

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. Please check the version number and date on the front of these guidelines.

The hospitality industry Associations have worked with the Government to finalise guidance for Level 2. These updated guidelines reflect changes as a result of the COVID-19 Public Health Response (Alert Level 2) Order 2020 – the guidelines have been sent to MBIE for review.

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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Important information about the COVID-19 Public Health Response (Alert Level 2) Order 2020

The COVID-19 Public Health Response Act (Alert Level 2) Order 2020 commenced on 14th May.

For restaurants and cafes, a number of new measures have been put in place. Refer to Clause 12 of the Order.

From 14th May 2020, Clause 12 of the Order specifies:

Businesses such as restaurants or cafes must:

- Permit no more than 100 customers (or clients) to be in the premises at any one time (excluding staff)
- Ensure that each customer or client is seated at a table (other than when entering, using a toilet or bathroom, paying, or departing)
- Ensure that no more than 10 customers or clients are seated at a table together
- Ensure that adjacent tables are arranged so there is at least a 1-metre separation between the seated customers (or clients) at adjacent tables
- Ensure that only 1 person serves at any table
- Keep records to enable contact tracing of customers (or clients) who enter the business to consume their food / drink on the premises.

In addition, from 14th May until 8am on 21st May, in the case of on-licence premises, the business needs to ensure that -

- No alcohol is supplied on the premises unless the buyer is a customer or client present on the premises to dine. While there is no definition of what constitutes “to dine”, it is considered that the food should be something more than snack food.

For businesses like those offering takeaway services, a different measures have also been put in place. Refer to Clause 10 of the Order.

From 14th May 2020, Clause 10 of the Order specifies the business must:

- Ensure that all people who enter the workplace or use its services remain 2 metres away from each other and from staff (to the greatest extent practicable)
- Ensure that if food or drink is sold or provided for **consumption on the premises** that the measures listed above (outlined in Clause 12 of the Order) are followed.

Customer contact details are not required to be collected for customers only on the premises for ordering / picking up a takeaway order.

An enforcement officer who has reasonable grounds to believe that a business is not operating to the requirements outlined in the Order may issue an infringement notice, or impose conditions on the businesses operation and may direct any person who appears to be in charge of the business to close and cease operation. This will be for a period that does not exceed 24 hours after it is given.

Contents

The guidelines have been split into the following sections:

SECTION 1: General Principles	6
SECTION 2: What to consider before you open at Alert Level 2	10
SECTION 3: Health & Safety & Food Safety	13
SECTION 4: Contact Tracing and Customer Register	20
SECTION 5: Managing Orders and Payments	23
SECTION 6: Managing Gathering Limits	34
SECTION 7: Managing Physical Distancing on your premises	36
SECTION 8: Queue Management	40
SECTION 9: Alcohol and Host Responsibility	43
SECTION 10: Looking after your employees & the workplace	45
SECTION 11: Sample Cleaning Checklist	49
SECTION 12: Customer FaQ's and communications	52
Sample customer communication	54
Central Govt Contacts	56

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, bars **when you are eating / drinking on the premises. Physical distancing of two metres when on premises for the purposes of ordering or picking up takeaway food / drink.**
- **Until 8.00am 21st May, business must ensure that no alcohol is supplied on the premises unless the customer is present on the premises to dine**
- 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”:

Hospitality business must adhere to the requirements outlined in the COVID-19 Public Health Response (Alert Level 2) Order 2020, in particular Clause 12 for restaurants and café (and bar) businesses and Clause 10 for takeaway businesses.

1. **Seated:** **Unless someone is in your venue for takeaway ordering / pickup, everyone in your venue should be seated when dining.** Until 8.00am 21st May, 2020 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, or bar **(see page 3 for separate**

measures for takeaway operations). 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/section – that staff member will be the order taker, food and beverage runner, table clearer. A server can have more than one table, but each table should only have one server.

