

Operating your business at Level 2

guidelines for hospitality businesses

The following information is intended to provide guidance for hospitality businesses, as New Zealand moves into Alert Level 2.

This information may be subject to change and further information will be provided as it becomes available

The Industry Associations have worked with the Government to finalise guidance for Level 2.

The Industry Association's health & safety guidance is available and in all cases refer to Worksafe for additional health & guidance and Ministry of Health and MPI guidelines for safe food practices and food safety.



WorkSafe has assessed this guidance to ensure it covers the key matters that WorkSafe expects to see in information about managing COVID-19 risks in the workplace. However, WorkSafe has not assessed in-depth the adequacy of the guidance given.

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Alert Level 2 additional initial measures.

From 14th - 21st May 2020, initial measures put in place include:

- Hospitality venues can only serve customers if they are there to dine. The Government have likened this interim situation to be somewhat like trading on ANZAC Day (without the 1pm start limitation). For clarification:

In general, ANZAC Day is a restricted trading day for some businesses as it relates to the sale of alcohol and there are some restrictions. For restaurants, cafes and other 'eat in' food businesses with liquor licences your regular trading is usually unaffected, however after the Government announcement today, there are now "Anzac style" restrictions that overlay the operations of all restaurants, cafes and pubs.

Essentially as long as your customers are "on your premises for the purposes of dining" you are free to provide them with a drink to accompany their meal. The general rule to be noted here is that alcohol that is purchased must be consumed while dining, or finished shortly after dining is completed (within an hour according to the Act). While there is no strict definition on what constitutes "dining", it would generally be considered that this would need to be a meal and not simply some snack food.

- Customer groups should be no more than 10 people. A customer group cannot make 3 bookings of 10 as an example; the 10 people limit is to limit mingling between groups of more than 10, when it would be more difficult to manage physical distancing requirements.
- Best efforts should be made to limit customers dining in to durations of approximately 2 hours.

From 21st May 2020

- Bars will be able to open on 21st May, 2020 without the requirement for customers to be on their premises for the purpose of dining. This will be reviewed before 21st May.

From 29th May 2020

- The initial measures put in place will be reviewed on 29th May 2020.

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Operating your business at Level 2

Section 1: General Principles

Section 1 – General Principles

Alert Level 2 – Reduce

The disease is contained, but the risk of community transmission remains.

Risk assessment

- Household transmission could be occurring.
- Single or isolated cluster outbreaks.

Range of measures

- Public venues can open but must comply with public health measures.
- Venues should not have more than 100 people in total – this excludes staff.
- Physical distancing of two metres from people you don't know when out in public is recommended, with one metre physical distancing in controlled environments like restaurants, cafes, takeaways, bars or workplaces, unless other measures are in place.
- Businesses can open to the public but must follow public health guidance including in relation to physical distancing and contact tracing. Alternative ways of working encouraged where possible (e.g. remote working, shift-based working, physical distancing, staggering meal breaks, flexible leave).
- People can reconnect with friends and family, go shopping, or travel domestically, but should follow public health guidance.
- Sport and recreation activities are allowed, subject to conditions on gatherings, contact tracing, and – where practical – physical distancing.
- Health and disability care services operate as normally as possible.
- It is safe to send your children to schools, early learning services and tertiary education. There will be appropriate measures in place.
- People at higher-risk of severe illness from COVID-19 (e.g. those with underlying medical conditions, especially if not well-controlled, and seniors) are encouraged to take additional precautions when leaving home. They may work, if they agree with their employer that they can do so safely.

The Golden Rules for Hospitality operation at Alert Level 2 - The three “S’s”:

1. **Seated:** Unless someone is in your venue for takeaway ordering / pickup, everyone in your venue should be seated when dining. Customers should only be on the premises for the purposes of dining.
2. **Separated:** Physical distancing of 1 metre must be maintained in a controlled environment, like a restaurant, café, takeaway, or bar. The layout of the premises will need to be configured to maintain the distancing between tables and/or between groups.
3. **Single Server:** Only one staff member should be providing the service to all customers in a zone, if possible – that staff member will be the seater, order taker, food and beverage runner. Staff should be allocated to zones/ sections within the premises. A server can have more than one table, but each table should only have one server. If it is not possible to use a single server, you will need to address how you will manage this risk in another way.

Alert Level 2 - phase one - from 14th - 21st May

Initial measures put in place include:

- Customers must be on your premises for the purposes of dining.
- Customer groups should be no more than 10 people. The 10 people limit is to limit mingling between groups of more than 10, when it would be more difficult to manage physical distancing requirements. Therefore, a customer group cannot make 3 bookings of 10 as an example.
- Best efforts should be made to limit customers dining in to duration of approximately 2 hours.

Others:

4. **Table Service:** Table service needs to be provided to customers dining at the premises, if possible. Operations that use counter service (ordering / pickup / payment) must have measures in place to manage physical distancing between groups of customers at all times).
5. **Contact tracing registers must be in place** - this includes collecting information for all customers, staff, and suppliers.
6. **Groups of customers** (ie: those in one booking, or people who arrive together) can be treated as one “group” and seated together at the same table. Measures in place from 14th - 21st May are that a group can be no more than 10 people and the duration of the dining should be approximately two hours long.
7. **Communal amenities** (such as water stations) are not permitted, these must be provided via table service.
8. **No buffet dining services** - service must be a la carte at all times (eg Breakfast bar/buffet are not allowed).
9. **Queue management** must be considered and at all times adhere to physical distancing of 1 metre in a controlled environment, and further if possible.
10. **Gatherings (indoor and outdoor)** are limited to 100 people maximum per venue. (excluding staff). However, physical distancing requirements might require limiting the number of people to fewer than 100.
11. **The Sale and Supply of Alcohol Act 2012** requirements must continue to be adhered to at all times.

Businesses can only open if they can operate safely and maintain the requirements of operating.

Expectations of our Industry - Leadership and Engagement

Restaurant Association guidelines for operating at Level 2

Please note that this guideline may be updated if required. Please check the version number and date.

Leadership

The expectations of customers, the community, staff, and regulators is that workplaces will meet the highest possible standards and that managers, supervisors, and individual staff actively manage adherence to the safety measures and expectations. It is expected that all involved demonstrate leadership and appropriate self-supervision to ensure that these standards are met and that they are looking out for the health and safety of their colleagues and community while at work.

Engagement

Generally, you will develop more effective plans and practices that staff will follow if you involve your people in their development. This is also likely to give your people more confidence that they will be safe at work, and are doing their bit to keep their communities safe. Workplaces must engage with employees (as individuals or representatives) in any decision making for changes to work practices. Any staff consultation and/or feedback should be an ongoing process so that workplaces are able to improve practices and learn lessons to continuously improve management and safety.

Operating your business at Level 2

**Section 2: What to consider
before you open at Alert
Level 2**

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The following list outlines some of the considerations to step you through the process of trading under Alert Level 2. Further guidance is provided throughout this guide.

