



Espresso 50 7/9
Cortado 9
Macchiato 8/9
Cappuccino 10/13
Americano 12
Cold coffee 16
Cold soy 16
Tea (pot) 16
Chocolate 13
Black coffee 10
Soft drink 10
Soy +3

proposed changes to

alert level framework

introduction

As New Zealand looks to reset and rebuild from the impacts of the Covid-19 pandemic, the Restaurant Association is calling for a review of the current Alert Level framework that provides industry input and practical insight into managing the current level requirements.

For hospitality businesses, current Alert Levels requirements mean we are more affected than any other industry. Hospitality operations have no ability to trade at all at Level 4 and limited opportunity at Level 3, while the level of restrictions required at Level 2 add layers of cost and compliance that further limit the ability to trade profitably.

The Restaurant Association is proposing alternate guidance and measures at each Alert Level, to enable businesses to operate, whilst still maintaining the health and safety of customers, workers and visitors to the premises. The proposals outlined in this document, address both operational and fiscal changes that can be implemented to help support the ongoing economic wellbeing of the hospitality industry.

LEVEL 4 framework changes

What the Government Says

Key changes hospitality needs

What it means for hospitality operators?

What do hospitality operators need to do?

What it means for customers?

What do customers need to do?

OPERATIONS

LOCKDOWN - likely the disease is not contained

- Government to change Alert Level Guidance to allow contactless delivery (only) for hospitality businesses at Alert Level 4.
- Full PPE (appropriate to hospitality operations) mandatory.
- Staff voluntary, mandatory scheduled Covid testing policy to be implemented.
- Trading time restrictions to apply for operations.
- Government-approved Level 4 operating guidelines developed by Restaurant Association in place.
- Hospitality operators to receive as much notice as possible in advance of Alert Level change to allow time to make changes to operations and minimise stock loss.

- Full PPE (appropriate to hospitality operations) mandatory for all staff.
- Staff must be able to physically distance onsite, or have appropriate measures in place to separate (eg screens), or be working in "extended bubbles". If they cannot meet these requirements then site needs approval to operate.
- Staff to operate in designated teams of no more than 10 per shift.
- Store fronts remain closed and online ordering only.
- Customer details to be collected through ordering process for contact tracing purposes.
- Delivery operation must utilise existing staff or use approved delivery partners.
- Operators must sign and return Restaurant Association declaration adhering to approved Alert Level 4 trading guidelines (these to be provided to Government for distribution to Worksafe and NZ Police where applicable).
- Business must be registered and approved for Level 4 operations through MPI, or working through a pre-approved system that is incorporated into current checks.
- Can only operate over restricted trading times.

- Register Alert Level 4 interest to trade through Restaurant Association online portal, and sign and return Restaurant Association declarations.
- Register business with MPI for Level 4 operations (or have pre-approval in place). Copy of signed declaration and MPI registration to remain on site at all times (for Worksafe and NZ Police inspection).
- Full appropriate PPE must be made available to staff and mandatory to be used.
- Ensure staff have the ability to be able to physically distance, or keep separated while in the workplace, or make arrangements for extended "bubbles" if the business is trading.
- Organise the roster into teams / bubbles and instigate training.
- Assess redeployment opportunities for some staff (eg wait staff used for delivery).
- Update website and all social media channels (where applicable) to advise customers of the operational changes and trading hours.
- Enable online ordering and payment through website.

- Store fronts are closed to public, contactless delivery available.
- Services will only be accessible through the business website online or through select partner platforms (online). Payment to be made online.
- All orders will be contactlessly delivered, no pick up option.
- Tolerance and patience required: services may be running at a limited capacity due to restrictions and if the business is only able to be partially staffed.
- Reduced menu may be on offer due to supply issues.

- Check the website and/or social media channels of the business for changes and the most updated information.
- Strictly follow all protocols, i.e. only ordering online.
- Ensure there is a safe/contactless delivery location available.

FISCAL

LOCKDOWN - likely the disease is not contained

- Government to set out automatic wage subsidy criteria for hospitality at Alert Level 4. *Example: Wage subsidy applies automatically - all hospitality business receive the wage subsidy, if they can show a 60% or more drop in revenue when compared with the comparable month in year previous.*
- Government to establish a per sq metre grant for rent purposes, paid directly to landlord every week. *Example: For businesses operating, X% rebate per square metre - based on lease agreement square meterage. For businesses unable to operate a higher % level rebate to apply.*
- Government hardship grant to apply to severely affected businesses unable to operate at all at Level 4.
- Government subsidy to assist businesses faced with a possible or confirmed Covid case connected to the business. *Example: subsidy to assist with deep cleaning business, media / PR assistance to manage reputational damage.*

- Wage subsidy must be used as intended - pass through to staff.
- Rent implications for businesses accessing Government rent grant.