Others:

4. **Table Service:** Table service needs to be provided to customers dining at the premises. Operations that use counter service **for takeaway orders** (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 staying to consume their food / drink on your premises, staff, and suppliers. Contact tracing requirements are not necessary for customers who are purchasing food / drink to takeaway.
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. A group can be no more than 10 people.
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 (eg breakfast bar/buffet are not allowed).
9. **Queue management** must be considered and at all times adhere to physical distancing of 1 metre for seated customers dining on the premises, and further if possible. **Physical distancing of 2 metres is required for customers on the premises for ordering / picking up their takeaway order.**
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

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

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

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**. A distance of 1 metre (or more if possible) between staff should be maintained. If it is not possible to maintain the required physical distance, you will need to address how you will manage this 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 Contact Tracing and Customer 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. Close **children's play areas**, unless sanitising of all equipment can be managed between each customer use. Remove small toys from the area.
 10. Consider if you will be able to safely manage **coat check areas**. It is recommended that you close these areas at Level 2 and have customers keep their coats / jackets with them.

11. Consider seating requirements and reorganise the **layout** of your dining areas. At Level 2, at least 1 metre distance is required between seated 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).
 12. 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. **Counter service is only available for takeaway customers at Level 2.**
 13. Consider having a **separate pick-up** area in the business for takeaway pick-ups.
 14. How will you **zone your venue** to ensure that the service is manageable for a single server per table?
 15. 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. A limit of 100 people per venue applies, excluding staff (including indoor and outdoor spaces).
 16. 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 2 metre gap between either the back of a 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.
 17. How will you manage queuing at **bathrooms** and ensure that they do not become crowded?
 18. 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 the physical distancing requirements of people waiting to pay.
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19. 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.
 20. What customer facing **signage** do you need, and where will you display it?
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21. 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 Manager’s 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

Section 4: Contact Tracing and customer register requirements

The COVID-19 Public Health Response (Alert Level 2) Order 2020 outlines the requirements for contact tracing registers.

Under Alert Level 2:

- If you have customers purchasing and consuming their food / drink **on your premises** you must record their details and save this contact information.
- If you have takeaway customers purchasing their food / drink to **take away and consume elsewhere** you do not need to record their details.
- You will also need a record of every staff members' contact details and when they arrived and left the workplace each shift (note this includes salaried staff who you may not usually clock in and out)

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:

- a person's full name:
- their residential address:
- phone number or email address:
- the date and the times the person arrived and left your premises

Customer Register:

You must collect the details of every customer that will be seated at your premises, as outlined above. 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 Restaurant Association recommends electronic contactless registers – we have explored a number of options for members, in order to remove the need for multi-contact point, paper-based systems. Further information is available here: <https://www.restaurantnz.co.nz/2020/05/01/helpful-services-during-covid-19-crisis/>.

Pen and paper registers are permitted, but you will need to make sure your register is hygienic and secure.

- 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.

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 for customers that will be staying on the premises to consume their food / drink, as it is a Ministry of Health requirement.
- Customers staying on the premises to consume their food / drink should not 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 still needs to provide their own contact details.
- It is recommended that 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.

Government NZ COVID Tracer

The Ministry of Health has developed the NZ COVID Tracer app to help the public log and track which businesses and organisations they have visited, and who they have come in contact with. Using the app is voluntary. It can be downloaded from the Apple App Store or the Google Play Store.

PLEASE NOTE: In addition to signing in with NZ COVID Tracer, customers should continue to sign in to your business' contact tracing register. This will ensure you are able to meet your contact tracing obligations. The Tracer app, does not replace your existing register.

The NZ COVID Tracer app allows staff and customers to create a digital diary of the places they have visited and will make sure contact tracers can get in touch if they need to. Businesses can support the app by generating QR code posters to display at each of their locations.

These posters will be generated when you register your business location with Business Connect. The posters include unique QR codes for your business, that staff and customers can scan using the app. The app will log and track that they've visited that location at a specific date and time.

How to create your QR code poster

Businesses need to register with Business Connect to get their QR code posters for their workplace. To do this you will need the following:

- a [RealMe login \(external link\)](#)
- a [New Zealand Business Number \(NZBN\) \(external link\)](#) and access to your NZBN profile
- [authority over your business \(external link\)](#).