1. Consider the **health & safety obligations** for your workplace, including the requirement to consult with workers and prepare a Covid-19 Safety Plan for Alert Level 2 (see Health & Safety section).
 2. Consider your **rostering** and any requirements to reorganise the kitchen layout and service areas to manage **physical distancing between staff**. It is recommended that where possible a distance of 1 metre (or more if possible) between staff is maintained. If it is not possible to maintain the required physical distance, you will need to address how you will manage the risk in another way.
 3. Would using a **reservation system** help manage customer limits and physical distancing requirements? Ensure you communicate to customers, if you do take reservations. Do you need to employ additional security and use “clickers” or some other method? How will you double check head counts regularly and record this? (See Gathering Limits section below)
 4. Consider your **menu**. If you added takeaway / delivery to your business for the first time at Level 3 is it viable to continue these operations? How will you update the systems in place for these operations, now that customers are allowed to enter your premises. Consider opening with a smaller, focused dine-in menu.
 5. Review and update **cleaning schedules** and consider how you will record this is being done (see Cleaning section).
 6. How will you ensure that all staff are aware of, and trained in, all additional requirements of operating at Level 2 and are empowered to manage these? How will you keep records of this?
 7. How will you record **customer details**, and ensure that customers provide these before being served? (See Guest Register Section) What will you do, and who is responsible for safely dealing with any customers that refuse to comply?
 8. How will you regularly **review and assess your processes**?
-
9. Consider seating requirements and reorganise the **layout** of your dining areas. At Level 2, at least 1 metre distance is required between people and/or “groups” Depending on how your dining space layout can be rearranged, this may require a temporary 30-50% reduction in seats (see Physical Distancing Section).
 10. If you currently have **counter food service**, consider if you can change to table service, or if not, the measures you will need to implement to manage counter service safely and within requirements.

11. Consider having a **separate pick up** area in the business for takeaway pick-ups.
 12. How will you **zone your venue** to ensure that the service is manageable for a single server per table?
 13. If you have **outdoor** areas, how will you manage the indoor / outdoor access points and areas to ensure that people are seated. You will also need to consider managing gathering limits for the venue. From 14th – 21st May a limit of 100 people per venue applies, excluding staff (including indoor and outdoor spaces).
 14. Review **footpath outdoor seating areas** to ensure there is a 2-metre distance between seated customers and anyone walking down the footpath. Ministry of Health have also specified that where there is public thoroughfare, you will need to ensure a 2m gap between either back of occupied chair or table edge and the thoroughfare. You will also need to check with your Local Council to ensure you are abiding by any rules they have in place for footpath use.
 15. How will you manage queuing at **bathrooms** and ensure that they do not become crowded?
 16. Consider **payment** areas. These may need to be reconfigured to ensure groups of people are not queuing, or that other customers do not need to pass within 1 metre of people waiting to pay.
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17. How will you **communicate to, and educate, your customers** on the requirements of Alert Level 2? Consider your customer communications, update website and social platforms.
 18. What customer facing **signage** do you need, and where will you display it?
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19. Have the appropriate staff got the appropriate qualifications? For example:
 - o Duty Managers – need to have an LCQ qualification, hold a Managers Certificate, an appointment of Manager must have been made to the authorities, and be recorded in the Managers Register.
 - o Door Staff / Crowd Controllers – need to have a current Certificate of Approval, and this must be clearly displayed at all times while working.
 - o Temporary measures are available for both, provided all the criteria, requirements and notifications are met.

Operating your business at Level 2

Section 3: Health & Safety & Food Safety

Section 3: Health & Safety & Food Safety

Covid-19 Safety Plan – WorkSafe Requirements

You need to self-assess your ability to operate safely at Alert level 2. This includes thinking about how you're going to manage risks and protect workers and customers. You should document this thinking in a Covid-19 Safety Plan. If you have a Safety Plan in place from Level 3 operations this may need to be updated. You also need to discuss and share the plan with everyone at work – including workers, contractors, and suppliers.

The Alert Level 2 key controls for work and workplaces are to:

- keep people with COVID-19 symptoms off the premises
- maintain physical distancing
- enable good hygiene practices
- keep track of people who enter the premises.

The purpose of planning is to ensure:

- effective implementation of COVID-19 controls, and
- the health and safety of workers and other people isn't put at risk from changes that are made to work arrangements because of this pandemic.

As you're thinking about what working at Alert Level 2 means for how you operate, you need to consider how you'll implement these infection controls. Remember that you must continue to meet HSWA requirements as well as COVID-19 public health requirements.

It's important that you discuss your approach to operating safely at Alert Level 2 with your workers and their representatives. WorkSafe recommend you talk with workers about which controls you'll use at this level and how this may differ from what you did at Alert Level 3. This means your workers will understand how you intend to manage work safely and what they need to do to help. Think about what processes you might put in place to update and implement suggestions from workers and their representatives.

Covid-19 Safety Plan Content:

To ensure you are minimising the risk of COVID-19 appropriately, and that your business can continue to operate safely, you need to consider the following questions. Your plan is a record of how you will achieve this.

Note: the questions and prompts are general and apply for all businesses. You may also need to consider other things depending on your circumstances and the nature of your business.

1. How will you manage the risks of restarting part or all of your operations at Alert Level 2?

Key things to consider include:

- Will you have the right people with the right skills to operate safely? This could be affected by having some workers unavailable to work or needing to use different team rostering arrangements.
- Will you need to clean or ensure appropriate hygiene arrangements before occupying work spaces?
- Will there be maintenance required for machinery and tools that haven't been used for weeks? For example, vehicles' warrants of fitness may have expired, or equipment may require a new compliance certificate or servicing.
- When did you last have your ventilation system or air-conditioning checked? Are you confident that it is working efficiently? Now is a good time to schedule cleaning and maintenance.
- What else needs to be done at work before you can safely restart all or part of your operations?

You might not identify anything that needs to be addressed, but it's important your workers can see that you've thought this through. Talk about it with them – they may think of something you've overlooked.

2. How will you ensure all workers are able to keep themselves safe from exposure to COVID-19?

- Your workers will be able to suggest effective ways to share information with them. This is particularly important if you have workers for whom English isn't their first language.

3. How will you gather information on your workers' wellness to ensure they are safe and well to work?

At Alert Level 2 you still need to be vigilant about the possibility of COVID-19 transmission at work. You continue to need to ensure workers who are unwell or suffering symptoms consistent with COVID-19 don't come into contact with other workers or customers/clients. If workers have COVID-like symptoms, they shouldn't come back to work until they have either recovered or have been tested and cleared from having COVID-19 and are no longer symptomatic.

The symptoms are:

- a new or worsening cough
- a high temperature (at least 38°C)
- shortness of breath
- sore throat
- sneezing and runny nose
- temporary loss of smell.

Check in regularly with workers to ensure they're well. You could supplement this with a system that provides a self-symptom check for workers and other people before they enter the workplace. Your system needs to ensure that other people who don't routinely work there are also screened. WorkSafe recommends daily checks.

4. How will you operate your business in a way that keeps workers and others safe from exposure to COVID-19?

At Alert Level 2 PCBU's should continue to manage the risks of COVID-19 transmission at work by:

- keeping people with COVID-19 symptoms off the premises
- maintaining physical distancing
- enabling good hygiene practices
- keeping track of people who enter the premises.

