

Operating your business at Level 2

guidelines for hospitality businesses

The following information is intended to provide guidance for hospitality businesses operating at 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.

This guidance was originally created in 2020 but has recently been updated (September 2021) and was originally created by the Restaurant Association of New Zealand in collaboration with the Ministry of Business, Innovation and Employment (MBIE) and other Government agencies. WorkSafe New Zealand assessed this guidance and was satisfied that it meets their expectations for management of COVID-19-related risks in the workplace.

The Industry Association's health and safety guidance is available and, in all cases, refer to WorkSafe for additional health & safety guidance and Ministry of Health and New Zealand Food Safety guidelines for 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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This includes any action taken as a result of reading, or a reliance placed on WorkSafe as a result of having read, any part or all of, the guidance. Without limiting the above, you are advised that:

1. The information provided is of a general nature only, and is not intended to address specific circumstances of any particular individual or entity.
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The information provided is not in substitution for or in any way an alteration to the laws of New Zealand or any official guidelines or requirements.

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.

Important information

These measures are based on COVID-19 Public Health Orders and are subject to further Public Health Orders. (Current: COVID-19 Public Health Response (Alert Level Requirements) Order (No 11) 2021 and subsequent Public Health Orders/Amendment Orders)

For hospitality businesses operating at Alert Level 2 the key measures are:

Businesses must ensure that a government issued QR code is displayed in a prominent place near the entrance. Additional copies of the QR code poster must also be displayed in prominent places other than just in the entranceway requiring 1 or more copies of the QR code poster to be displayed in 1 or more prominent places elsewhere within the workplace (see Mandatory Record Keeping and Contact Tracing Requirements below).

Restaurants, cafes & bars

- In addition to displaying the QR code, businesses are also legally required to take steps to have systems and processes in place to ensure, so far as is reasonably practicable, that people make a record when entering the premises. This includes either by scanning the QR code (the preferred option) or providing details in an alternate contact tracing record.

Record keeping is a requirement for people aged 12 and over at all Alert Levels for busy places and events. This is so contact tracing can happen quickly and may help prevent Alert Level changes (see Mandatory Record Keeping and Contact Tracing Requirements below).

- There is no overall limit on numbers per single defined space, however all seated (restaurants, cafes, and bars), inside the premises at a time, and all seated, within the defined outdoor space.
- This means that there is no customer limit inside the premises. However, systems and processes must be in place to ensure customers are seated and physically distanced.
- You can have people seated in both single indoor and outdoor defined spaces, but you need to make sure that the two groups do not mix. This means making sure there are separate entrances for shared areas. For example, bathrooms or counters where people go to order or pay.
- Multiple groups with no number limits are allowed provided they are in separate 'defined spaces' and there is no mingling of people between the different spaces (including in common areas such as toilets) (see below information on defined spaces).

- 1 metre physical distancing is required between groups and there must be at least 1 metre between tables. 1 metre physical distancing should also be complied with where practicable.
- Records must be kept to enable contact tracing for workers, customers, suppliers, contractors and anyone else that enters your premises (see Mandatory Record Keeping and Contact Tracing Requirements below).
- Customers must be seated at a table except where using the toilet, paying or departing, ordering and collecting food and drinks (at unlicensed premises - see below).

Ordering and collecting food and drinks at the counter is allowed for non-licensed premises only, provided that physical distancing is maintained. Ordering and collecting food and drinks at the counter is not permitted at bars or other licensed premises.

- Businesses are free to set up gaming machines in a clearly separate space to the food and drink area. Customers can use gaming machines if they can keep 1 metre apart from others. No food or drink can be served or consumed within 2 metres of the gaming machines and no person is permitted to use a gaming machine without wearing a face covering.
- Customers cannot play pool.

Takeaways

- Takeaway food can be ordered from the counter of any establishment, irrespective of whether patrons are able to dine-in or not. People can order and collect from a counter, except for on-licence and club-licence premises.
- 2 metre physical distancing is required between takeaway customers collecting their orders.
- Customers must wear a mask when collecting a takeaway order.
- To reduce lines and queuing you could encourage pre-ordering online, over the phone or via an app.

Venues generally - Social Gatherings

If someone hires a hospitality venue for a social gathering, the gatherings rules apply, not the hospitality ones. Please refer to Section 7: Event Facilities & Social Gatherings for further information.

A social gathering has the following definition:

A social gathering means people who are intermingling in a group and can include a gathering held at a facility or venue of a business or service that has been hired for the gathering if the gathering is not for the purpose of the business or service.

Defined space has the following definition:

- (a) an indoor space is a *single space* if—
- (i) there are walls (whether permanent or temporary) that substantially divide that space from other spaces; and
 - (ii) the space does not share direct airflow with another indoor space:
- (b) an outdoor space is a *single space* if—
- (i) there are walls (whether permanent or temporary) that substantially divide that space from other spaces; or
 - (ii) all people in that space are separated by at least 2 metres from other people who are outside that space.

