



WI-028 - Work Instruction – Coronavirus Covid 19

(Also see Frosts Coronavirus Covid 19 Risk Assessment RAI147 and TBT 197)

Site RAMS

This document should be attached as an addendum to any existing FROSTS site RAMS and to any new site RAMS and should be forwarded to the client along with RAI147 and TBT197 for approval

The Current Situation:

COVID-19 is a global pandemic. It is a new illness that can affect your lungs and airways. Caused by a virus called coronavirus. There is currently no antivirus available.

Symptoms

For most people, it is hoped that the coronavirus (COVID-19) will be a mild illness. However, it should not be underestimated as it can be a life-threatening illness that has infected thousands of people throughout the world and has sadly killed a significant percentage of those infected.

The most common symptoms of coronavirus (COVID-19) are the recent onset of:

- new continuous cough and flu-like symptoms and
- a high temperature

DON'T FORGET YOU MUST NOTIFY THE OPERATIONS MANAGER AND THE MANAGING DIRECTOR BY PHONE, TEXT OR EMAIL IF YOU ARE SICK OR AT HOME SELF ISOLATING

Current UK Government Advice dated 23 Mar 2020 is to:

- Stay at Home - Only go outside for food, health reasons or work (Where necessary and cannot be done from home)
- Stay 2m away from other people
- Maintain proper levels of personal hygiene (wash your hands often)
- Self-isolate if you or your family have any signs of symptoms (Follow the latest guidance on the NHS and Public Health England Websites)
- The Government have also closed non-essential shops and community spaces and stopped all gatherings of more than two people in public
- Every citizen must comply with these new measures. The relevant authorities, including the police, will be given the powers to enforce them - including through fines and dispersing gatherings.
- These measures are effective immediately. The Government will look again at these measures in three weeks and relax them if the evidence shows this is possible.

Frosts Action Plan - Phase 1 - Work from home and Furlough

As a result of the Coronavirus outbreak, we are applying the following Work Instruction to safeguard people. We ask for your full support with this as we all have a shared responsibility to minimise the risk of exposure and protect our individual and collective health.

Office Staff:

- On Tuesday, 24 Mar 2020, all Office staff were sent home, and IT arrangements have been put in place for them to be able to work from home going forward. They are all up and running and on their normal email addresses.



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Site Staff:

- On Tuesday 24 Mar 2020 after making sure all our sites were safe Site staff were sent home and temporarily placed on **Furlough** until the Directors could ascertain from industry leaders precisely what the Government's position was on essential work particularly concerning Construction and Landscaping Sites
- Since then, we have requested that the Trade Associations such as BALI, HTA, and the APL lobby the Government for clarity over whether construction sites are to remain open or not. This position is still not clear, and it is evident that some sites have closed temporarily, and a few sites remain open for business at the moment. This situation remains very fluid and is changing daily
- While our main priority always remains the safety and wellbeing of our staff, we also recognise that we have contractual commitments to all of our Clients sites and need to develop a plan going forward to return to work when it is safe and to carry out works on those sites that currently remain open
- On the 07 Apr 2020 the current Government advice was that Construction Sites should remain open and that Social distancing measures should be implemented on site

Frosts Action Plan - Phase 2 - Partial Return to work (Date TBN)

Office Staff:

- Office staff will continue to work from home and will only come into the office where it is absolutely necessary

Site Staff:

- Where sites are still open site staff will return to work but will follow the guidelines detailed below and any additional guidelines put in place by the Principle Contractor. The Operations Manager will contact Contract Managers, Supervisors and operatives directly to inform them of what sites are open, workforce and vehicle allocations for the return to work as this situation continues to change almost daily
- Where we are not the Principle Contractor, and we are in joint/client offices/sites, we will also adhere to any additional standards/guidelines implemented by them as part of their Covid 19 controls

Who Should not return to work on phase 2

Anyone who meets one of the following criteria should not return to work or come to site:

- Have the symptoms described (new continuous cough and flu-like symptoms or a high temperature). If you have these symptoms, then you must follow the NHS procedures for self-isolation
- Is a vulnerable person (by virtue of their age, underlying health condition, clinical condition, or are pregnant)?
- Is living with someone in self-isolation or a vulnerable person.