Once you have your RealMe login, NZBN and authority over your business, you'll need to register with Business Connect or login to an existing Business Connect account. As part of the registration you will need to provide your business locations and associated contact details.

[Registering with Business Connect \(external link\)](#) – Business Connect

Once you've registered your business locations, download and print a poster for each location. Each poster contains a QR code which your staff and customers can scan using the NZ COVID Tracer app.

The poster should be displayed at the entrances of your business.

[Contact tracing at your place of business \(external link\)](#) – covid19.govt.nz

Operating your business at Level 2

Section 5: Managing orders and payments

Section 5: Managing orders and payments

Please review the measures in place as a result of the COVID-19 Public Health Response (Alert Level 2) Order 2020. This information is on page 3 of this guideline.

- At Level 2 customers should be seated when on your premises for 'dining in', including in bar environments.
- Additionally, from 14th – 8.00am on 21st May, customers must only be on your premises for the purposes of dining and to be clear, no alcohol should be supplied unless the customer is on the premises to dine.
- Customer groups must be no more than 10 people.
- Customers should be served by a single server.

Continue to facilitate online or phone ordering and takeaway pick-up and/or delivery, if you can make this work for your business.

Customers who plan to stay on your premises to have their food / drink will have to place orders at the table. 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, as this is a requirement of the COVID-19 Public Health Response (Alert Level 2) Order 2020.

If table service is not possible, for food-focused venues such as cafes, counter service can be used for takeaway customers (who take their food / drink away to consume it elsewhere). However, measures must be put in place to minimise queues and maintain physical distancing between waiting customers. **This distance is 2 metres between customers.**

Please refer to the additional information in these guidelines, in the sections on Queue Management and Physical Distancing.

In restaurant, café, bar, or club, environments, unless food and drinks are being ordered for takeaway, customers must be seated and items ordered by table service - not from the counter area. From 14th – 21st May, bars can open but customers must be on your premises for the purposes of dining and you must follow the requirements of having your customer seated and ordering via table service.

For those businesses that offer both takeaway and 'eat / drink on the premises' operations, we recognise this will be difficult to manage. Please consider how you will need to manage and communicate the differences in service to your customers. The Restaurant Association has signage that can assist with communication.

TABLE SERVICE

Customer ordering from the premises - at the table

- Customers at your premises are seated and 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 (view our single server operation tips in this section).
- 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. Review the cleaning guidance section in these guidelines for recommendations for other table items.
- 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 it is not possible to take the payment from the table, 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. See further guidance on payments below.

ONLINE / PHONE ORDERS

Customer ordering - Online or phone ordering

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. Payment can also be made at that time.

When the customer comes into the premises to pick-up their order, it is recommended that a separate pick-up area is used, if possible.

Physical distancing requirements of 2 metres between customers (and between staff and customers) must be maintained. Place the order down on a counter/table for the customer to pick-up, rather than handing the items directly to the customer.

COUNTER SERVICE – Takeaway customers

The measures that have now been put in place as a result of the COVID-19 Public Health Response (Alert Level 2) Order 2020, mean counter service is only possible for customers who are on the premises to order and takeaway their food / drink.

Customer ordering from the premises (food-focused businesses) - counter

For all scenarios involving counter service:

Physical distancing for counter service (please also refer to the section in this guideline on physical distancing)

- Measures must be put in place to minimise queues and maintain physical distancing between waiting customers (and also customers and staff).
- Customers waiting to order food / drink for takeaway at the counter must maintain a distance of 2 metres 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.
- Your 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.
- It will be necessary to move tables and chairs, so seated customers are at least 1 metre away from the people waiting at the 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 considerations for counter service

- 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 counter / pick-up areas, for customers to use.
- Regularly sanitise the counter area and any surfaces that the customer may be able to touch while waiting to order, or waiting for their food / drink.
- When the takeaway customer is collecting their food or drink from the counter, or separate pick-up area, place the order down on a counter/table for the customer to pick-up, rather than handing the items directly to the customer.
- 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. The Restaurant Association has signage and floor decals available for members to use.
- Payment is generally made at the counter at time of ordering (unless pre-paid online or by phone). Measures must be in place to ensure that the payment process is hygienic and maintains physical distancing requirements of 2 metres 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 waiting for their food / drink order would require a 2 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 possible but could also be very difficult to manage and you will need to ensure that you are not putting customers at risk.