5. How will you manage an exposure or suspected exposure to COVID-19?

6. How will you check to see if your work processes and risk controls are effective?

7. How do any changes impact on the risks of the work you do?

More information and guidance on helping to answer the above questions, and a [WorkSafe Template Covid-19 Safety Plan template can be found here](#).

Food Safety

MPI: Guidance for running a food business during COVID-19

Currently there is no evidence to support transmission of COVID-19 associated with food. It may be possible that a person can get COVID-19 by touching a surface or object that has the virus on it and then touching their own mouth, nose, or possibly their eyes, but this is not thought to be the main way the virus spreads.

It is possible that infected food handlers could introduce the virus to the food they are in contact with by coughing and sneezing, or through hand contact. However, this is unlikely to occur if food handlers in food businesses follow standard, good hygiene practices, described below, that reduce the risk of transmission of most foodborne illnesses.

As a food business, good hygiene practices are a part of your business as usual. These usual practices should be maintained, but additional measures will need to be adopted to ensure you're protecting yourselves, your staff and your customers during these extraordinary times.

These practices include:

- proper hand hygiene
- safe food practices
- cough/cold hygiene practices
- avoiding close contact, when possible, with anyone showing symptoms of respiratory illness such as coughing and sneezing.

Food handlers must wash hands (even if they have no disease symptoms):

- before starting work
- before handling cooked or ready-to-eat food
- after handling or preparing raw food
- after handling waste
- after cleaning duties
- after using the toilet
- after blowing their nose, sneezing or coughing
- after eating, drinking, or smoking
- after handling money.

Ensure these steps are followed to maximise safety in the workplace:

- Ensure clean uniforms are worn, put on at work and changed before traveling home etc.. Must be washed every shift.
- Ensure gloves, *where appropriate*, are used for food safety. (Specify staff to be task-specific when preparing ready-to-eat foods with gloves to reduce the need for changing gloves when tasks change. However, gloves will still need to be changed regularly and hands must be washed between glove changes and when they are removed. Gloves allow bacteria to build up on the surface of hands, so handwashing is important when they are removed to avoid contamination of food.
- It is strongly recommended that hats are worn and beard masks, where appropriate, to avoid cross contamination.
- Identify backup sources or modify menus if ingredients and food supplies are not available.
- Appropriate hygiene and sanitation protocols should be implemented for all reusable containers.
- Ensure appropriate hygiene practices are upheld in regard to packaging. This could include only using single use containers for meal and beverage orders once, and packaging meals in paper delivery bags to ensure no direct contact.
- Check your food safety equipment
- Purchase batteries and spare thermometers and test strips.
- Make sure your first aid kits are stocked.

IMPORTANT: Maintaining physical distancing in the absence of effective hygiene practices may not prevent the spread of COVID-19. Food operations should be vigilant in their hygiene practices, including frequent and proper hand-washing and routine cleaning of all surfaces.

Re-opening or making changes to a food business in Alert Level 2

There are requirements food businesses must follow to ensure their food is safe for consumers. New Zealand Food Safety has developed easy ways for businesses to meet these requirements so they can get up and running under Alert Level 2, including making changes to the way they operate.

NZFS understand that some food businesses have faced significant challenges under the COVID-19 restrictions. In recognition of this, New Zealand Food Safety has waived the fees that would normally apply to registering a change in scope to your operation. This covers food businesses operating under the Food Act 2014 and the Animal Products Act 1999.

NZFS have waived charges for the required Scope Change Check for food businesses who want to expand their business into making packaged chilled or frozen food for retail sale.

Alert Level 2 - COVID-19

Ongoing registration and verification of Food Control Plans, National Programmes, and Risk Management Programme (RMPs) are still required. Evaluation of RMPs will also go ahead.

Safe practice

No registration or verification of a Safe Practice Plan is required under Alert Level 2. Businesses must take measures to allow contact tracing and maintain appropriate physical distancing. This includes keeping track of all people (staff and customers) on workplaces.

Making changes to a Food Act business

The following steps are for businesses which operate under the Food Act 2014 and are wanting to add delivery, transport, breaking bulk food into smaller packaging and making chilled/ frozen food.

1. Check your existing Food Control Plan or National Programme to see if you already have all the required food cards ("Transporting food" and/or "Packaging") for your change of scope. If you do, you are all set, just make sure you follow your COVID-19 safe practice plan.
 - o Food Control Plan
 - o National Programme
2. Download the relevant cards for your change of scope and attach these to your plan or programme. This material has been pre-evaluated and does not require further evaluation.
 - o Selling takeaway food
 - o Delivering/transporting food

- o Meal kits and breaking bulk food into smaller packaging for retail
 - o Making chilled / frozen prepared food
 - o Making jams, sauces, and chutneys
3. Let your Registration Authority (New Zealand Food Safety or your local council) know, by email or phone, that you want to add the operation to your scope.
 4. Complete the Re-opening a Food Business Checklist if you haven't already opened at Level 3.

Re-opening a Food Business Checklist

5. Start following the additional requirements within your business operation.
6. Once the COVID-19 restrictions are lifted, you will need to formally advise MPI Approvals if you want to continue with the additional or changed operations.

For food businesses that want to expand their business into making prepared chilled or frozen meals and food, New Zealand Food Safety has set up a Scope Change Check to ensure they are managing the associated food safety risks. The business will be contacted for an off-site interview with a food safety expert within seven (7) working days from when MPI receives the request from the business's Registration Authority. NZFS have waived the charge for the Scope Change Check.

Operating your business at Level 2

Section 4: Contact Tracing and customer register requirements

Section 4: Contact Tracing and customer register requirements

Under the COVID-19 guidelines, businesses operating under Alert Level 2 must record everyone who visits their workplace, and save their contact information.

The Ministry of Health or District Health Boards may contact a business if a person is diagnosed with COVID-19 and the business is a potential contact. They will ask for your register for the time that person visited. Contact tracing information will not be used for any other purpose.

Contact Tracing Register Details to collect:

- Date
- Time in and time out
- Full Name
- Phone
- Email address

Customer Register:

You must collect the details of every customer, including those that are only on the premises for takeaway pick up. Keep your register in a secure place for 2 months and after 2 months from the date of record, you must destroy the register.

The Associations recommend electronic contactless registers – the Restaurant Association and Hospitality New Zealand have explored a number of options for members, in order to remove the need for multi-contact point, paper based systems.

Pen and paper registers are permitted, but you will need to make sure your register is hygienic. Consider assigning an employee to complete the register for your customers, so only one person is touching the pen and paper. Or sanitise the pen after every use and ask users to sanitise hands before and after writing their details. Please also be aware of privacy issues and ensure the register meets these requirements.

How you manage the customer register will depend on the system you choose for your business, however, some overarching principles apply:

- All staff should be fully trained in the registration system, and your procedures for guest requirements to complete it.
- Customer registration details should be made a condition of entry as it is a Ministry of Health requirement.
- No guest should be able to be served, or remain on the premises unless they have completed the register. What will you do, and who is responsible, for safely dealing with any customers that refuse to comply?
- Consider how you will keep the information secure, maintaining your customers and other visitors privacy.