Self-Isolation (Info taken from Government and NHS Websites)

- if you live alone and you have symptoms of coronavirus illness (COVID-19), however mild, stay at home for 7 days from when your symptoms started.
- If you live with others and you are the first in the household to have symptoms of coronavirus, then you must stay at home isolated for 7 days and stay at home for a further 7 days.



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- All other household members who remain well must remain at home and not leave the house for 14 days. The 14-day period starts from the day when the first person in the house became ill.
- For anyone else in the household who starts displaying symptoms, they need to stay at home isolated for 7 days from when the symptoms appeared, regardless of what day they are on in the original 14 day isolation period.
- People living within a household will likely infect each other or be infected already. Staying at home for 14 days will significantly reduce the overall amount of infection the household could pass on to others in the community or at work

If you have coronavirus symptoms:

- do not go to a GP surgery, pharmacy or hospital
- you do not need to contact 111 to tell them you're staying at home
- testing for coronavirus is not required if you're staying at home
- plan and ask others for help to ensure that you can successfully remain at home and consider what can be done for vulnerable people in the household
- ask your employer, friends, and family to help you to get the things you need to stay at home
- wash your hands regularly for 20 seconds, each time using soap and water, or use hand sanitiser
- if you feel you cannot cope with your symptoms at home, or your condition gets worse, or your symptoms do not get better after 7 days, then use the NHS 111 online coronavirus service. If you do not have internet access, call NHS 111. For a medical emergency dial 999

General Prevention:

In addition to the self-isolation measures detailed above the following 4 controls are paramount to reduce the risk of catching and spreading Covid 19:

- Social Distancing - Maintain a 2m distance between yourself and your work colleagues, members of the public, clients, etc.
- Wash your hands often - Clean your hands on arrival at the site, frequently each day and before eating, drinking and smoking, and also before leaving the site. To clean your hands, wash them thoroughly with soap and water for 20 seconds or by using hand sanitiser. Avoid touching your face, nose, eyes, and mouth until you have washed your hands. This will help protect you and the people you live with. This step is one of the most effective ways of reducing the risk of passing the infection to others.
- Cover your coughs and sneezes - Cover your mouth and nose with disposable tissues when you cough or sneeze. If you do not have one to hand, sneeze into the crook of your elbow, not into your hand. Dispose of tissues into a disposable rubbish bag and immediately wash your hands with soap and water or use a hand sanitiser.

Stay at home - If you have the following symptoms stay at home and let Frost know that you are self-isolating (new continuous cough and flu-like symptoms and or a high temperature). Do not return to work until you feel better and have completed at least 14 days isolation



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Work Activities: - 2m Social Distance:

- Contracts Managers and Supervisors **must** ensure that when we do return to work, staff are only carrying out tasks where a minimum of 2m Social Distancing can be maintained. Any tasks where this distance cannot be maintained must not be carried out and are to be put on hold until the Covid 19 outbreak is entirely over.
- Where staff cannot maintain this 2m social distance to carry out a task they are to try to find a suitable and safe alternative to doing the work while preserving the 2m Social Distancing even if the process is slower than standard practices. If this can not be done safely put a hold on that task until the Covid 19 outbreak is entirely over.

Travel to site - Vehicles:

- The best way to travel to site is in a Company Van on your own or in your car on your own (Frosts will re-inburse local staff traveling to local sites in their vehicle at £00.25p per mile if you complete the standard mileage application form and submit it to accounts). Staff are to liaise with the Operations Manager for vehicle allocations. Where ever possible we will try to maintain a 1 man 1 van principle of operations, however if operationally necessary two people can travel in the minibus, 1 in the front and 1 in the rear diagonally opposite the driver so that the 2m social distance is maintained. Two people can travel in the 6 seater crew cabs 1 in the front and 1 in the rear diagonally opposite the driver although it must be noted that the 2m Social Distance is not maintained as the distance is actually 1.5m. Staff traveling together in vans must keep the window open to improve ventilation
- On arrival to site wash your hands
- When travelling to the site, do not travel in a car share as this negates the 2metre Social Distancing guidance.
- Where ever possible London staff are to avoid travel by public transport such as tubes, trains and buses as they remain busy. Should you have to use public transport try as much as possible to comply with the 2-metre Social Distancing guidance and make sure, you wash your hands as soon as possible after getting off the transport. London staff should try to find alternative means of going to site such as walking, cycling or a London taxi with driver separation screen
- Note - Currently most London based construction sites are not allowing people that have travelled to site on public transport access to the site so it is imperative that you check with the site Contracts Manager what rules they are applying before you go to site
- Teams that travel together should work together (Cohort). Wherever possible Frosts Contracts Managers will try not to mix teams