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

Customer orders from counter, waits to get their food and then takes food and 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 and throughout these guidelines would be in place for separate pick-up area. This pick-up area should be at least 2 metres separated from any queue for counter ordering.
- Payment is made at the time of order, from the counter (see additional payment information below)

Option 2. Counter service, customer leaves while order prepared and returns

Customer orders from counter, customer leaves the premises while order is prepared and returns to the counter to pick-up their order (may be buzzer/pager 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. 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 2 metres 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. 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.

Food Trucks / Coffee carts

- Food trucks and coffee carts can operate by adapting one of the counter service options listed above and following the other guidance contained in the Level 2 Operating Guidelines. At all times requirements around hygiene and physical distancing (of 2 metres) needs to be maintained.
- A customer register is not required for customers who are purchasing food / drink to take away, however, if you have seating and customers are going to remain in the seated area to consume their food / drink, customer information will need to be collected. Customer information is to be collected by the food truck operator/staff member.

Food Courts

- Food court operations can operate using the table service and counter service (for takeaway customers) 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/seating area. Consideration must be made as to whether the overall responsibility sits with the food court (or mall) operator/owner, or, the individual eatery.
- A customer register must be maintained, for customers who are going to remain in the seated area to consume their food / drink, with customer information collected by the kiosk / operation that the food / drink 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 food court (or 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. Traditional 'swipe' Eftpos payments are also allowed. Physical distancing should be maintained between the customer and staff member taking the payment. **This will be 1 metre between customers and staff for customers that have been seated in the premises (and for whom customer details have been collected) and 2 metres for takeaway customers.**

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

- For customers paying after their meal, please let them 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.
- 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 distancing requirements between your staff and customer are recommended at payment areas.
- Use 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.

Guidance on single server operations

As outlined in this section, to discourage the movement of customers, table service is required for Level 2 operations, **where customers are dining on the premises. In addition, a single server must manage each table.** Service may need to be modified and /or condensed to minimize contact and to allow for staff to manage time efficiently when managing sections on their own.

In this section we provide some suggestions for modifying service, and training tips for staff.

Tips for staff managing a section

- Ensure customers are evenly spread amongst the sections – keeping good communication with the server and Maitre d'.

- Look out for non-verbal cues from customers to know when to take the orders, clear plates etc. Try to reduce numbers of unnecessary trips to and from the table.
- Using your 'radar' when leaving a table, make sure you clear anything you can.
- Keep communication with guests clear about wait times, and that service may be different to what they have been used to in the past. We also suggest using your social media to inform and engage your customers to let them know what service will look like.
- Have a clear table policy, cutlery, glassware and condiments should be delivered to the table once the customers have been seated and removed after each customer group. Follow the recommended sanitizing and hygiene procedures for these items, including menu's, napkins, salt and pepper shakers etc.
- Encourage guests to order their entrée and main orders at the same time, to reduce additional visits to the table.
- Put the guests experience at the centre of your service, ensure they feel welcome, and comfortable, and not rushed. Despite modifying your service to be more efficient, use nonverbal cues to anticipate the customer's needs.

