

Coronavirus COVID-19 - SOP

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Government resources

The NZ Ministry of Health provides a lot of info and has daily updates on its website:

<https://www.health.govt.nz/our-work/diseases-and-conditions/covid-19-novel-coronavirus>

Health Advice for the public – symptoms, prevention, treatment

- Self-isolation info
- Questions and answers
- News & media updates

Ministry of Business, Innovation and Employment

[Coronavirus \(COVID-19\)](#)

Workplace operations at COVID-19 alert levels (business.govt.nz)

https://www.business.govt.nz/covid-19/workplace-operations-covid-19-alert-levels?utm_source=Newsletter&utm_medium=email&utm_campaign=SE_CV_17April2020&utm_content=https%3A%2F%2Fwww.business.govt.nz%2F%2Fworkplace-operations-covid-19-alert-levels

Additional Information:

<https://covid19.govt.nz/>

WORKSAFE NZ's preparedness for novel coronavirus (COVID-19):

https://worksafe.govt.nz/topic-and-industry/work-related-health/workplace-preparedness-for-novelcoronavirus/?utm_source=business.govt.nz&utm_medium=newsletter&utm_campaign=special_cv_edition

WHO - Q&A on coronaviruses (COVID-19)

<https://www.who.int/news-room/q-a-detail/q-a-coronaviruses>

Facts:

- 1. Incubation is 14 days and often with no symptoms.**
- 2. Hand hygiene, social distancing and cough/sneeze etiquette (maintain distance, cover coughs and sneezes with disposable tissues and wash hands) will have a bigger impact, then use facemask and gloves.**
- 3. Face masks are used to prevent infection of others. Not to prevent the infection of the person wearing the face mask. Face masks help in changing your behaviour of touching your face.**
- 4. Wearing hygiene gloves without wearing a face mask, and without changing the gloves regularly, can increase the risk of infection to the wearer and their bubble.**

Pro Climb monitors and will be following the Ministry of Health guidelines and directions regarding Covid-19.

Being conscious of the fact that our staff regularly interact with a wide range of people, some from different parts of the country, here is some information and guidelines on measures we can all take.

Internal Communication

Communication between employee and employer is very important. If you think you might be infected – contact your GP and phone in to discuss with Rossy.

ROSSY IS YOUR FIRST CONTACT IN ALL MATTERS COVID 19.

Employee Action

Suspect an employee may be infected

1. If an employee suspects they may be infected, or an employer suspects a staff member is infected they should immediately seek GP advice and a test.
2. The Company will reimburse medical costs for this.
3. It is more important to avoid the risk of affecting others over a couple of days off work.

High-risk groups

If you think you or your dependant may be in a higher risk group – e.g. anyone who is pregnant has an immunodeficiency, please talk to your GP and then if necessary, advise Rossy and an appropriate response can be worked out together.

High-risk group definition

<https://covid19.govt.nz/individuals-and-households/health-and-wellbeing/vulnerable-people/>

How to manage your domestic bubble

<https://covid19.govt.nz/individuals-and-households/health-and-wellbeing/staying-at-home-and-self-isolation/#limit-close-contact-with-people-in-your-household-bubble>

Staying at home if you are sick



Hygiene to contain the spread

<p>Hand hygiene 20+ seconds rule</p>	<div data-bbox="339 1198 1294 1417" data-label="Image"> </div> <p>Always wash and dry your hands thoroughly - drying your hands is equally important.</p> <div data-bbox="339 1489 922 1839" data-label="List-Group"> <ul style="list-style-type: none"> • Wash your hands thoroughly using water and plain soap. • Wash for at least 20 seconds and dry them completely. • Using warm water is preferable, if available. • Wash your hands before eating or preparing food. </div> <div data-bbox="933 1489 1385 1839" data-label="List-Group"> <p>Always wash your hands after:</p> <ul style="list-style-type: none"> • sneezing, coughing or blowing your nose (or wiping children’s or other people’s noses), • gardening or outside activities, having contact with animals, • using the toilet or • changing nappies, • looking after sick people. </div>
<p>Coughing or sneezing</p>	<div data-bbox="339 1848 805 2045" data-label="Image"> </div> <div data-bbox="826 1848 1385 2045" data-label="List-Group"> <ol style="list-style-type: none"> 1. Cough or sneeze into a tissue or your elbow, and 2. then perform hand hygiene </div>

Hand sanitiser stations

The Company has supplies of hand sanitiser for all trucks and there is plenty of hand soap at the yard to wash your hands regularly.