If you are using a manual register make sure the information isn't lying around unattended and consider who has access to the information collected. This must be stored securely.

- For larger parties (ie: group dinner or function) each member of the group needs to provide their own contact details.
- Customer-facing signage explaining the customer register process should be clearly visible.
- Consider having staff place a name on the table in the P.O.S system/ on the docket as well as a table number where applicable to aid with contact tracing should it be necessary.

Operating your business at Level 2

Section 5: Managing orders and payments

Section 5: Managing orders and payments

At Level 2 it has been proposed that customers should be seated when on your premises for dining in, including in bar environments. Additionally, from 14th – 21st May, customers must only be on your premises for the purposes of dining. Customer groups must be no more than 10 people and the duration of their dining should be approximately 2 hours.

Customers at your premises will have to place orders at the table where possible. If your business does not currently offer table service, consider if it is possible to change your operating model to accommodate this at Level 2. If table services is not possible for food focussed venues such as cafes, as the business uses counter service, measures must be put in place to minimise queues and maintain physical distancing between waiting customers. Please refer to the guidance in Section 5 and Section 6.

Continue to facilitate online or phone ordering if you can make this work for your business.

In bar environments, food and drinks should be ordered by table service and not from the counter area. From 14th – 21st May, customers can only be on your premises for the purposes of dining.

TABLE SERVICE

Customer ordering from the premises - at the table

- Customers at your premises place orders at the table.
- Tables should be assigned a single server; this means a single person that takes the food and drink orders, delivers the food, takes payment. Be sure to consider the layout of your premise and how this can be best managed.
- Food and beverage orders should be delivered to the table (by the same server), rather than picked up from the counter by the customer.
- You do not have to use disposable/single use menus, but you will need to ensure menus can be sanitised/disinfected and cleaned after every use.
- For customers dining on the premises, where possible we recommend taking payment from the table – this will minimise the risk of managing a large group of people queuing. Please let guests know that when they are going to be paying at a payment counter to have one person from the table come up to the counter. You could also have your server let them know when they can take their payment at the counter.

Customer ordering - Online or phone ordering

Similar to operating under Level 3, online and phone ordering options can be made available to customers.

The customer orders online or via an app using the venue's online ordering system, or, views the menu online and makes their order by phoning (or texting, if this is set up) the business.

COUNTER SERVICE

Customer ordering from the premises - counter

For all scenarios involving counter service:

The guidance given to the sector regarding 'small café's will be able to offer counter service' has enabled the development of the following counter service options for cafes, food trucks, takeaway businesses and food court kiosks. Please note that Public Health requirements stipulates that physical distancing and the three S's of service are required to be in place for all dining premises.

Physical distancing

- Measures must be put in place to minimise queues and maintain physical distancing between waiting customers.
- Customers waiting to order food at the counter must maintain a distance of 1 metre from each other and at least 1 metre from seated customers at all times. Use floor markings to assist customers to comply with physical distancing requirements and make regular announcements to remind customers of their requirements.
- Covid-19 safety plan should include information on how you will implement and manage customer physical distancing. Ensure all staff are aware of your policy and are empowered to manage as appropriate.
- Move tables and chairs at least 1 metre away from the bar/counter area(s) or from areas marked off for those waiting for takeaway pickup.
- To eliminate queuing it may be necessary to regulate entry so that the premises do not become overcrowded when people are waiting in line to order.

Hygiene

- Customers must have a barrier between them and the food (eg by a cabinet) and customers will not be able to access the food or select food for themselves (eg sushi self-serve). Food in cabinets etc will need to be selected by the server (customers says what they want).
- Add a hand sanitiser station near to the pick up areas, for customers to use.
- Regularly sanitise counter area and any surfaces that the customer may be able to touch while waiting to order, or waiting for their meal.
- Communicate the changes to your operation to your customers. Talk to your customers but also consider having appropriate customer-facing visible signs on social distancing guidance, and that customers also have responsibility for this.
- Payment is made at the counter at time of ordering. Measures must be in place to ensure that the payment process is hygienic and maintains physical distancing requirements between customer and staff member. Have

sanitiser available for customers and advise your staff on regularly washing and sanitising their hands and other shared surfaces (such as EFTPOS terminals).

- If it is not possible to have a separate pick up area, you will need to address how you will manage the risk in another way. For instance, customers returning to the counter to pick up their order would require a 1 metre distance between the counter (or customer queue) and 1 metre distance from the nearest seating to ensure the safe two-way passage of customers. This may be difficult to manage and you will need to ensure that you are not putting customers at risk. Consideration should be given to changing to a different counter service option as listed in this section.

Option 1. Counter service and “straight-through” pick up.

Customer orders from counter, waits to get their food and then sits down to eat (or leaves venue with takeaway food).

Additional measures from those listed above and in these guidelines:

- If possible, after ordering the customer moves to a separate pick up area for them to pick up their order. All requirements around physical distancing, queuing, as outlined above would be in place for separate pick up area. This pick up area should be at least 1 metre separated from any queue for counter ordering.

Option 2. Counter service, sit down and return

Customer orders from counter, customer sits down while order prepared and returns to the counter to pick up their order (maybe buzzer used to call them back to counter).

Additional measures from those listed above and in these guidelines:

- Business must consider how they let the customer know that their order is ready. In very small cafes, they may be able to call out the order, otherwise if using a buzzer or pager, this will need to be sanitised between every customer use.
- If possible, when returning to pick up their order the customer moves to a separate pick up area for them to pick up their order. All requirements around physical distancing, queuing, as outlined above would be in place for the separate pick up area. This pick up area should be at least 1 metre separated from any queue for counter ordering.
- If it is not possible to have a separate pick up area, you will need to address how you will manage the risk in another way, as outlined above. It may be difficult to manage an alternative option due to physical distancing requirements and you will need to ensure that you are not putting customers

at risk. Consideration should be given to changing to a different counter service option as listed in this section.

Option 3. Counter service and table service mix

Customer orders from counter, then sits down and meal is delivered to their table. Additional measures in place:

- A single server must be used for the delivery of food to the table.

Food Courts

- Food court operations can operate using the guidance above and following other guidance contained in this Level 2 Operating Guidelines for Hospitality Businesses. Each kiosk / operation located within a food court will need to have their own allocated table area.
- A customer register must be maintained, with customer information collected by the kiosk / operation that the food is purchased from.
- Further note on responsibility of common areas: The common seating area within the food court must be managed to a 100 pax maximum. The same physical distancing and hygiene measures must be applied to this common space. Consideration must also be made as to whether the overall responsibility sits with the mall operator/owner, or, whether each individual eatery should be allocated a set seating area, which then becomes their responsibility to manage with regards to physical distancing and hygiene.

Payment methods

To reduce any risk of transmission of the virus, when customers are ordering online or by phone, payment should also ideally be made online or by phone using cashless methods.

For customers dining on the premises, where possible we recommend taking payment from the table – this will minimise the risk of managing a large group of people queuing.

If payment is not collected online or by phone, payWave is recommended as the preferred payment option, as this maintains a contactless transaction. Physical distancing should be maintained between the customer and staff member taking the payment.

