



COVID-19 Actions for Owners, Superintendents and Managers—Service Work

As the number of infected people increases throughout the U.S. and world, it is important you find ways to prepare your company for changes in the way work is normally performed.

Background

The Coronavirus Disease 2019 (COVID-19) is a respiratory disease that was established as a pandemic in March 2020. It has affected all aspects of daily life, including travel, trade, tourism, food supplies and financial markets.

Consider the following guidance about how to manage service technicians during this time.

Social Distancing

Social distancing can help stop the spread of COVID-19. Health and government officials recommend avoiding large gatherings with more than 10 people and maintaining 6 feet of space between other people. This reduces the chance of contact with those who knowingly or unknowingly carry the virus. If employees exhibit symptoms of COVID-19, they should not report to work.

Consider taking workers' temperatures when they report to work. This is temporarily permitted during the crisis per supplemental emergency government rules.

Consider using crews with the same workers. Crew consistency can help minimize virus spread. New federal guidelines suggest in addition to social distancing, workers should wear nonsurgical cloth face coverings to minimize the unintentional spread of the virus.

Sequencing

Roofing generally is considered an essential job at this time. Sequencing work is a way to maintain or create social distancing. Consider the following:

- Staggering crews' arrival and departure times to and from the yard to minimize interaction to fewer than 10 people.
- Sequencing arrival at and departures from job sites to avoid gatherings at access points.
- Brainstorming to rethink installation of roof system or repair work protocols to accommodate social distancing and other virus-prevention work practices, such as hand washing and/or sanitizing. Refer to NRCA's Toolbox Talk: Coronavirus Disease 2019 (COVID-19) Awareness.
- Sequencing work to use only necessary workers during specific tasks.

Communication

Communication is key between you and your customers. Some ways to maintaining open communication include:

- Informing customers that in-person communication between them and your company's workers increases the possibility of spreading the virus and will be kept to a minimum.
- Establishing an electronic communication protocol among your customers, your office and the job-site foreman and/or crew leader to eliminate in-person contact.
- Considering prioritizing projects according to roof system condition and building use; for example, those where securing the health and/or safety of a building's occupants is most in need.

Transportation

Typically, service technicians are transported together in a vehicle. But to practice social distancing, consider the following:

- Staggering worker shifts to eliminate groups gathering at the yard or job sites.
- Having workers meet at job sites in their own vehicles.
- Limiting company vehicle use to one driver.
- Cleaning and disinfect surfaces of vehicles before and after use.
- If necessary, considering social distancing when there are multiple passengers in a vehicle and wear masks during transport.
- If necessary, increasing the number of trips so there are no more than two riders per trip.

Site Access

With site access being limited, workers' access likely will be restricted by building owners. It is a good idea to discuss ways to increase social distancing with building owners before arriving at job sites. You'll need to determine which of the following is best:

- Exterior access
 - Ladders
 - Scaffold
 - Aerial lifts
- Interior access
 - Dedicated entry point
 - Dedicated elevator—and restrict passenger numbers based on elevator size
 - Dedicated stairwell
 - Dedicated hallway

Tools and Equipment

Tools and equipment are essential to roofing. As much as possible, limit tool use among workers and only allow sharing when necessary. Consider the following:

- Bringing only essential tools to job sites.
- Instructing workers to lock tools up or keep tools in their toolbelts to maintain individual use.
- When possible, wearing protective gloves while using tools. (Follow all recommended manufacturer requirements for personal protective equipment.)
- Cleaning or disinfecting tools before and after use.

Payment

Communicate to customers your company is only accepting noncontact payment methods. Do not allow in-person payments that require touching of cash, checks or any type of cards.

Billing and payments should be performed electronically between customer and office personnel, not with on-site personnel.

Have customers submit payments electronically at the time of service.