DABS , TBT & Inductions:

- While it is imperative that Social Distancing is carried out, there is still a requirement to maintain safety on all sites. DABS, TBT, and Inductions will still be carried out, but a 2m distance must remain between staff. If possible, carry out DABS, TBT, and Inductions outside; if this is not possible, carry them out in the site office on a 1-1 basis or get staff to read the DABS, TBT, or Induction on their own and then check their understanding by asking questions. For the time being, any DABS, Plant Checks, and TBT Records do not need to be returned weekly to Frosts main Office and are to remain on site. The SHEQ Team will organise with Managers for them to drop of DABS, Plant Checks and TBT Records at the end of the month



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Timesheets

- It is still imperative that Supervisors/staff complete timesheets on a daily/weekly basis as per our standard operating procedures. However, these are to be sent to T Shapter by Email or by text or photograph every Friday so that he can complete the pay run. All staff submitting timesheets to Trevor ensure that the information you are sending him is legible; otherwise, he will have difficulty in paying you the correct amounts. The SHEQ Team will make arrangements with Managers for them to return Timesheets at the end of the month into the main office

Breaks & Welfare Facilities:

- To ensure 2m social distances are maintained staff are to stagger their breaks so that only one person is on break at any one time
- Personnel are not to sit in vans or canteens or welfare facilities in a group while having their break
- Staff should bring packed lunch and your own hot or cold drinks to site and are to avoid going to local shops and garages for food and provisions
- Rest areas, tables, etc. must be wiped down using antibacterial wipes by each person that has used the facility before the next person uses it
- Try to avoid any busy site canteens; however, it is imperative that these facilities are controlled by the Principle Contractor who should be limiting the number of people in the canteen to a reduced number so that social distances of 2m can be maintained
- Contracts Managers and Principle Contractors MUST ensure that a high level of hygiene is maintained in all welfare areas and that regular cleaning regimes should be put in place within all these areas
- All bins in these areas are to have lids and are to have black bags inside the bins. Bins must be emptied daily, bags tied up and placed in the skips
- On small sites where Frosts have a portable Garic type welfare unit in place Contracts Managers must personally check that is being kept clean, that there is hot and cold running water, hand sanitizer, paper towel, that areas and surface are being cleaned and disinfected daily and that the bins are emptied daily. In addition, they are to ensure that only one person is using it at a time. If necessary, Contracts Managers are to order an additional welfare unit if required

Toilets

- Staff must make every effort to keep the toilet areas clean in our portable welfare units when they are using them and to place paper towels in the bins provided
- Staff are to ensure they wash their hands having used the facilities and that only one person uses them at a time
- Frost Contracts Managers must ensure that portable welfare unit toilets are supplied with soap, hand towels, hand sanitiser and bins with lids and that they are regularly cleaned and disinfected and that the bins are emptied daily
- Where Frosts are not PC the Principle Contractor must put similar arrangements in place to maintain a high level of hygiene in site toilets and to ensure that staff using them can maintain a 2m social distance

Showers

- Principle Contractors are to ensure that suitable arrangements in place to maintain a high level of hygiene in site showers and to ensure that staff using them can maintain a 2m social distance



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Meetings:

- Do not organise any site face to face meetings unless absolutely necessary. Organise and participate in meetings using alternative technology such as Zoom, WhatsApp or Microsoft Teams
- Try to minimise face to face client communication by encouraging them to phone you or email you rather than face to face chats

Site Visitors:

- We fully discourage visitors to our sites and our offices during this crisis, unless the visit is absolutely crucial. We advise all meetings to take place via conference call, Zoom, Microsoft Teams, or similar avenue.
- If someone must visit the site or our offices, please ask them to fill out the questionnaire in the annex to this Instruction when they arrive. If it is a prearranged visit send the questionnaire to them by email
- If their answers to the 3 questions are “No” then the visit may proceed if it is absolutely necessary
- If they answer ‘Yes’ to one or more of the questions, then in line with the precautionary measures we have in place, please make alternative meeting arrangements via Skype Zoom, Microsoft Teams with your guest, or postpone the meeting until a 14-day period has elapsed.
- **For clarity, a visitor does not include site deliveries.**

TBT - TBT1197 Coronavirus - Covid19

- Frosts Supervisors are to deliver Frosts TBT1197 on Coronavirus - Covid19 regularly

Rubbish:

- Rubbish collection should increase, and bins are to be emptied regularly throughout and at the end of each day. All rubbish should be disposed of into black sacks and tied up and placed in skips.