Systems to maintain physical distancing and good hygiene practices with all types of payment transactions should include:

- Consider timing of payment and managing payment areas to ensure customers are not queuing to pay and pick-up their food.

- Physical distancing markers to maintain 1 metre distancing requirements between your staff and customer
- Clear signage and instructions outlining that customers must wait at physical distancing markers before being called forward by your staff to pay.
- If cash is accepted (and should only be done so as a last resort to other payment methods) develop systems that limit the amount of handling time for your staff.
- Have sanitiser available for customers and advise your staff on regularly washing and sanitising their hands and other shared surfaces (such as EFTPOS terminals).
- Eftpos terminals should be sanitised after every transaction that has required the customer to touch the terminal.

For more tips on managing service please see the Association's guidelines.

Operating your business at Level 2

Section 6: Managing Gathering Limits

Section 6: Managing Gathering Limits

Definitions

The 100 people occupancy limit excludes staff in each area.

The 100 people occupancy limits applies to each venue – and includes all indoor and outdoor areas in total.

Groups and group bookings are limited to 10 people maximum.

Management of indoor occupancy limits

The Building Act 2004 and associated Building Code contain the details for setting the normal maximum occupancy numbers for premises – every venue will have an occupancy limit but must adhere to either the permitted occupancy for the venue, or fewer than 100 people (within each single enclosed area), whichever is less. At no time can you exceed your normal maximum occupancy limit if it is less than 100.

Keep the numbers of customers in the venue, or in each single area, to fewer than 100 at any one time. Ensure you have appropriate customer facing signage stating the maximum limit. Taking bookings in advance will aid in reduced wait times in queues, managing customer congestion in the establishment, and ensuring that sections are evenly filled.

- Monitor entry and exit as you normally would to manage occupancy limits.
- Consider the use of a counter or clicker at the door. Make sure all staff know how to properly work these.
- Do a regular head count during business hours to maintain your occupancy limit.
- You may keep a count of guests in the reservation book or system, even if a group hasn't made a reservation.

Manage outdoor/indoor customer flow appropriately to ensure fewer than 100 people are in your venue at any one time.

- You may have to consider having a staff member stationed at cross-over points to manage customer flow.

Manage any queues outside your premises to ensure appropriate physical distancing – 2 metres apart, but a minimum of 1 metre apart, and that customers are aware of the requirements once inside (See Queue Management Section).

Operating your business at Level 2

Section 7: Managing Physical Distancing on your premises

Section 7: Managing Physical Distancing on your premises

Physical distancing is important to help protect you, your staff and customers from COVID-19, which can spread via droplets from coughing and sneezing.

At Alert Level 2, people must follow these physical distancing rules:

- Keep your distance in public from people you do not know (ideally 2 metres). This will impact outside dining areas next to a public thoroughfare.
- 1 metre physical distancing in most other controlled environments, unless there are mitigating measures. Examples of environments where 1 metre distancing must be maintained include cafes, gatherings, and restaurants.

The physical distancing requirement applies to staff and customers.

Management of physical distancing – customers

Customers who are dining and/or socialising on the premises should be seated while there.

Part of your Covid-19 safety plan should include information on how you will implement and manage customer physical distancing and seating.

Ensure all staff are aware of your policy and are empowered to manage as appropriate.

It is important to communicate the changes to your operation to your customers. Talk to your customers but also consider having appropriate customer-facing visible signs on physical distancing guidance, and that customers also have responsibility for this.

To help manage physical distancing requirements, review your venue floorplan:

- Consider working with a space planning expert to rework the layout is required to maintain both customer occupancy limits and 1 metre physical distancing requirements. Bear in mind that in the future you may be able to set your layout back to the way it was, so new permanent fixtures to help you with Level 2 aren't recommended if they will require a lot of effort and expense to revert back at Level 1.
- Assess the placement of furniture and equipment – removing tables, chairs, stools, entertainment equipment and anything else that may result in people clustering in small spaces without maintaining required distance.
 - Tables should have a minimum 1 metre distance between the occupied chair back to the chair back of the closest table, or 1m between table edges if seated side by side.
 - Fixed, allocated outside dining would also need to follow the above guidance.

- Temporary pavement dining, where there is public thoroughfare, will need to ensure a 2m gap between either back of the occupied chair or table edge and the thoroughfare.
- If you are operating counter service, measures must be put in place to minimise queues and maintain physical distancing between waiting customers (See the Managing Orders and Payment section for more information).
- If you are also operating a takeaway pickup service – consider marking customer service lanes at the counter / bar area for takeaway order/pickup. (e.g: floor stickers or tape on the floor, signs etc). Move tables and chairs at least 1 metre away from the takeaway/pickup area(s) or from areas marked off for those waiting for takeaway pickup. Those waiting for pick up need to also maintain 1 metre distancing from each other.
- Consider if you can create semi private or private dining areas for groups through room layout changes and the use of moveable partitions or screens.
- Consider walkways – particularly the walkways to the bathrooms, and walkways for service staff to and from the kitchen and bar areas. Will physical distancing requirements still be able to be maintained with customers walking to the bathrooms? Will physical distancing requirements still be able to be maintained by staff as they move through service?
- Add hand sanitizing stations throughout the venue, specifically at the entrance, and near each server station.
- Moving an indoor event outdoors may also help maintain physical distancing.

Management of physical distancing – staff

Review your kitchen and venue floor plan to evaluate, identify and implement operational changes that maintain the required physical separation of 1 metre between staff.

- It is recommended as a measure to maintain physical distancing in the kitchen that you mark off sections in staff service areas and kitchens and assign a staff member to each section. You should consult with your staff on this to ensure that it is appropriate and practical for service while still maintaining 1 metre distancing.
- If it is not possible to maintain physical distancing between employees at all times, employers will need to consider how to address and manage this risk in another way. This may include, but will not be limited to, the measures they can put in place to minimise the amount of time that employees need to be working at a distance of less than 1 metre.
- Signage reminding staff about physical distancing should be in place.
- Keep the number of people involved in the preparation of each menu item at minimum levels to ensure traceability and assurance.
- In dining areas you may need to set up individual server stations and ensure you have additional supplies for each staff member close at hand at each marked off section (e.g lemons, ice, napkins, pens, order pads etc) to minimise additional movement and any time spent closer than 1 metre.

- If possible, allocate one staff member to one cash register. However, if this is not possible, you will need to address how you can safely manage this risk. Staff members must practice hygiene practices, sanitising their hands each time they handle the eftpos machine, or cash. Regularly clean cash register and payment area(s).

Review shift arrangements and rostering

Changes to limit contact between workers will be effective in slowing down the spread of novel coronavirus.

