



IMPORTANT MESSAGE TO ALL OUR CUSTOMERS

All of us at Stephen Charles Landscapes are committed to looking out for the safety of our customers as well as our operatives. As we are within Category 4, our work can continue safely after our risk assessments as long as our clients do not contact us in any form in person, only by telephone or email, as it cannot be done otherwise. We will not be able to attend properties where we have to go through the house.

What we are doing:

We are operating three teams, two garden maintenance and one landscaping. Teams of two will be set, although our landscaping team will operate in a team of 3 (they belong to one household, so this is within the rules set out) and we will be having staggered start times. Our operatives will be signing in and out via their individual mobile phones and taking photographs as usual. All the tools will be thoroughly cleaned after each job and the operatives themselves will be applying a much higher cleaning programme than usual.

We ask you please to not have any contact with our operatives, e.g. no offers of cups of tea etc. because if you do, they will have to leave immediately. Please email us with any requests at: **info@stephencharleslandscapes.co.uk**.

We will, of course, be trying to finish all landscaping jobs for as long as our suppliers remain open.

We will continually reassess our position in line with Official Government advice, but for now we work outside and there is a low risk of spread with what we have in place. We have isolated those who have any symptoms of anything at all, and those in high risk categories (office workers) or who have children (office workers only) will be working from home. We thank you for your support in helping to keep all of us safe.

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### ***April 2020 Update***

#### **LATEST INFORMATION FROM HM GOVERNMENT MAINTAINING SOCIAL DISTANCING IN OUTDOOR BUSINESSES**

The Government has issued an update on how to manage social distancing in the outdoor workplace to facilitate us to keep working in the current environment, and I have copied the specific extract below:

##### ***Outdoor businesses***

*This applies to businesses situated outdoors – market stalls, farms, quarries, commercial forests or other outdoor businesses - where it is not possible for workers to observe social distancing guidelines at all times.*

*Where it is not possible to follow the social distancing guidelines in full in relation to a particular activity, you should consider whether that activity needs to continue for the business to continue to operate, and, if so, take all the mitigating actions possible to reduce the risk of transmission between staff.*

*If a 2 metre distance cannot be maintained, staff should work side by side or facing away from each other, rather than face to face if possible.*

*You should communicate to all staff that they should wash their hands with soap and water for 20 seconds or more and more frequently than normal.*

*If workers have to share enclosed spaces such as the cabs of vehicles, they should keep the window open for ventilation and they should be careful to avoid touching their face at all times. On leaving the enclosed space, they should wash their hands with soap and water for 20 seconds or more or use hand sanitiser when they cannot wash their hands.*

*If customer-facing, you should consider how you can safely sell your products or services without encouraging crowds and ensure hygiene measures are in place. This could be done by taking orders online or by telephone in advance and pre-packing orders to limit face-to-face time, or considering delivery services if possible. When interacting with customers, you should maintain a 2 metre distance as much as possible.*

*To protect your staff, you should remind colleagues daily to only come into work if they are well and no one in their household is self-isolating.*

(Please click **[here](#)** to read the full document.)

The HSE are encouraging businesses, other than those the Government has specifically instructed to close, to remain open and adapt their working practices to reduce the risk of passing on the virus.

If you have any queries or concerns, please don't hesitate to give us a call: **020 3897 8422**.