Please use public stations where available – reduce the risk of spreading the infection.

Please let your team leader know when sanitizers and soap are running low.

Purchasing

Purchase everything in regular small quantities. **NO PANIC BUYING.**

Try purchasing as much as possible and practical through the internet and have it delivered to Rossy's address at: 3/15 Lancing Road, Sandringham, Auckland 1025.

- Refuel all trucks and chippers when half empty.
- Buy toilet paper when half empty.
- Buy household supplies like coffee and office supplies when half empty.
- Do not wait until they are empty. If products become unavailable this gives us time to find alternative products or supplies. By doing this we ensure regular cash flow for our supplier and have plenty of back up supplies without having a negative impact on the suppliers.

Clean much-touched surfaces

We have supplies of Trigian in spray bottles and throw away wipes to wipe down much-touched surfaces.

- Please wipe down the steering wheel, the door handles and the gear shift on all vehicles once a day.
- Please wipe down the water taps, door handles, light switches and padlocks in the yard once a day.
- Please wipe down all phones and tabs once a day.

CLEAN MUCH TOUCHED SURFACES as per CHECKLIST AND WALL RECORD.

Much-touched Surfaces Cleaning - Checklist

[Much touch Surfaces Cleaning - Checklist](#)

PPE – Personal Protective Equipment

For most people in the community, PPE such as face masks are not recommended by the Ministry of Health.

Hand hygiene and cough/sneeze etiquette (maintain distance, cover coughs and sneezes with disposable tissues and wash hands) will have a bigger impact.

Face mask and hygiene advice

Face mask and hygiene advice:

<https://www.health.govt.nz/our-work/diseases-and-conditions/covid-19-novel-coronavirus/covid-19-novel-coronavirus-health-advice-general-public/covid-19-novel-coronavirus-face-mask-and-hygiene-advice> Ministry of Health Guidelines for infectious diseases

<https://www.health.govt.nz/your-health/healthy-living/environmental-health/infectious-diseaseprevention-and-control/prevent-spread-infectious-disease>

How we are going to manage the following tasks under the COVID 19 alert levels.

Level 4 Alert

1. All business activities are suspended.
2. All employees are to stay home and follow government guidelines.
3. <https://covid19.govt.nz/alert-system/covid-19-alert-system/#level-4-lockdown>
4. Before leaving the yard turn all crew mobile devices off and all unnecessary power points (fridge stays on).
5. Emergency work is limited to clearing driveways or securing trees that post an imminent risk to life and property.
6. New employee trials periods suspended and will be extended (a letter will be sent to these employees). Trial period will only be extended once.
7. Dedicated person to enter the yard once per week and let all vehicles and handheld petrol tools run:
 - a. Vehicles 10 minutes
 - b. Chainsaw 1-2 minutes
 - c. Record any equipment failures by emailing operations@proclimb.co.nz
8. Management team to email all staff tasks to be completed from home.
- 9. Call out rule:**
 - a. Management to determine the team that goes to the call out.
 - b. Call out team to travel in separate vehicles (one person per vehicle).
 - c. One member of the call out team only to enter the yard. The others are to go directly to the work site.
 - d. Where possible, leave all debris on site for later collection/processing.
 - e. Do not conduct any unnecessary work (management to determine amount necessary).
 - f. Allow employees to claim mileage costs where the travel to site is more than the travel to the yard.

Level 4 - Emergency Work - Bubble size - devices - Work project

Name	Bubble	Notes	Device	Keys	Yard access
Rossy	█	██████████	██████████	█ █████	██████████
Ben	█	██████████ ██████████	██████████	█ █████	██████████
Chelsea	█	████████████████████	████████████████████	█ █████	██████████
Will	█	██████████	██████████	██████████	██████████
Colm	█	██████████	██████████	██████████	██████████
Hiro	█	████████████████████	████████████████████	██████████	██████████
Dillon	█		██████████	█ █████	██████████
Tom	█	██████████	██████████	██████████	██████████
Jay	█		██████████	█ █████	██████████
Kayne	█	██████████	██████████	█ █████	██████████
██████████				█ █████	██████████

Green: First Emergency Crew

Level 3 Alert

Business operates as normal with the following mitigating procedures.