Go Home:

- Remember, if you feel unwell or have any of the symptoms previously described, inform your Manager or Supervisor and then go home. Do not endanger your colleagues and other contractors or Clients by reporting to work or staying at work if you are unwell.

Emergency Response

- If staff feel unwell on-site with flu-like symptoms, they are to report it to their supervisor, manager, or the site first aider and must be put into an isolated area away from all other staff and sent home if they are well enough to travel. If staff are not well enough to travel home after being taken ill at work, then Site Supervisors or colleagues are to contact the emergency services (Ambulance) by dialling 999 and explain the situation. Until the ambulance arrives, unwell staff are to be placed in a comfortable position and monitored by the site first aider from a distance. If a life threatening situation arises the First Aider may need to breach the 2m social distancing rule to apply life saving treatment. First aiders administering first aid are to wear gloves, wash their hand properly after administering first aid and enter the incident in the accident book also detailing that they may have been inadvertently exposed to Covid19
- Once unwell staff have left the site the area is to be quarantined until it has been thoroughly sanitised using antibacterial wipes/spray



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Complacency:

- The above procedures will only keep everybody safe if we all play our part and follow them. If you are complacent and do not follow this guidance you are not only endangering yourself, your family but you are also endangering your Colleges and our Clients
- If you are on any Frosts or our Clients sites where you do not feel that adequate procedures are in place as outlined above, please contact the SHEQ Director or the Operations Manager at Frosts immediately

Phase 3 - Lockdown

- Frosts hope is that this situation does not arise, however, should the Government announce a “Total Lockdown situation” where no one is at work, and we are all instructed to remain at home then we will notify our staff by email or WhatsApp and keep in touch by the company WhatsApp group until the Lockdown is over

Phase 4 - Return to work - All Clear

- Hopefully, a directive from the Government for all workers to return to work will not be far away. Further information on this process shall be released by Frost when this phase is initiated by the Government. On return to work all precautions for site detailed in this Work Instruction will remain in place until we are notified by the government that it is safe to revert to normal work procedures and activities

Furlough Arrangements

- The Managing Director (Ken White) will continually deal with the Furlough arrangements and will keep staff informed by separate correspondence

Situation Changes and Further Information

- Should the above situation change significantly, then this instruction will be reviewed, amended accordingly, and redistributed as necessary. However, should minor changes to the situation occur (which is happening almost daily at the moment) but the inference of this instruction still be correct then this instruction will not be amended

Risk Assessment

- A Frosts Coronavirus Covid 19 Specific Risk Assessment (RAI147) will be released under separate correspondence

Signed:

Name: Ken White
Position: Managing Director

Reviewed Date 09 Apr 2020



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Questionnaire

The health and wellbeing of our employees and visitors is our highest priority. As a result of the Coronavirus outbreak, we are applying some additional precautionary processes and hygiene measures to safeguard visitors to our sites and our employees. We would be grateful if you could assist us with these measures by answering the questions below and adhering to the additional hygiene processes we have in place on-site.

Q1 - Have you, or anyone you live with, visited any of the following countries/areas in the last 14 days?

- Mainland China, including Hong Kong and Macau,
- Iran
- Italy
- South Korea
- Japan

Yes or NO - Please circle your answer

Q2 - Have you, or anyone you live with, visited any of the following countries/areas in the last 14 days AND are experiencing symptoms (dry cough, fever, sore throat, shortness of breath, lethargy)?

- Cambodia.
- Laos.
- Malaysia.
- Myanmar.
- Singapore.
- Taiwan.
- Thailand.
- Vietnam.

Yes or NO

Yes or NO - Please circle your answer

Q3 - Are you or any members of your family or persons you live with or work colleagues experiencing symptoms (dry cough, fever, sore throat, shortness of breath, lethargy)?

Yes, or NO - Please circle your answer.