

General guidelines for working with customers and staff during the COVID-19 pandemic.

Please also refer to the safety guidelines issued by the Center for Disease Control (CDC):

<https://www.osha.gov/Publications/OSHA3990.pdf>

Basic Precautions

- Keep business units separate whenever possible
- Wash your hands frequently
- Avoid touching your eyes, nose or mouth
- Avoid shaking hands, hugging or other close contactCough/sneeze into a tissue or your elbow if no tissue is available
- Stay home if you are sick
- Wear disposable gloves when cleaning/disinfecting
- Avoid gatherings of more than three people at work and maintain social distancing
- Avoid face-to-face meetings; conduct web-based meetings whenever possible

Landscape Customers

- Obtain written confirmation from your customers allowing you to continue working on their property
- Communicate, as accurately as possible, the times you plan to be on their property
- Inform clients of the safety protocols your company has in place, including but not limited to the proximity rule of 6 feet
- Designate one point of onsite contact (e.g., the foreman) and ask your customers not to approach any other workers
- Be prepared to stop work if a customer expresses any health or safety concerns

Retail Customers

- Use designated restroom facilities and disinfect surfaces
- Disinfect tools and equipment handles daily
- Disinfect cash registers, credit card processors, phones and countertops daily
- Disinfect customer carts and baskets after every use
- Wear disposable gloves when engaging customers or handling customer items
- Maintain appropriate distance from customers
- Provide complimentary hand sanitizer for customers
- Consider implementing your own maximum occupancy procedures to maintain appropriate social distancing, if necessary
- Consider offering phone/online orders with curbside pick-up

Basic Staff Guidelines

- Communicate why the day-to-day products and/or services you provide are essential
- Communicate and reinforce daily safety protocols
- Allow employees to stay home if they are uncomfortable working and permit the use of paid time-off, if available
- Be mindful of any employee currently receiving unemployment benefits before you call them back to work as it may be difficult to reapply due to the large number of people filing

Office & Sales Staff

- Restrict the use of restroom facilities to office personnel only and disinfect surfaces
- Disinfect personal workspace, including phones, keyboards and desktops daily
- Disinfect doorknobs, push bars and cabinet pulls daily
- Disinfect steering wheels, dashboards and car door handles daily
- Operate with the minimum number of employees onsite and allow remote working when appropriate

Field Staff & Supervisors

- Train designated personnel (e.g., foreman) to answer health and safety questions from the public clearly and concisely
- In instances where employees will be on one job site all day, encourage meeting on-site rather than at the shop
- When crews must report to the shop, stagger start times to maintain social distancing
- Operate with the minimum number of employees necessary on any site
- Do not rotate crew members to minimize interaction
- Limit the number of crew members per truck and assign one truck that is not shared with other crews
- Make certain the vehicle is well ventilated and sanitized at the end of each day
- Always wear proper Personal Protective Equipment (PPE) and do not share
- Store PPE in clear plastic bags and sanitize at the end of each day
- Minimize the use of shared equipment and properly sanitize after each use
- If crew members must work in proximity to one another for heavy lifting or similar tasks, they should wear facemasks and disposable gloves
- Being designated an essential business is a privilege, so represent your company and the industry in a professional and compassionate way as you continue to provide much-needed products and/or services.