

Updated Procedure

Title of updated procedure:

Revised: September 2021

Covid-19 safe working procedure under level 3

Objective/purpose:

Minimise the possibility of spreading covid-19 between staff, clients and members of the public.

Description:

These procedures are designed around the guidelines set out by the government when working under different levels during covid-19. Below is a breakdown of mini procedures that fall under our overall covid-19 protection plan.

General actions

- Staff not to come to work if suffering any flu like symptoms such as cold, cough, sore throat or fever.
- Staff to maintain a minimum of 2m distance from each other.
- Staff are to wash their hands regularly or use hand sanitizer where hand washing stations are unavailable.
- Avoid handshakes or other greetings involving touching of others.
- Masks to be worn in certain environments

Yard procedure during Covid-19

- Only necessary workers come to the yard at 125 Diana Drive.
- Staff coming to the yard to scan in on the front door or fill in GD rutters book if entering the building for contact tracing.
- Minimise use of GD Rutter facilities. During level 3 use of GD Rutter kitchen is forbidden. Toilets and the Tree King office may be used where required but to be kept to a minimum. Hands to be washed regularly or hand sanitiser to be used.
- Masks to be worn during yard duties

Working on site procedure for all crew

Travel:

- Maximum of 2 people per truck.
- Maintain good ventilation in trucks by keeping windows partially open during travel.
- Masks to be worn in trucks at level 3 when carrying a passenger.
- Tree King drivers to drive the same truck or vehicle for the period of level 3 where possible.. If required to switch vehicles all surfaces, steering wheel etc are to be sterilized.
- 3rd crew member to take own vehicle to site.

Social Distancing:

- No handshaking to take place. Do not enter the clients house unless in an emergency.
- Do not accept drinks or food from clients.
- If the client is unwell please ask them to stay inside and we can talk to them on the phone with any questions you have regarding the job.
- Crews where possible to remain the same for the duration of level 3.
- Maintain 2m distance - unless in an emergency situation where rescue or first aid is to be performed.
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- **Contamination of equipment:**
- All vehicle tools such as saws and trimmers to be kept with the same crew and personnel where possible. Each crew member is to be allocated saws and trimmers in the morning and these are to remain their tools for the day.
- Gloves to be worn at all times
- Hands to be washed or sanitized prior to eating. 2m distance to be maintained during meal breaks.

End of day decontamination procedure

- All saws trimmers and other small hand tools to be disinfected with spray.
- All chipper handles, controls and areas of machines that could of been contacted by crew members to be disinfected.
- Cabs of vehicles, steering wheels to be disinfected.
- Digger, loader and Terex cab and controls to be disinfected.
- Wash hands.

Quoting procedure

Office/ first point of contact:

- Office to determine that the client is healthy prior to visit.
- First point of contact to determine whether the client needs to be on site for the quote. Preferred method is for it to be done by phone with the aid of photos.
- Clients are offered the option of quotes being done over the phone if they feel more comfortable.
- Client to be informed of the following prior to quote manager visiting site- Maintain 2m distance, no handshakes, do not come outside if sick we will call you from outside when on site.

On site:

- Check detailed job notes from the office regarding client details.
- If the client is healthy, staff are to maintain a 2m distance from the client when looking around the job.
- Masks must be worn at all times.

- If the client informs us that they have been sick then quotes are to be done over the phone with the client from the clients property. This will be in the job description.
- If the client feels more comfortable completing a quote via phone then this is to be confirmed when the quote is booked in and relayed to the quote manager in the job description.
- Avoid handshakes or other greetings involving touching of others.
- Quote to be electronically sent.
- Photos of the job to be taken and marked up where required to minimise contact required with clients.

When travelling around city:

- Minimise all unnecessary stops. For example trips into dairys, supermarkets and other essential services that are still open.
- Staff to bring everything they need for the day with them in the morning to minimise unnecessary visits.

Incident reporting:

All incidents regarding breaches to the above procedures to be reported immediately to Luke Cabrol

If you start to feel unwell:

If at any time whilst at work you feel unwell please report this to Luke Cabrol immediately. If unwell with any of the covid symptoms you will be required to stand down for a period of time until recovered and present us with a **negative covid test**.