the vehicle
- Frequently clean vehicles with sanitiser, paying attention to all hard surfaces in vehicles (steering wheel, dashboard and door handles etc). Only use sanitisers which contain at least 60% alcohol (not baby wipes)
- Discourage the purchasing of food and drink from supermarkets and garages whilst travelling between site(s). Encourage the use of pre-prepared meals and drinks.



- Pay attention to hygiene when refuelling vehicles at external sites
- Consider how colleagues who fall ill during work hours will be taken home

### **On site**

- Check sites are open to your operatives, and that the works planned can proceed
  - Stop all non-essential visitors to site
  - Consider staggering work shifts or visits to sites
- Encourage frequent hand washing, especially on arrival, before meals, at the end of the day and after removing gloves, masks and personal protective equipment (PPE)
- Review induction and training procedures
  - Hold events outside where possible
  - Ensure social distancing guidelines are adhered to
- Avoid shaking hands, hugging or close contact
- Maintain a 2-metre distance between each employee as well as clients
- Cease non-essential physical work requiring close contact between workers (e.g. two-person lifting or loading)
- Essential physical work requiring close contact between workers should be undertaken with the following controls:
  - Reduce weight of load where possible (i.e. smaller quantity or fewer items)
  - Using lifting equipment
  - Use back-to-back or side-to-side working (rather than face-to-face) if possible
  - Encourage the use of physical working partners/cohorting
- Be mindful that some workers may become lone workers as a result of measures taken to ensure social distancing. These employees must be managed appropriately and in accordance with a lone working policy
- Discourage employees from using other employees' phones, tools and equipment
- Staff should remain on site once they arrive and not leave for food or drink

### **PPE and equipment**

- Face coverings should not be considered a replacement for correct PPE
- Frequently clean with sanitiser all equipment and frequently touched surfaces
- Limit tools and equipment to individual employees if possible
- Provide adequate soap/sanitiser, single use towels for each shift
- Promote the importance of wearing gloves
- Do not share PPE, especially masks and respirators and anything that comes directly into contact with skin
- Clean PPE after each use with warm water and detergent
- Safely discard any contaminated or single use PPE
- Store all PPE in sealed containers and only open new PPE as needed
- Wash hands and exposed skin before leaving work and at the end of each day



#### **Site-based hygiene and toilet facilities**

- Where employees previously had access to site toilets, ensure this remains available considering current pandemic.
  - Where site-based facilities are no longer available, ensure suitable alternatives are available nearby.
- Provide equipment for site-based hand washing facilities where facilities are not available
- Provide hand sanitiser where hand washing facilities are not available

If an employee develops symptoms including a high temperature or a persistent cough whilst at work, they should:

- Return home immediately
- Avoid touching anything