- If possible, stagger start times so multiple people aren't arriving at the same time and mingling together before the shift starts. Minimise the overlapping of shifts/rosters as much as possible. If this is not possible, consider how else you can manage this to ensure that groups of people are not arriving in one place at the same time.
- Make sure staff arrive at work no longer than 10 minutes before their shift starts and ideally leave immediately after their shift ends.
- Also stagger breaks – so staff are not having breaks together, sharing lighters etc – ensure any furniture in social spaces maintains physical distancing requirements.
- Consider splitting kitchen and front of house teams into two teams – Team A and Team B. Roster the shifts so that the teams are not working with each other. This means that if anyone from one of the teams got sick, or if they are required to isolate because of close contact with a person with COVID-19, the second team is still operational.
- Will you need to reconfigure your rosters to adjust to the requirement for a single server?
- Increase time between shifts or service periods (e.g. breakfast and lunch; day/night shifts) to minimise staff interaction and allow for increased cleaning.
- Limit the number of people in contact with each other in the kitchen. Consider spreading prep out, either physically or by schedule. Kitchens often have tight workspaces where staff are working closely together, particularly in prep areas.
- Restrict face-to-face team meetings as much as possible. Keep any meeting to less than 15 minutes, and ensure physical distancing is maintained.

Operating your business at Level 2

Section 8: Queue Management

Section 8: Queue Management

Inside your business.

Counter area

Customers waiting to order food at the counter must maintain a distance of 1 metre from each other and at least 1 metre from seated customers at all times. Use floor markings to assist customers to comply with physical distancing requirements and make regular announcements to remind customers of their requirements.

In Bar environments, food and drinks should be ordered by table service and not from the counter area.

Takeaway orders pick up areas

Dedicate a separate pick up area, where possible. Or if not possible, consider how you will safely manage different customers, both arriving to order their food for dining in, or coming to pick up their takeaway order. Arrangements set up at Level 3 could be utilised at Level 2 operation as well.

Your pick up location inside of your premises will need to be carefully managed to ensure, as much as possible, no queuing and that physical distancing is maintained. Mark out physical distancing floor spots so that customers can maintain physical distancing while waiting to pick up their food or drink order.

Add a hand sanitiser station near to the pick up areas, for customers to use before handling packaging.

Have a separate pick up area for delivery drivers if applicable.

Customers coming onto the premises for the purposes of picking up their takeaway order only would still be counted in the maximum 100 venue limit.

Outside your premises

With gathering limits in place there may be a need to control and manage customers who may need to queue up for entry to your premises. People waiting in queues will need to be appropriately spaced to maintain physical distancing requirements (1 metre between each other in the queue, and ideally 2 metres from people who are passing by on footpaths).

Queues should not impede pedestrian traffic, other businesses, or block footpaths or driveways etc.

Orderly, well managed queues allow door staff to walk up and down the outside of the line and keep order and control – door staff can also use the time to check

ID, assess for signs of intoxication, assess for signs of illness, monitor behaviour, inform guests of approximate waiting time, inform and educate on customer contact tracing register requirements, physical distancing requirements, and any other venue requirements.

No alcohol should be consumed by patrons waiting to enter.

Any person showing signs of illness or flu-like symptoms must not be permitted to enter the premises. Customer facing signage noting this requirement should be implemented. These measures help inform guests that they are about to enter a responsible, safe, and well run premises.

Local Council:

You should first check with your local Council to ensure any queue measures that you want to put in place meet any requirements and bylaws they may have in place.

For example: Some Councils have rules around what type of barriers can be used, and how much footpath must be kept clear at all times.

Barriers:

Rope and post barriers are often used outside venues – but you need to consider something functional, attractive, and in keeping with the environment and any Council requirements. Important features are the sturdiness of the barriers (if possible, choose a heavier base with a larger diameter), and the ability to be easily cleaned.

Barriers should be cleaned regularly throughout the period of use (paying particular attention to possible touch areas) and thoroughly cleaned at the end of each period of use.

Barriers should not impede pedestrian traffic, other businesses, or block footpaths or driveways etc and should be safely stored inside when not in use.

Other factors:

- If you have a queue of people, your Manager and door staff should regularly liaise about the venue occupancy limits and operating times.
- Consideration and attention needs to be paid to numbers of people in the queue, in particular when approaching closing time. If it is unlikely that some people will be able to gain entry before closing, then be realistic and tell them in advance to help avoid any conflict later.
- For licensed premises – the usual requirements of the Sale and Supply of Alcohol Act 2012 still apply.
- Be sure to supply any door staff with appropriate tools (e.g torch) and hand sanitiser. Ensure they have frequent opportunities to wash their hands.

Operating your business at Level 2

Section 9: Alcohol and Host Responsibility

Section 9: Alcohol and Host Responsibility

The Sale and Supply of Alcohol Act 2012 legislation, the conditions of your licence, and Host Responsibility requirements are still in force and need to be adhered to.

These include:

- Review your Host Responsibility Policy and ensure that all staff are aware of, trained in, and given a refresher of the Policy
- Ensure you have a good range of low and non-alcohol drinks available and promoted
- A reasonable range of food items must be available at all times of operating, and these should be actively promoted
- Ensure that there is readily available to customers, free, comprehensive, and accurate information about the forms of transport from the premises that are available, that staff can help with information about transport options, and that these are actively promoted
- The law around alcohol promotion is adhered to. The Guidance can be found [here](#)
- That all staff are aware of the need to check for ID, and how to properly check ID
- That all staff are aware of and are trained in the Intoxication Assessment Tool.

Intoxication assessment tool			
Indicators may include but are not limited to:			
	Sober	Influenced	Intoxicated
Speech	Coherent, clear speech, normal tone/volume, may be talkative.	May be overly talkative, opinionated and interrupts, may stumble over words, becoming loud, inappropriate language, jokes, comments.	Slurring, difficulty forming words, loud, repetitive, loses train of thought, nonsensical, unintelligible.
Coordination	Coordinated, balanced, standing without help or support.	Slowed or delayed reactions, swagger or occasional staggers or sways.	Spills drinks, stumbles, trips, weaves, walks into objects, unable to stand unaided or sit straight.
Appearance	Tidy, clear eyes, alert.	Vacant or blank expression, smell of alcohol on breath, may look untidy.	Bloodshot eyes, eyes glazed, inability to focus, tired, asleep, dishevelled.
Behaviour	Behaving sensibly but may be more relaxed.	Overly friendly or withdrawn, inappropriate or risky actions, argumentative, annoying, fading attention, increased consumption rate.	Seriously inappropriate actions or language, aggressive, rude, belligerent, obnoxious behaviour affecting other customers.
Intoxication definition	Monitor & serve responsibly	Intervene	Deny & remove
INTOXICATED means observably affected by alcohol, other drugs, or other substances (or a combination of two or all of those things) to such a degree that two or more of the following are evident: (a) appearance is affected; (b) behaviour is impaired; (c) coordination is impaired; (d) speech is impaired.			

Operating your business at Level 2

Section 10: Looking after your employees & the workplace

Section 10: Looking after your employees and the workplace

Staff requirements & health

All participating businesses must have a health & safety policy and Covid-19 Safety Plan, as outlined in Section 3: Health and Safety of this guide.

Employers will need to self-assess their ability to operate safely. This includes thinking and documenting how you're going to manage risks and protect workers and customers under Alert Level 2. Include your staff in developing plans and make sure they will be able to provide feedback so the plan can continue to improve.

Specific Industry Association health & safety policy guidance is available to assist in this area and further information is available on the Worksafe website, [here](#).

