

## **Landscape Contractor/Manager**

- Require employees to wash hands with soap and water frequently for at least 20 seconds. If soap and running water are not available, use an alcohol-based hand sanitizer that contains at least 60% alcohol.
- Implement social distancing (staying at least 6' feet apart).
- Encourage workers to stay home if they are sick and avoid close contact with people who are sick. Consider conducting a mandatory temperature check prior to beginning work in the morning; any employee with a temperature over 100.4 F is required to return home.
- Encourage employees to self-monitor for signs and symptoms of COVID-19 if they suspect possible exposure.
- Identify and isolate potentially infectious individuals is a critical step in protecting workers, customers, and others at a worksite.
- Encourage respiratory etiquette, including covering coughs and sneezes, and avoid touching your eyes, nose, or mouth with unwashed hands.
- The CDC recommends wearing cloth face coverings in public settings where other social distancing measures are difficult to maintain.
- Institute and enforce strict sanitation standards. Clean and disinfect all work environments and personal protective equipment daily, including machine handles, tools, safety glasses, safety vests, gloves, and soles of boots.
- Support Staff and Office Personnel Companies should establish internal policies and practices, including teleworking or flexible work hours (staggered shifts), that reduce the number of employees at a facility at one time. Discourage workers from using other workers' phones, desks, offices, or other work tools and equipment, when possible.
- All employees who are not required to be on customer sites performing landscape or those employees assigned to the critical and continued operation of the business entity should be considered for working remotely.
  - Designers should conduct most landscape appointments over the phone, by either calling when onsite or getting the info up front, visit the site, then calling back with questions.
  - Upgrade software on laptops and personal computers to give office staff the ability to work remotely.
- There should not be more than 10 employees on-site, and when employees are on site 6' social distancing should be strictly enforced. The offices should remain closed to the general public while this policy is in effect.
- Conduct safety training and staff meetings via video conferencing and discontinue group meetings and in-person trainings.
- Field crews must understand and be sensitive to the public's concern about COVID-19 transmission. Provide field staff with talking points to share with the public about their safety protocols and the essential nature of their work.
- Field teams should include the least number of employees that can safely carry out work at a site, and crew members should drive separately to the site whenever possible. Only

the driver should be allowed to touch the controls anywhere in the vehicle. Gloves should be worn by employees when pumping gas.

- Crews to only go to gas stations for gas. Avoid the gas station store by bringing breakfast, lunch from home.
- No personal uniforms or clothing is to be left overnight. Employees are encouraged to wash clothes at home each evening.
- Contact with clients should be executed via email, phone calls, video teleconference, when possible, and if personal contact is required, then maintain social distancing of 6' when on the property with the client or their customers or the general public. If in-person contact is required, then maintain social distancing of 6 feet at the client's or customer's property, or when communicating with the general public." Do not leave behind door hangers or other receipts.
- Communicate with clients about the current status of allowable work in your state or locality. Explain the essential nature of landscape services and detail any operational changes due to COVID-19.
- Provide clients 24-hour notification via phone or email that you will be servicing their property.
- Contact and get permission from clients to be serviced- preferably in a documented format such as email or other time/date stamped electronic communication
- Implement daily all-hands communications within company to inform, educate and reinforce SOPs, BMPs and possible next steps
- Relax attendance policies to allow any employee who is uncomfortable working to stay home and use PTO
- Train crew personnel to be able to respond to questions from the public in a professional manner
- Enforce cleaning and sanitation protocols for all common spaces including trucks, equipment, and the breakroom, locker room and restroom
- Stagger crew start times to minimize congregation at office/shop
- Reduce crew size to compartmentalize the workforce into smaller isolatable segments
- Wear gloves as much as possible removing only to eat, drink, or touch your face
- If you must work in close proximity to another for a short period of time (i.e. lifting a tree ball into a hole) wear a face mask
- If your employees are returning to the shop to drop off larger equipment and trucks. Always keep in mind that less is best. The less people at the shop the better, less touch points equals better control.
- Do not allow deliveries inside the shop, arrange a time to greet at a distance
- If you have a repair person in the shop limit this to one person per day, all equipment and tools to be sanitized for use the next day
- Washrooms must be sanitized after every person that uses the facility. This can be done by the staff person using the washroom or by a designated cleaner. All touch areas have to be sanitized ie: toilet seat, handle, door handles, sink taps, etc,

- Limit crews to ONE person per truck and have all other crew personnel drive directly to the job site or use public transit where available.
- The time clock will not be used. Text, email or call times in to office manager daily.
- Assign one truck to one crew and do not rotate. The person who is responsible for the truck is to sanitize it fully at the end of the day regardless if they were the only one in it. Over diligence is key.
- Gloves must be worn when using company tools. Minimize use of shared equipment and tools, all tools are wiped down again at the end of shift. Keep tool sharing to a minimum, ideally each person has their own marked set of tools if enough are able.
- Provide each employee with their own hand sanitizer, wipes, mask, etc. First aid kit should have sanitizer and Dawn dish soap included.