- Assess business viability of staying open (with increased PPE costs, restricted trading and trading hours etc) in comparison to closing temporarily.
- Plan what this will mean for staff, rosters.
- Inform staff of the operational changes immediately, consult on proposed changes.
- Contact the Government for wage subsidy, if applicable.
- Contact landlords regarding rent grant payment from Government.
- Contact the Government regarding hardship grant and other subsidies available, if applicable.

- No cash transactions. Goods can only be paid for online through business website or through select partner platforms (online).

- Have alternative method for payment than cash.

LEVEL 3 framework changes

What the Government Says

Key changes hospitality needs

What it means for hospitality operators?

What do hospitality operators need to do?

What it means for customers?

What do customers need to do?

OPERATIONS

RESTRICT - High risk the disease is not contained

- Masks and gloves mandatory.
- Voluntary, mandatory scheduled Covid testing policy for staff in place.
- Customers able to come into premises for pick up, online ordering encouraged.
- Customers able to consume takeaways in outdoor seating areas.
- Government-approved Level 3 operating guidelines developed by Restaurant Association in place.
- Hospitality operators to receive as much notice as possible in advance of Alert Level change to allow time to make changes to operations and minimise stock loss.

- Contactless pickup and delivery available.
- Masks and gloves mandatory for all staff; full PPE optional.
- Staff must be able to physically distance onsite, or have appropriate measures in place to separate (eg screens), or be working in "extended bubbles". If they cannot meet these requirements then site needs approval to operate.
- Staff to operate in designated teams.
- Online operations to be encouraged, any method of pick up available, as well as contactless delivery.
- Store fronts remain closed for dining in, however pick ups available and takeaways able to be consumed in outdoor areas.
- Operators must sign and return Restaurant Association declaration adhering to approved Alert Level 3 trading guidelines (these are provided to Government for distribution to Worksafe and NZ Police, where applicable).

- Masks and gloves must be made available to staff and used.
- Sufficient supply of extra PPE (appropriate to hospitality operations) on site.
- Ensure staff have the ability to be able to physically distance, or separate, while in the workplace, or make arrangements for extended "bubbles".
- Floor markers used to help ensure physical distancing in food collection.
- Organise the roster into teams and instigate training.
- Assess redeployment opportunities for some staff (eg wait staff used for delivery).
- QR code sign mandatory / sign in option must be available.
- QR / sign in must be done at point of collection.
- Consumer hand sanitizer available at all times.
- Update website and all social media channels (where applicable) to advise customers of the operational changes and trading hours.

- Store fronts are open for collection only.
- QR code or sign in, must be done at point of collection.
- Masks mandatory and physical distancing required for customers collecting food.
- Preference for online or contactless payment methods, alternative to cash.
- Tolerance and patience required: services may be running at a limited capacity due to restrictions and if the business is only able to be partially staffed.
- Reduced menu may be on offer due to supply issues.

- Check the website and/or social media channels of the business for changes and the most updated information.
- Strictly follow all protocols required by the business i.e. must be appropriately social distanced on pick up, must sign in or scan QR code - no exceptions.
- Ensure there is a safe/contactless delivery location available, if applicable.

FISCAL

RESTRICT - High risk the disease is not contained

- Government to set out automatic wage subsidy criteria for hospitality at Alert Level 3. *Example: wage subsidy kicks in automatically - all hospitality business receive the wage subsidy, if they can show a 40% or more drop in revenue when compared to comparable month in year previous*
- Government to establish a per sq metre grant for rent purposes, paid directly to landlord every week. *Example: For businesses operating, X% rebate per square metre - based on lease agreement square meterage. For businesses unable to operate a higher % level rebate to apply.*
- Government hardship grant to apply to severely affected businesses unable to operate at all at Level 3
- Government subsidy to assist businesses faced with a possible or confirmed Covid case connected to the business. *Example: subsidy to assist with deep cleaning business, media / PR assistance to manage reputational damage.*

- Wage subsidy must be used as intended - pass through to staff.
- Rent implications for businesses accessing Government rent grant.

- Assess business viability of staying open (with increased PPE costs, restricted trading and trading hours etc) in comparison to closing temporarily.
- Plan what this will mean for staff, rosters.
- Inform staff of the operational changes immediately, consult on proposed changes.
- Contact the Government for wage subsidy, if applicable.
- Contact landlords regarding rent grant payment from Government.
- Contact the Government regarding hardship grant and other subsidies available, if applicable.

- Preference for online or contactless payment methods alternative to cash.

- Have alternative method for payment than cash.

LEVEL 2 framework changes

What the Government Says

Key changes hospitality needs

What it means for hospitality operators?

What do hospitality operators need to do?

What it means for customers?

What do customers need to do?

OPERATIONS

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

- Masks mandatory, or 3 S's (single server, seated, separated) to apply.
- Gloves and other PPE encouraged but optional.
- If masks used: Single server optional, only where achievable and counter service allowed for all operations if required physical distancing of customers can be maintained.
- Voluntary, mandatory scheduled Covid testing policy for staff to be in place.
- Government approved Level 2 operating guidelines developed by Restaurant Association.
- Hospitality operators to receive as much notice as possible in advance of Alert Level change to allow time to make changes to operations and minimise stock loss.

