



**WI-028 - Work Instruction – Coronavirus Covid 19 - Updated Sep 20  
(Also see Frosts Coronavirus Covid 19 Risk Assessment RAI147and TBT 197)**

**The Current Situation:**

COVID-19 is a global pandemic. As a group, coronaviruses are common across the world. COVID-19 is a new strain of coronavirus first identified in Wuhan City, China in January 2020.

The incubation period of COVID-19 is between 2 to 14 days. This means that if a person remains well 14 days after contact with someone with confirmed coronavirus, they have not been infected. There have been many thousands of cases around the world from mild flu like symptoms to severe breathing difficulties and death

**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 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
- a loss of taste or smell

Generally, these infections can cause more severe symptoms in people with weakened immune systems, older people, and those with long-term conditions like diabetes, high BMI, cancer and chronic lung disease.

**How COVID-19 is spread**

From what we know about other coronaviruses, spread of COVID-19 is most likely to happen when there is close contact (within 2 meters or less) with an infected person. It is likely that the risk increases the longer someone has close contact with an infected person.

Respiratory secretions produced when an infected person coughs or sneezes containing the virus are most likely to be the main means of transmission.

There are 2 main routes by which people can spread COVID-19:

- infection can be spread to people who are nearby (within 2 meters) or possibly could be inhaled into the lungs.
- it is also possible that someone may become infected by touching a surface, object or the hand of an infected person that has been contaminated with respiratory secretions and then touching their own mouth, nose, or eyes (such as touching door knob or shaking hands then touching own face)

**Site RAMS**

Where required, 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

**Cooperation**

As a result of the Coronavirus outbreak in Mar/Apr 2020, we are applying the following Work Instruction to safeguard our staff, clients and members of the public. 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.



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**Current UK Government Advice:**

- Observe the latest guidance on the GOV.UK, NHS and PHE Websites
- Stay 2m away from other people or 1m apart with additional controls
- Wear a face covering in enclosed spaces such as shops and public transport
- 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 on self-isolation requirements)
- Observe the latest guidance on “Support Bubbles”, Rule of 6, Etc
- Observe any local restriction zones
- Observe self-isolation requirements “where required” when returning from overseas travel
- Every citizen must comply with these new measures. The relevant authorities, including the Police, have been given the powers to enforce them - including through fines and dispersing gatherings.
- Public Health England (PHE) also recommends that the following general cold and flu precautions are taken to help prevent people from catching and spreading COVID-19:
  - cover your mouth and nose with a tissue (not your hands) when you cough or sneeze
  - put used tissues in the bin straight away
  - wash your hands properly with soap and water often - use hand sanitiser gel if soap and water are not available
  - avoid any close contact with people who are unwell
  - clean and disinfect frequently touched objects and surfaces
  - do not touch your eyes, nose or mouth if your hands are not clean
  - If you are worried about symptoms, please call NHS 111. Do not go directly to your GP or other healthcare environment.

**Historical Info - Initial Response - Office Staff - Mar 2020:**

- 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. These staff are on their normal email addresses. ▫

**Historical Info - Initial Response - Site Staff - Mar & Apr 2020:**

- 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 Governments 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



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**Who Should not return to work**

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 and testing
- 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.
- Have been told to do so by Track & Trace

**If you have coronavirus symptoms:**

- Do not go to a GP surgery, pharmacy or hospital
- Book a Covid test through the NHS
- Inform track and Trace
- Inform your employer
- 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
- 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

**DON'T FORGET YOU MUST NOTIFY THE FROSTS SPOC (SINGAL POINT OF CONTACT) DAVID PERRY AND THE OPERATIONS MANAGER BY PHONE, TEXT OR EMAIL IF YOU ARE SICK OR AT HOME SELF ISOLATING WITH COVID 19**

**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 - Wherever possible, 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). Book a test through the NHS Website. If you test positive - Do not return to work until you feel better and have completed at least 10 days isolation from the onset of symptoms



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**Frosts Action Plan - Phase 2 -Return to work**

**Office Staff:**

- Non-Essential Office Staff or Vulnerable Staff will continue to work from home where possible
- Essential Office Staff will work from Frosts Main Office at Liscombe Park or on Sites where we are Landscaping but will abide by the Control and Mitigation Measures detailed in our Corona Virus Risk Assessment RAI147, TBT on Corona Virus TBT1197 and this Work Instruction

**Site Staff:**

- Where sites are 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

**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. 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.
- If a task is an operational necessity then a 1m social distance can be acceptable, however it is imperative that Operations/Contracts Managers are to use staff from the same Cohort team that Travel together and work together to complete the task. This task must then be completed safely but as quickly as possible, in a well-ventilated area and where possible staff are to work besides each other rather than facing each other. If the area is not well-ventilated staff are to wear face coverings. Staff are to ensure that they wash their hand thoroughly before and after the task

**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-in burse 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 possible Frosts will try to maintain a 1 man 1 van principle of operations, however this is unlikely to prove practical and therefor Frosts will limit those staff traveling in vans to
  - A maximum of Two men can travel in a 3-seater Van
  - A Maximum of 4 Men can travel in a 6-seater van
- Staff traveling together in vans must keep the window open to improve ventilation
- On arrival to site wash your hands
- Teams that travel together should work together wherever possible (Cohort).
- Cohort teams are to use the same vans and wwherever possible Frosts Operations and Contracts Managers must try not to mix Cohort teams or Vans



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- Cohort Team Supervisors are to ensure that the van is kept clean and that its interior cab and controls are regularly sanitized by wiping down with hand wipes or spraying with disinfectant and wiping down with paper towel
- FLC shall provide Van Teams with petty cash to get the vans valeted each month

**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.
- Staff are to ensure that they wash their hands after signing any paperwork that has been touched and signed by others even if they are in their cohort team

**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 placed in the trays in Frosts Stores or 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 by electronic means are to ensure that the information you are sending him is legible; otherwise, he will have difficulty in paying you the correct amounts.