Tips for training staff

- Keep more experienced staff managing sections and use entry level staff to assist with stocking up, doing cutlery and prepping the waiter's station. Consider having a pass controller to expedite and manage communication and kitchen and floor staff.
- Ensure all staff are trained on how to take orders correctly and clearly to minimize having to return to the table for further clarification.
- Train staff to have good knowledge of the menu and ingredients/allergens – minimizing having to go to the kitchen and return to the table to provide more information.
- Train staff to be able to clear all plates in one trip from the table, reducing number of trips involved.
- Make sure all staff know the usual expected wait time for an entrée, main course after calling away and then if anything changes during service, this is communicated. This is so staff can anticipate when food will be ready for their tables
- Train staff to know how to approach customers and address the service in a way that does not make the customer feel rushed or uncomfortable. Have clear guidelines for staff from your establishment for the language to be used. We also suggest covering the conversations that might occur with customers where you have condensed your service, and your language around this, for your guests.
- Train staff to upsell and ensure they know to look for the cues to know when to keep drinks refreshed and offering additional drinks for all guests at the table in one trip if possible.

- Review your establishment's order of service and condense as many steps as possible to reduce number of trips required for the staff member and table. Plan conversations before service but ensuring the customer does not feel rushed.

Optimised Order of Service for Level 2

1. **Customer arrives is met, greeted, completes customer register and is seated**

Consider a space for your customer waiting area/ queue, maintaining physical distancing requirements at all times. Your Maître D' will be spending considerable time at the door and managing and directing traffic, checking the bookings system and directing guests to their table with distancing from that guest and other guests at all times.

2. **Drinks Order and Menu**

Waiter goes with menu, drinks list at the same time – immediately and while giving the menu take water and drinks order at the same time if possible and read out the specials if applicable.

3. **Drinks delivered and food order**

When delivering the drinks, ask customer if they are ready to order.

4. **Delivering the food**

5. Deliver the tables food order in the least number of trips as possible. If any specific cutlery needs to go out (soup knife, or steak knife etc) consider having a service plate with these items at the pass, so they can be taken out with the dishes. When leaving the table after delivering the food, train staff to clear anything that can be cleared, and take any additional drink orders.

6. **Meal check**

When doing the meal check, consider timing your meal check with any further beverage service.

7. **Clearing the table**

Clear when everyone is finished and clear in one sweep if possible.

8. **Dessert Menus**

Offer dessert and coffee, and dessert wine orders at the same time if possible, without rushing the guest.

9. **Delivery of Dessert and/or coffee**

Consider having dessert cutlery ready at the pass to take out with the dessert. Clear any glassware or items no longer in use from the table

10. **Final table clear and delivery of bill**

Communicate to the customer the process of payment – whether it be at the table with a mobile terminal or at the payment counter area.

11. **Payment**

Use contactless payment at the table when possible and encourage customers to pay one bill per table. Follow the guidelines on accepting payments. Ensure communication with customers is clear around where and when to queue for payment if a wireless eftpos terminal is not available.

12. Resetting

Ensure all hygiene practices are adhered to, with menu and condiments removed and sanitized (not taken back to the table until the next customers are seated), tables and chairs sanitized, tablecloths and napkins replaced.

Operating your business at Level 2

Section 6: Managing Gathering Limits

Section 6: Managing Gathering Limits

Definitions

The requirements of the COVID-19 Public Health Response Act 2020 are that the business must permit no more than 100 customers or clients to be in the workplace at any one time. The 100 people occupancy limit excludes staff.

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 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 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.

Measures that have now been put in place as a result of the COVID-19 Public Health Response (Alert Level 2) Order 2020 mean that:

- You must ensure that all customers who come onto your premises for **takeaway orders** must remain 2 metres away from each other and from staff (to the greatest extent practicable)
- Customers on your premises that will **consume their food / drink on your premises** must be seated and you need to ensure that adjacent tables are arranged so there is at least a 1-metre separation between the customers at adjacent tables.

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 **for your seated customers**. 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 2 metre gap between either the back of the occupied chair or table edge and the thoroughfare.
- If you are operating counter service **for your takeaway customers**, measures must be put in place to minimise queues and maintain **2 metre** physical distancing between waiting customers (See the Managing Orders and Payment section for more information).
- If you are operating a takeaway pick-up service - consider marking customer service lanes at the counter area for takeaway order/pick-up. (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 **2 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 POS system / 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 – for food-focused businesses such as cafes, takeaways

Customers waiting to order food / drink at the counter for takeaway must maintain a distance of 2 metres 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, and club, environments, food and drinks must be ordered by table service and not from the counter area. Customers must be seated while on the premises for consuming food / drink on the premises.