- Dine-in available.
- Contactless pickup and delivery available.
- Masks mandatory (or additional restrictions apply).
- Gloves and other PPE optional.
- Dine in surfaces sanitised between each party, no exceptions.
- Staff must be able to physically distance onsite, or have appropriate measures in place to separate (eg screens), however not required at all times.
- Operators must sign and return Restaurant Association declaration adhering to approved Alert Level 2 trading guidelines (these are provided to Government for distribution to Worksafe and NZ Police where applicable).

- Masks must be made available and used.
- Sufficient supply of gloves and other PPE on site.
- As far as practicable, ensure staff have the ability to be able to physically distance, or separate while in the workplace.
- Floor markers used to help ensure physical distancing when counter ordering or food collection.
- QR code sign mandatory / Sign in option must be available.
- QR/Sign in must be done on entry into establishment, no exception
- Consumer hand sanitizer available at all times, on all tables if possible.
- Update website and all social media channels (where applicable) to advise customers of the changes.

- Store fronts are open for collection and dine in.
- QR code or sign in, must be done on entry to premise.
- Masks optional for customers collecting.
- Tolerance and patience required: services may be running at a limited capacity due to restrictions.
- Dining area layouts may have changed e.g. to manage physical distancing requirements.

- Check the website and/or social media channels of the business for changes and the most updated information.
- Strictly follow all protocols required by the business eg must be appropriately social distanced on pick up, must sign in or scan QR code - no exceptions.

FISCAL

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

- Government to set out automatic wage subsidy criteria for hospitality at Alert Level 2. *Example: wage subsidy kicks in automatically - all hospitality business receive the wage subsidy, if they can show a 30% or more drop in revenue when compared to comparable month in year previous*
- Government to establish a per sq metre grant for rent purposes, paid directly to landlord every week. *Example: For businesses operating, X% rebate per square metre - based on lease agreement square meterage. For businesses unable to operate a higher % level rebate to apply.*
- Government subsidy to assist businesses faced with a possible or confirmed Covid case connected to the business. *Example: subsidy to assist with deep cleaning business, media / PR assistance to manage reputational damage.*

- Wage subsidy must be used as intended - pass through to staff.
- Rent implications for businesses accessing Government rent grant.

- Assess business viability of staying open (with increased PPE costs, costs of implementing 3 S's restriction etc) in comparison to closing temporarily.
- Plan what this will mean for staff, rosters
- Inform staff of the operational changes immediately, consult on proposed changes.
- Contact the Government for wage subsidy, if applicable.
- Contact landlords regarding rent grant payment from Government.
- Contact the Government regarding hardship grant and other subsidies available, if applicable.

- Preference for payment methods alternative to cash.

- Have alternative method for payment than cash.

LEVEL 1 framework changes

What the Government Says

Key changes hospitality needs

What it means for hospitality operators?

What do hospitality operators need to do?

What it means for customers?

What do customers need to do?

OPERATIONS

PREPARE - The disease is contained in New Zealand

- Masks recommended.
- Voluntary, mandatory scheduled Covid testing policy for staff to be in place.
- Hospitality operators to receive as much notice as possible in advance of heightened Alert Level change to allow time to make changes to operations and minimise stock loss.

- All operation types available: dine in, pickup and delivery available.
- Masks recommended.
- Enhanced cleaning measures applicable for Level 1 to be in place - following Restaurant Association approved guidance.
- Dine in surfaces sanitised between each party, no exception.
- Staff are encouraged to physically distance, where practicable, but not a requirement.

- Masks must be made available and used.
- Keep a supply of other kinds of PPE on site.
- As far as practicable, ensure staff have the ability to be able to physically distance, or separate while in the workplace.
- QR code sign mandatory.
- Sign in must be available.
- QR/Sign in must be done on entry into establishment, no exception.
- Consumer hand sanitizer available at all times.
- Plan staff rosters.
- Update website and all social media channels (where applicable) to advise customers of the changes

- Store fronts are open and all dining options available.
- QR code or sign in, must be done on entry to premise.
- Masks optional for customers collecting food.

- Check the website and/or social media channels of the business for changes and the most updated information.
- Strictly follow all protocols required by the business (there may still be protocols in place and these may vary from premise to premise).

FISCAL

PREPARE - The disease is contained in New Zealand

- Government hardship grant to apply to severely affected businesses - only able to operate at severely reduced capacity. *Eg for businesses with high reliance on overseas tourists, operating at significantly reduced turnover.*
- Government subsidy to assist businesses faced with a possible or confirmed Covid case connected to the business. *Example: subsidy to assist with deep cleaning business, media / PR assistance to manage reputational damage.*

- All payment methods accepted.

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