The plan must include:

- Staff wellness policy, making sure staff stay at home when they are sick and monitoring their general health. Provide the Healthline number in advance to all staff.
- Any employee suspected to be sick at work must be sent home and asked to contact Healthline.
- Advise staff who may have come into contact with someone who has Covid-19 to self-isolate for 14 days and contact the Healthline or the Ministry of Health.
- Ensure staff self-isolate if required, following MOH guidance.

Also develop a plan if someone becomes ill at your workplace and it is suspected they may have COVID-19. Isolate the employee immediately and make sure that they have transport home. Provide the person with a disposable mask if there is one available. They should be told that they need to ring Healthline (0800 358 5453), or their GP and they will receive advice on what to do and/or if they need a test for COVID-19. The business should also call the Ministry of Health and/or Healthline to advise them of the situation.

Hygiene:

Ensure your staff are following your established food control plan cleaning list along with a supplementary list of extra tasks.

- **Surface disinfectants** - use suitable surface disinfectants and continue to adequately clean any food preparation surfaces and equipment using detergent and hot water.
- **Reinforce hand hygiene** amongst staff and make sure they wash their hands before and after they have had their breaks and everyone is taking

necessary precautions. Provide hand sanitisers for staff, including delivery drivers who come to pick up the food for delivery.

- **Hand washing** – Regardless of the availability of hand sanitisers, all staff should regularly wash their hands using warm running water, hand soap and drying with disposable towels. For food handlers, hand washing in a separate sink, also using a nail brush to brush under nails. Ensure all staff (including door staff) have frequent opportunities to wash their hands.
- **Cleaning and sanitising products** are required for food safety and for infection control by all sectors at this time. Businesses must ensure they have sufficient access to sanitisers and cleaning supplies.
- **Monitor sanitiser concentrations** to ensure effective, but not excessive, product is being used.
- **Reduce the amount of space** used in the business, where possible, to reduce cleaning and sanitising needs in both front of house and back of house.

Kitchen operation

- **Cross contamination** – ensure that the same equipment is not used for raw and ready to eat foods unless these can effectively be cleaned and sanitised between uses. Complex equipment such as Vac Packers must not be used for both raw and ready to eat and cooked products unless an agreed effective cleaning and sanitising method is in place.
- **Allergens** – ensure staff taking orders always ask customers if they have a food allergy, and that staff are provided with adequate information so they can advise customers on what the food contains. People with a food allergy or intolerance should not be served unless a guarantee can be made that their food has not been contaminated with their specific allergen. Note, a change in available ingredients may affect allergen control.
- **Suppliers** – ensure continued use of reputable suppliers. Implement policy around suppliers and delivery that manages delivery process and ensure appropriate contact tracing protocols are in place.
- **Make sure** all plates, utensils and other kitchen equipment used in food preparation are cleaned, sanitised and washed with hot water, washing liquid and dishwasher sanitiser.
- **Use batch dishwashing** if possible, to reduce the use of detergents and sanitisers.
- **Ensure** all hand sinks (In the kitchen, bathrooms and other areas) are accessible and available for people to use with handwash, warm water and paper towels to dry. Make sure the hand sinks are kept clean and cleaned regularly.
- **Make sure** that there are bins available for the staff to use to dispose of their paper towels and that these bins are disinfected and cleaned as well as emptied as much as possible. It is advisable that bins are plastic bag lined.
- **Provide plenty of paper towels** to encourage hand hygiene and appropriate rubbish disposal.

Staff training

- **Continue to train and retrain staff** in the standard of operating procedures and preventative controls that can be taken to ensure food safety, and health and safety within the establishment.
- **Train all staff in the Covid-19 Safety Plan**
- **Provide official posters** reinforcing best handwashing practices located in the kitchen and other staff areas.

Dining areas

- **Be pro-active in cleaning surfaces**, including phones, touch-screen monitors, doorknobs other high-touch point items. (use a cleaning checklist for guidance on timing).
- **Sanitise any menus** after they have been used by each customer. Consider boards or any other non-touch menu options.
- **Sanitise the service stations**, bars, counters or any other waiting area within your establishment.
- **Change utensils** as often as possible.
- **Clean out any bottles** of sauce that are being used/reused. Consider non multiple touch sauce options.
- **Keep doors and windows open** if possible, to make sure that your establishment is well ventilated.
- **Deep clean on and under the tables and chairs** by removing all the objects placed on the table between each group of customers.
- **Empty the salt and pepper shakers**, cleaning them thoroughly and drying them before placing new salt and pepper in the shakers. Clean the outside of these shakers after every customer group. Consider non-touch salt and pepper dispensers, for example sachets.
- If using **fabric napkins** remove for laundering after each use. Consider how and where they are stored in between table clearing and laundering.

Operating your business at Level 2

Section 11: Sample Cleaning Checklist

Section 11: Sample Cleaning Checklist

It is important to ensure everyone is working together and clear steps are followed. Industry Association health & safety guidance and detailed cleaning checklists are available to assist. Here is an outline of what a business can do to ensure your business is doing all it can to protect and promote good hygiene practices through Alert Level 2, however your cleaning checklist must be tailored to your individual business.

General Service Area/Waiting area

- ☐ Have sanitizer available to customers on arrival to establishment
- ☐ Clean and sanitise tables and chairs (top and under) - before service and sanitise between customer groups
- ☐ Clean and sanitise high-tops and bars - between services
- ☐ Clean and sanitise post mix guns - end of each day
- ☐ Clean and sanitise keyboard, mouse, computer, screens - every hour
- ☐ Sanitise doorknobs, door handles and/or rails (if you have these) indoors/outdoors - before service & every 2 hours
- ☐ Clean and sanitise salt and pepper shakers and tissue holders - between services (removal totally would also be preferable). Remove any self-serve salt and pepper ramekins.
- ☐ Clean and sanitise floor mats - daily
- ☐ Remove any cutlery from tables - bring cutlery with meals
- ☐ Clean and sanitise general seating areas - between services
- ☐ Sweep and mop the floors - between services
- ☐ Vacuum carpet - between services
- ☐ Sanitise any menus - after they have been used by each customer
- ☐ Clean and sanitise tables and chairs - after every customer
- ☐ Sanitise pencils, pens, crayons provided to children after each use, or use single-use activity packs that the children take away with them.
- ☐ Remove any reading materials, magazines etc in waiting area
- ☐ Consider closing children's play areas, unless frequent sanitising of all equipment can be managed. Remove small toys from the area.