**Breaks & Welfare Facilities:**

- To ensure 2m social distances are maintained staff are to stagger their breaks so that only one person or one cohort team is on break at a time□
- Personnel are not to sit in vans or canteens or welfare facilities in a group other than in their cohort while having their break□
- Staff should bring packed lunch and your own hot or cold drinks to site and avoid going to local shops and garages for food and provisions
- Supervisors and Managers are to ensure that rest areas, tables, etc. are wiped down using antibacterial wipes by each person/team that has used the facility before the next person/team uses it□
- Try to avoid any busy site canteens; however, these facilities should be 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, soap, 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 or one cohort is using it at a time. If necessary, Contracts Managers must order additional welfare units on site if adequate Covid 19 distancing and segregation is not proving possible



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### Toilets

- Staff must play their part and 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
- Records of daily cleans are to be recorded
- 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

### 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, email you, WhatsApp call you rather than having face to face chats
- Should meetings have to take place face to face, limit the number of participants, space the chairs, accordingly, ventilate the room, sanitize the room before and after the meeting and ensure staff wash hands before and after attending the meeting

### 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, pre-arrange it and send them the questionnaire in the Annex to this Work Instruction 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.



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**Go Home:**

- Remember, if you feel unwell or have any of the symptoms previously described, inform Frosts SPOC (Single Point of Contact) who is F Perry in the SHEQ Department, the Operations Manager and 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 with Covid like symptoms.▫

**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 an isolated area 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 lifesaving treatment. First aiders administering first aid are to wear gloves, face covering and ensure they 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

**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 SPOC/SHEQ Director or the Operations Manager at Frosts immediately

**Total Lockdown**

- Frosts hope is that this situation does not arise again, 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

**Partial Lockdown / Local Restrictions**

- A recent spike in Covid 19 cases in the UK has led to Partial Lockdown / Local Restrictions in some areas particularly in the North off England. The Operations Manager, Contracts Manager and SHEQ Team must ensure that we comply with any Government, PHE or NHS requirement for any sites that are within or near to any areas, towns, etc that have Partial Lockdown / Local Restrictions in place



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**Higher Risk Groups**

- Higher Risk Groups have been informed by TBT I197 that they are higher risk and that it is paramount that they and their supervisors follow Government Guidance and the Guidance detailed in Frosts TBT I197, Risk Assessment RAI147 and Work Instruction WI-28
- The Operations Manager and Contracts Managers shall consider the Higher Risk Groups when allocating tasks, sites and Cohort Teams and try to keep these staff away from particularly busy sites and tasks where a 2m social distance cannot be maintained
- Higher Risk Groups include:
  - Those personnel with a preexisting medical condition that have been notified as being vulnerable
  - Older Males, particularly those that have a high Body Mass Index (BMI)
  - A Health Condition such as diabetes
  - Are from Black, Asian or a Minority Ethnic Background

**Hand Tools and Machinery Use**

- Cohort teams are to use the teams own hand tools held in their vans. Tools are not to be swapped between teams. If the swapping of hand tools is absolutely necessary, the tools are to be sanitized before they are swapped between teams
- Operations Manager, Contracts Managers and Machinery Operators will try to ensure that machinery is only used by the same operator. If a swap of operator is absolutely necessary between machines, the machine cab and controls are to be sanitized by the operator before they are swapped between teams

**Liscombe Central Frosts Office**

- Currently Liscombe Park Frosts Office number shall be restricted to 12-14 staff maximum with non-essential office staff still working from home either part or full time
- The T bar / kitchen area shall be restricted to a maximum of 2 staff at any one time
- The Meeting Room number shall be restricted to a maximum of 6 staff, however, wherever possible all meetings are to take place on Zoom/Teams
- Where possible office staff shall be positioned on desks to create a social distance of approximately 2m apart and are generally sat diagonally opposite each other. Where staff are sat closer together (Estimating Department) a portable screen will be positioned between staff
- A 1-way system shall be set up on the office entry/exit point doors
- It is not practical to have a one-way system in the corridor to the kitchen and toilets, so staff have been advised to time visits to the kitchen and toilets so that they are not encountering other staff using the facility
- For the time being Frosts Operatives are to be discouraged from coming into the office other than for critical issues or supplies
- Covid 19 Posters, Increased Hygiene Posters and SPOC Posters are displayed in prominent positions around the office and stores
- Frost have increased office ventilation by keeping windows open
- Hand sanitizing units have been set up throughout the office
- Track and Trace has been set up at the office entry point
- There shall be no sharing of workstations/IT
- The office cleaner has been instructed to pay particular attention to sanitizing desks, printers/scanners, the kitchen and toilets more thoroughly rather than concentrating efforts on hoovering and dusting



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**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 is still correct then this instruction will not be amended and information shall be communicated by Email, Text, Phone call or by placing information on Frosts WhatsApp Group

**Risk Assessment**

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

Signed:

A handwritten signature in black ink, appearing to read 'Ken White'.

Name: Ken White  
Position: Managing Director

Reviewed Date 16 Sep 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 or been abroad in the last 14 days?

- Mainland China, including Hong Kong and Macau,
- Iran
- European Union
- South Korea
- Japan
- Cambodia.
- Laos.
- Malaysia.
- Myanmar.
- Singapore.
- Taiwan.
- Thailand.
- Vietnam.

**Yes or NO - Please circle your answer**

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

**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. □**