



**restaurant
association**
of new zealand

45 Normanby Rd
Mt. Eden
Auckland 1024

PO Box 8287
Symonds St
Auckland 1150

info@restaurantn
(09) 638 8403
0800 737 827

dinefind.co.nz
restaurantnz.co.n

Emergency information 2021 – West Coast and Marlborough Flooding.

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[PLEASE NOTE. Restaurant Association members are strongly advised to seek guidance from the helpline team on 0800 737 827 if you have any questions. The Restaurant Association has taken all reasonable care to ensure that the information materials contained on our website are true and correct at the time of publication including this resource. The information provided is general information only and is not intended to constitute legal advice. Therefore, the Restaurant Association accepts no responsibility for any loss, errors or omissions which may arise pertaining to such reliance.]

The advice here is designed to help our members make good, safe, sensible, and practical decisions in the event of an emergency situation. Please contact the Restaurant Association on 0800 737 827 at any time if you have concerns or questions.

If life or property is threatened always dial 111 for Police, Fire or Ambulance.

Please keep up to date with what is happening with the Canterbury flooding here:

<https://www.civildefence.govt.nz/>

EMPLOYMENT RELATIONS

You may need to close your business if you are in an affected area, or you may have employees who are unable to get to work. It may be difficult for employees to get in contact with you as phone and internet may be affected.

Transportation is also an issue, as some coastal, tidal or riverside roads may be temporarily closed, and public transport could be affected. Please bear these things in mind when dealing with your staff.

OVERARCHING EMPLOYMENT ADVICE FOR BUSINESSES AFFECTED BY AN EMERGENCY SITUATION

The key is communication. Like all emergency situations of this nature, you are faced with an unusual situation, and some of it is probably not covered by employment agreements. It is very important that employers and employees are talking to each other.

- **Be flexible.** This is a time for employers and employees to be understanding and to take a common-sense approach to getting the business up and running.
- **If employees are concerned** about their safety in getting to, or going back to work, they should raise their concerns with their employer.
- If employers **are asking employees to do work they do not normally do** (for example, clean-up work), both sides need to ensure they're comfortable with this, and safety must be a top priority.
- People may want to focus on family rather than work.
- Working with staff health and safety representatives and union representatives will be of assistance in some workplaces.
- Work together to find practical solutions.
- Recognise that this is a significant event
 - People react differently in these types of situations - some may need extra support
 - Some will want to focus on caring for their family
 - Others will be best supported by assisting to keep things running
- An individual employee has the right to raise concerns and refuse to do work they consider unsafe. Discuss the work and the concerns before it gets to this point.

ADDITIONAL EMPLOYMENT INFORMATION

Who decides if workers have to go to work if the business is open?

Employers and employees should talk to each other about what is happening with the workplace. Discuss and reach an appropriate agreement.

Whose responsibility is it to ensure the workplace is safe?

This is the responsibility of the PCBU / employer under the Health and Safety At Work Act. You should follow the advice of the local council and Civil Defence.

My business is in the area that has been officially closed/evacuated and / or my business is one of the those affected by road closures and the evacuation processes. What if it is a usual day of work for my employees and the business is closed. Do I pay employees? Should I pay them?

The answer to these (and similar questions) will depend on the employment agreement in place. If the employment agreement is clear about what to do, you should be guided by your agreement.

The Restaurant Association's Permanent Employment Agreement has a business interruption clause which can be enforceable where business operations are interrupted by **unforeseen events beyond your control**.

Where a business is closed due to circumstances beyond the control of the Employer (even for a couple of days) it is a business interruption. The clause in the updated agreements states that an employer will consult with an employee about any decision regarding

payment for the day(s) the business is closed. Therefore, we advise business owners to speak with their employees before making a decision on whether they will be paid or not.

This conversation may include discussions about whether there was alternative work available elsewhere for the employee, and if not, whether it was appropriate that the employee be paid, take leave without pay, or take annual leave etc. If the decision was made not to pay the employee, it is open for the employee to challenge it, however, if the above process is followed you will be unlikely to have any problems.

NOTE: under current employment legislation your employment agreements should have a cancellation clause in your employment agreement and this clause may also be used in these types of circumstances. You will need to be sure that any shift cancellation does not affect any agreed hours with an employee.

INSURANCE

Please be aware that members can call the Crombie Lockwood team on 0800 252 461. They will have access to the best advice available.

MENTAL HEALTH

Situations like these can affect us, our teams, and communities, in different ways. Please be aware that we can help with these matters through our partnership with [EAP](#). We also have a number of wellness and mental health resources made in collaboration with the Mental Health Foundation on our [website](#).

To help you prioritise your health and wellbeing, we have also secured some free Clearhead subscriptions for members. Clearhead is an online mental wellbeing platform and support service, offering real-time consultations with a digital counsellor. Clearhead is powered by smart AI technology that mimics a consultation with your GP. This online conversation is a non-judgmental space where you can discuss what you are going through and receive support. Clearhead will create and guide you through your own personalised wellbeing plan, based on your unique situation. This plan can be worked through at your own pace and will offer you mental health tools and lessons. Find out more about Clearhead on their [website here](#). To register for one of these free subscriptions please [signup here](#).

REMEMBER...

Our RESTAURANT ASSOCIATION HELPLINE - 0800 737 827 - is always available. We are happy to hear from you regardless of your situation so please do not hesitate to call the helpline 24/7. Information is also available on the Restaurant Association website, www.restaurantnz.co.nz.

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