Kitchen / Back of house

- ☐ Clean and sanitise all areas where food is being prepared - as used
- ☐ Clean and sanitise all utensils, plates - after every use
- ☐ Clean and sanitise all washing stations and sinks - every 2 hours
- ☐ Clean and sanitise any grills, cooking equipment and/or ovens - daily
- ☐ Clean aprons/uniform - daily
- ☐ Clean and sanitise all rags, or any other cleaning cloths
- ☐ Clean and sanitise walls - as needed
- ☐ Clean and sanitise floors - between services
- ☐ Empty, clean and sanitise all disposable bins - daily

- ☐ Clean and sanitise walls and other areas that are a high-touch point in walk-in refrigerators/freezers (especially handles and the door) - daily
- ☐ Clean and sanitise coffee machines - between services
- ☐ Clean and sanitise drinks fridge handles - daily
- ☐ Empty, clean & sanitise ice-makers - daily
- ☐ Ensure use of and keep stocked handwashing stations
- ☐ Refill soap dispensers - daily
- ☐ Ensure dish / glass washers are working at correct temperature - daily
- ☐ Sanitise remote controls daily (TV's, stereo etc) and keep away from customers
- ☐ Sanitise all light switches and controls - between services

Bathroom

- ☐ Clean and sanitise inside, around and under the sink - between services
- ☐ Clean and sanitise soap dispenser/ handwash bottle - every 2 hours
- ☐ Clean and sanitise toilets (inside and outside the bowl) - between services
- ☐ Clean and sanitise toilet brush handle - between services
- ☐ Clean and sanitise taps - every 2 hours
- ☐ Clean and sanitise mirrors/toilet roll handles/doorknobs inside and outside door - between services
- ☐ Clean and sanitise the floors - between services
- ☐ Empty, clean and sanitise bins - between services

Payment

- ☐ Sanitise Eftpos Machine - between each use (unless a contactless transaction has occurred).
- ☐ Mobile Eftpos terminals are recommended but not compulsory
- ☐ Ensure that the eftpos terminal is sanitised regularly, using recommended cleaning methods to ensure no damage to the terminal. Eftpos NZ have some guidance on cleaning your terminal (<https://support.eftpos.co.nz/2020/03/12/preventing-transmission-of-covid-19-coronavirus/>)

Operating your business at Level 2

Section 12: Customer Resources

Section 12: Customer resources

Frequently Asked Questions for customers (used on website, social platforms etc)

How do I know that the food was prepared safely?

For your reassurance, we are taking a number of additional measures, including the following steps:

- Along with our routine cleaning, we are taking extra steps to sanitise all surfaces, increasing the cleaning intervals and monitoring the regularity and cleanliness of our premises.
- Washing and sanitising food contact surfaces and equipment on a more frequent basis.
- Changing out utensils frequently.
- Our staff are trained appropriately in food hygiene practices, but we have been reinforcing hygiene measures, including hand hygiene, and ramping up our practices to stay vigilant, particularly in sanitising and disinfecting procedures. Professionally cleaning the venue as often as possible.
- As part of our strategy, our teams know to take sick leave and that they must stay away from the business if they are unwell. We are requiring staff to self-isolate if applicable, following MOH guidance.
- All food businesses must have a current Food Control Plan, registered with MPI.

When will the hospitality sector return to business as usual?

All Government restrictions must be followed at each level:

Restaurants, bars and cafes can open at Alert Levels 1 and 2, subject to the public health measures required at both of those alert levels and restrictions on gatherings, for example distancing between tables. At Level 2 we have reopened but with extra measures in place, so you will notice some differences from when you've visited us before.

Who can businesses turn to for further information relevant to the sector?

If you are a business in the hospitality sector, please reach out to the Industry Associations for further advice and support.

[Restaurant Association of New Zealand](#)

Sample communication for businesses to use with Customers

We would like to take the time to share with you the measures we have put in place while we operate at alert level 2. We take the safety of our customers, employees, and suppliers, very seriously and have a position on the virus that is based on the current advice from the Ministry of Health (MOH) and other Government Agencies.

Please note that our business has reopened and at Alert Level 2, customers are allowed to enter the premises again **[add in if also still doing takeaway and delivery]**.

[business to insert ordering and payment methods it is using]**

We request of our customers:

- For everyone's health and safety, that if you are unwell, or self-isolating that you do not come onto our premises.
- To observe all signage and instructions from our staff when completing your transaction.
- That you complete our Customer Contact Tracing Register.
- To maintain physical distancing from all others of at least one metre when on the premises.
- That you follow our guidance around the payment methods.

[- Insert information on takeaway / deliveries if necessary.]

For your reassurance, we are taking at a minimum the following steps:

- Following Government requirements by ensuring all customers are:
 - Seated when they are visiting our premises to dine and socialise.
 - Separated, by ensuring we are following Ministry Of Health guidance around physical distancing between our staff and customers, and between groups of customers, of 1 metre.
 - Ensuring that where possible, when seated, you and the group you are with will have one server and that they observe the physical distancing guidelines.
- We have rearranged the layout of our premises to maintain the requirements outlined by the Ministry of Health and to ensure where possible no-one is queuing as they wait to order, go to the bathroom, pay, or at any other time.
- Ensuring that our staff maintain good hygiene, particularly hand hygiene and good cough/ sneeze etiquette.
- A contact tracing register will be kept for all staff, customers, and suppliers that interact with our business. This is in order to maintain records to enable contact tracing, and we will provide these records to the MOH and/or the relevant District Health Board on request.

- Along with our routine cleaning, we are taking extra steps to sanitise all surfaces, increasing the cleaning intervals and monitoring the regularity and cleanliness of our premises.
 - o Cleaning all high touch surfaces – the high-touch surfaces are surfaces where we touch the most. These include, but are not limited to door handles, doorknobs, and Eftpos machines.
 - o Washing and sanitizing food contact surfaces and equipment on a more frequent basis.
 - o Our staff are trained appropriately in food hygiene practices, but we have been reinforcing and ramping up our practices to stay vigilant, particularly in sanitizing and disinfecting procedures, which reinforces a clean environment for us all.
 - o Ensuring all customers have access to hand sanitiser at the point of pick up.
 - o Ensuring that our delivery drivers sanitise their hands before and after they make a delivery.
 - o Professionally cleaning the restaurant as often as possible.
- Ensuring that our suppliers observe the physical distancing guidelines.
- As part of our strategy, our teams know to take sick leave and stay away from the business if they are unwell or have any underlying health conditions that put them at risk. In addition to this, we are requiring staff to self-isolate if applicable, following MOH guidance.
- We also request, for everyone's health and safety, that if you are unwell, or self-isolating that you do not come in to pick up your contactless order.

I hope that this confirms our commitment to our people – our staff and suppliers, and you, our customers.

Thank you for your ongoing support. Your understanding is greatly appreciated. We welcome your feedback and wish to thank you for supporting us.

Central Government Contacts

If you or your whanau are unwell:

Call Healthline free on 0800 611 776. Healthline is staffed by an experienced team that includes registered nurses, paramedics and health advisors, who can provide you with health information and advice on care.

Questions about the Government's COVID-19 response:

If you are unable to find what you need on www.covid19.govt.nz and are not sure who to contact for help, call the free government helpline on 0800 779 997 or on 0800 22 66 57 (8am-1am, 7 days a week)..

Questions related to Primary Industries:

Representatives at MPI are available to answer queries related to Primary industries, including food and beverage production and processing. Contact: info@mpi.govt.nz for general questions foodactinfo@mpi.govt.nz for food specific questions

Information on Health and Safety:

For information about Health and Safety requirements, visit the WorkSafe website [here](#).

General information about Health:

You will find information about health from the Ministry of Health [here](#).



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