Takeaway orders pick-up areas

Dedicate a separate pick-up area, where possible. Or if not possible, consider how you will safely manage customers waiting to make their order and those waiting to pick-up their takeaway order. Arrangements set up at Level 3 could be utilised at Level 2 as well.

Your takeaway 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 (2 metres between each other in the queue, and 2 metres from people who are passing by on footpaths / through a public thoroughfare).

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 – 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.
- 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.
- 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.
	Monitor & serve responsibly	Intervene	Deny & remove

Intoxication definition

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 and health

All participating businesses must have a health & safety policy and Covid-19 Safety Plan, as outlined in the Health and Safety section 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 Restaurant 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 Ministry of Health guidance.

Also develop a plan if an employee 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.
- The employee 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.

Staff and Workplace Hygiene measures:

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).
- Have a **clear table policy** where items like cutlery, glassware, condiments are brought to the table after the customer is seated and removed after each customer group.
- **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.
- **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. If you can't sanitise after each 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. The Restaurant Association's health & safety guidance and detailed cleaning checklists are available to assist.

The previous section of these guidelines provides information on hygiene practices for your staff and the workplace. This section provides 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 – every hour
- ☐ 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 and every 2 hours
- ☐ Clean and sanitise salt and pepper shakers and tissue holders – between customers (removal totally would also be preferable). Remove any self-serve salt and pepper ramekins, unless these are replaced completely after each customer group.
- ☐ 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 (also make sure menus are not passed between groups / across tables)
- ☐ Clean and sanitise tables and chairs - after every customer
- ☐ Clean and sanitise counters regularly
- ☐ Sanitise pagers / buzzers used by customers – 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 (could also encourage customers to bring their own pencils etc)
- ☐ Remove any reading materials, magazines etc in waiting area
- ☐ Close children's play areas, unless sanitising of all equipment can be managed between each customer use. 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 – at least daily, or more frequently if required
- ☐ 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 – check daily
- ☐ Sanitise remote controls daily (TV's, stereo etc) and keep away from customers
- ☐ Sanitise all light switches and controls - between services

Bathroom – clean more frequently if any areas are visibly soiled

- ☐ Clean and sanitise inside, around and under the sink - between services
- ☐ Clean and sanitise soap dispenser/ handwash bottle - every 2 hours, or when visibly soiled
- ☐ Clean and sanitise toilets (inside and outside the bowl) – every 2 hours, or when visibly soiled
- ☐ Clean and sanitise toilet brush handle - between services
- ☐ Clean and sanitise taps - every 2 hours, or when visibly soiled
- ☐ 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, or more frequently if required

Payment

- ☐ Sanitise EFTPOS Machine - between each customer use (unless a contactless transaction has occurred) and between different staff members using.
- ☐ Ensure that the EFTPOS terminal is sanitised 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.
- 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 Ministry of Health guidance.
- Our business has 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. **We have to follow a number of requirements at Alert Level 2 that our outlined in the COVID-19 Public Health Response (Alert Level 2) Order 2020.**

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. **Currently we have to follow a number of requirements at Alert Level 2 that our outlined in the COVID-19 Public Health Response (Alert Level 2) Order 2020.**

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 if you are going to have your food or drink on our premises.**
- To maintain physical distancing from all others of at least one metre **when you are dining in on the premises and 2 metres if you are a takeaway customer.**
- 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.
 - Ensuring that 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 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 Ministry of Health and/or the relevant District Health Board on request.
- A customer register will also be maintained for all of our dine in customer.
- 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.
 - 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 Ministry of Health guidance.
- We also request, for everyone's health and safety, that if you are unwell, or self-isolating that you do not come to our premises – we'll welcome your return when you are well.

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

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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