<https://covid19.govt.nz/alert-system/covid-19-alert-system/#level-3-restrict>

Range of measures

- People instructed to stay home in their bubble other than for essential personal movement – including to go to work, school if they have to or for local recreation.
- Physical distancing of two metres outside home (including on public transport), or one metre in controlled environments like schools and workplaces.
- People must work from home unless that is not possible.
- Businesses can open premises, but cannot physically interact with customers.
- Low risk local recreation activities are allowed.
- Gatherings of up to 10 people are allowed but only for wedding services, funerals and tangihanga. Physical distancing and public health measures must be maintained.
- Inter-regional travel is highly limited (e.g. for essential workers, with limited exemptions for others).
- People at high risk of severe illness (older people and those with existing medical conditions) are encouraged to stay at home where possible, and take additional precautions when leaving home. They may choose to work.

Before work commences

1. Create crew bubbles and discuss with the team.
2. Mark crew (bubble) gear with marking tape. Each bubble has its own color.
3. Add color of marking tape to the crew bubble sheet.
4. Supply water, soap and sanitizers to all vehicles.
5. Rossy to enter the yard a day before the crews start up work again and activate/update all mobile devices.
6. Make couch non accessible.
7. Heng a cleaning checklist in the yard.

Crew Structure (Bubble)

Position	Name	Vehicle	Starting time
TL	Ben	██████	██████
CL	Colm	██████████	
C	Dillon		
CL	Will	██████	
C	Tom		

	TS Crew		
TL	Chelsea	██████	██
CL	Hiro	██████████	
C	Kayne		
C	Jay		

TO REMEMBER:

1. Act as if you have the virus and you are trying not to infect others.
2. Minimise touching surfaces.
3. If you touch your face, wash your hands. When sighting others touching their face let them know - to help break / bring awareness to the habit.

Touching Face Hand Signal - you don't need to look so angry, you can smile :)



4. Do not cough or sneeze on others.
5. If you feel unwell, stay at home (you will be paid at 80%, you can top this up with leave and sick leave).
6. Avoid where possible and practical face to face interaction.

One the way to work:

1. Bring a packed lunch.
2. Bring water and enough drink for the whole day's work.
3. Avoid going to any supermarkets and dairies in working hours.
4. Be on time. The other crews are waiting for you to leave the yard.
5. If you can't make it on time to the yard, contact your TL or CL and meet them on site. Remember to tell them what gear they need to pack for you.

When arriving in the yard:

The first person in:

1. Opens the gate.
2. Opens the door.
3. Washes hands.
4. Opens the roller door.
5. Clean all much-touched surfaces with disinfectant.

All following people:

- Wash your hand before you touch anything.

If you arrive in the yard and the other crew is still there, remain in your vehicle until the other crew has left.

Meetings:

- All face to face meetings are limited to stand up meetings of a maximum duration of 15 min. The meeting will be held in the chipper bay. Everyone to keep a minimum of 1m distance.
- Safety meetings to be conducted in the team groups or via Google Meet.

Getting ready for work - in the yard:

1. Minimising activity in the yard.
2. Kitchen facility is closed in the yard. Make your hot drink at home in your own mug. Take the mug home and clean it. **DON'T LEAVE IT IN THE YARD.**
3. Move chippers out of the warehouse to increase room in it (1m rule).
4. Clean all much-touched surfaces before and after arriving in the yard.
5. Check that you have water, soap or disinfectant for your vehicle.
6. Before and after filling up the crew fuel cans wash your hands and disinfect the large fuel cane handle.
7. Hedge Trimmers - As we only have two hedge trimmers, the handles will need to be clean before and after every day.

Travel to the work site:

Please follow the [site-transportation-protocol-LEVEL 3.pdf](#)

Working in the field:

1. Do not enter the property or ring the doorbell before you have checked how to communicate with this client.
2. Check work instructions in the work calendar for details on how to communicate with this client. **This can be via the 2m distance rule or via phone.**
3. Keep a two meter distance from all clients.
4. Ask the client to open all gates/doors and move toys, garden furniture if possible.

5. If the client is unavailable for this have one crew member open all gates/doors and move items. Once the task is completed the crew member shall wash their hands before doing any other work.
6. Only use tools that are marked with your bubble color.
7. If you use other tools, once done with the tool, wash your hands.
8. Use the yard toilet or private toilet at home.
9. Do not pet any animals. Animals can be a vector in the sense that the fur could be contaminated with droplets.

After each work site remember to fill in the job completion sheet and add to the contact tracing sheet the address of the work site with date and time.

[Contact Tracing - Sheet](#)

[Job Completion](#)

Work scheduling:

Make the client aware of the rules the crew will follow when on site (not ring doorbell, the team will be calling).

Ask the client how they would like to communicate with the crew.

- Via phone
- 2m distance

Add the client phone number to the work calendar so that the crew can call them when they arrive on site.

Sales process:

No handshaking!!

- Your business card is sent via text message ([Sending a digital Business Card.mp4](#))
- All customer information is sent via email.
- Rules of social distinction apply (stay 2m away from any client).
- Make the client aware of this rule when calling to arrange the meeting.

Travel back home or to the yard:

Please follow the [site-transportation-protocol-LEVEL 3.pdf](#)

Returning to the yard:

The first person in:

1. Opens the gate.
2. Opens the door.

3. Washes hands.
4. Opens the roller door.
5. Clean all much-touched surfaces with disinfectant.

All following people:

- Wash your hands before you touch anything.

If you arrive in the yard and the other crew is still there. Remain in your vehicle until the other crew has left.

Clean vehicles:

- Please wipe down the steering wheel, the door handles and the gear shift on all vehicles once a day.

Cleaning tools:

- Please wipe down all much-touched tools from the day's work and any areas on the equipment that were much touched.
- Replace color tape to your tools as required.

Additional supplies:

- Larger amounts of hand soap to be purchased and kept in stock.
- Larger amounts of Trigian to be purchased and kept in stock.
- Hand Paper towels to be supplied for yard and vehicles.
- Supplies for hand washing or sanitizing to be kept in every vehicle.

Additional restriction:

- Thursday beers suspended.
- Face to face training suspended.

Appendix:

Auckland Council Guidelines for working on the AC asset while in Alert Level 4

Proactive works

- Identification of trees in the streetscape that pose the greatest risk of failing in a storm event or otherwise presents a risk of harm or damage. Priority is given to those presenting the highest risk due to volume/ nature of passing traffic (vehicles or pedestrians), or highest risk of interference with utilities services (proactive line clearance).
- Proactive maintenance works prioritised in accordance with the findings above. This proactive work focuses on trees posing the highest risk, as delivery of any 'low risk' work would not be in the spirit of the Government's restrictions, and would likely draw criticism from public and others. If you have doubts about any particular site/ job then please discuss with Regional Arborist and Ecological team prior to starting.

Response works

- Critical Requests For Service (RFS) – typically requests to attend an emergency event as it is happening or post (e.g. fallen tree blocking road)
- Priority requests made directly by Regional Arborist and Ecological team (led by David Stejskal)
- All other RFS – any request that will likely, due to the extent of encroachment or failure, and/or the volume/ nature of passing traffic (vehicles or pedestrians), cause significant damage to property or harm to people within the next 4 weeks. Those risks are most likely to be reported as:
 - Interference of tree canopies with the road corridor
 - Interference of tree canopies with access to properties
 - Interference of canopies with footpaths (streets and parks)
 - Structural stability issues (branches and/or trees)
 - Interference of tree canopies with road signage or traffic lights
 - Interference of tree canopies with utilities networks (line clearance)

NOT essential services

- Tree planting
- Tree watering
- Aftercare
- Pruning of trees to improve view or sunlight penetration
- Private property boundary encroachment

NZ Arb Guidance to essential tree services

[NZ Arb Letter - Emergency Services](#)

COVID-19 Alert System

<https://covid19.govt.nz/alert-system/covid-19-alert-system/#level-3-restrict>

Much touch Surfaces Cleaning - Checklist

[Much touch Surfaces Cleaning - Checklist](#)