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.

Mandatory Record Keeping and Contract Tracing

It is a legal requirement for businesses and locations to display QR codes for scanning.

1. **What establishments does this apply to?** It applies to all businesses, including but not limited to, restaurants, bars, café's, drive-throughs, venues, conferences, and events.
2. **When does record keeping become mandatory?** Recording keeping is now a requirement for people aged 12 and over at all Alert Levels so contact tracing can happen quickly and may help prevent Alert level shifts and future lockdowns. This requirement is for businesses and locations to take steps to ensure a record is kept.
3. **What are the additional requirements for QR Code posters?**

The government has announced some changes that will require more than one QR code poster to be displayed on your premises.

Coming into force at 11:59 pm, 5 October 2021:

- Additional copies of your COVID-19 QR code poster will need to be displayed 'in other places' throughout your business. The new requirement is at least one other poster, where reasonably practicable and in a prominent position.
- This is in addition to the requirement to display a QR code displayed at the main entrance.
- QR code posters are now also required to be **kept in a good condition**, this limits the risk that scanning doesn't take place if posters are faded, damaged or difficult to scan in on.

- The QR code **must not be altered** in a way that makes it unclear that it has been issued by the NZ Government for the purposes of contact tracing. Businesses and locations must use the official COVID-19 QR code posters issued by the Ministry of Health. This also ensures people know the QR code they are scanning links to the COVID tracer app and is for contact tracing purposes.

You can get your QR code poster [here](#), with extra posters and signage as well.

4. **What does the mandatory record keeping requirements mean for my business?** You will be responsible for taking steps to have systems and processes in place to ensure, so far as is reasonably practicable, that people make a record. This includes either by scanning the QR code (the preferred option) or providing details in an alternate contact tracing record.

What are the best alternative sign-in systems for those who cannot use the Covid tracer app?

- Set up a ballot box with individual paper slips or cards for people to fill in their name, phone number, date, and time of visit.
- If you are able, have an employee manually record visitor details – this ensures that staff maintain control over the records and do not leave contact information is not visible to others.
- Consider an electronic system, like a tablet sign-in app, work timesheet or an existing booking system.
- Use a work cell phone to receive texts from customers. Simply publicise the cell phone number around the entrance to your service or business and let customers text you, their name. Please use a separate mobile phone, if you use this requirement, so that all data can be deleted after 60 days to comply with privacy requirements.

There is no one right method of collecting. Do not use a paper-based register if it is left in a public-facing position where personal information is visible to others.

5. **What if a customer or guest refuses?** There will be no expectation or requirement for a person responsible for the place or gathering to enforce non-compliance with record keeping requirements. The obligation on businesses is to have systems and processes in place to ensure (as far as reasonably practicable) so that customers or visitors make a record. Businesses will not be required or expected to turn people away who may refuse to make a record of their visit, particularly if the person becomes aggressive or abusive. This will be at the discretion of the business.
6. **What enforcement will be in place?** If a person responsible for a business or location has failed to meet record keeping requirements, they are committing an infringement offence and will be liable to an infringement fee of \$300 or court imposed fine not exceeding \$1,000.

Failing to display a QR code will continue to be an infringement offence carrying an infringement fee of \$300 or court imposed fine not exceeding \$1,000.

7. **What privacy considerations should I be aware of?** When collecting this information, advise people that it is being collected to support contact tracing. It is your responsibility to store any private information securely, and it can only be used for COVID-19 contact tracing. For example, you should not automatically add people's emails to your contact database without their consent, or you may breach the Privacy Act.
8. **How long do business have to keep the records for?** 60 days. When this time elapses, you must securely destroy the physical records (i.e., manual sign-in records) and electronic records if alternative methods were used

Template Privacy Statement

We recommend you display a privacy statement alongside your register system. Here's an example:

This information is being collected to assist in the management of the COVID-19 pandemic. It will be given to the Ministry of Health and/or the District Health Board on request if it is required for contact tracing purposes. We will not use it for any other purpose and will destroy it after 60 days.

It will be kept here at [name of the establishment]. You have a right to access and correct any information we hold about you.



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Operating your business at Level 2

Section 1: General Principles

Section 1

General Principles

Alert Level 2 – Reduce

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

Risk assessment

- There could be limited community transmission.
- There are active clusters in more than 1 region.

Businesses legally must

- Display a copy of the QR code for the business or service and provide an alternative contact tracing system in a prominent place at or near the main entrances to the workplace. Additional copies of the QR code poster must also be displayed in prominent places other than just in the entranceway requiring 1 or more copies of the QR code poster to be displayed in 1 or more prominent places elsewhere within the workplace.
- Take steps to have systems and processes in place to ensure, so far as is reasonably practicable, that people make a record. This includes either by scanning the QR code (the preferred option) or providing details in an alternate contact tracing record (*see Mandatory Record Keeping and Alternate Contract Tracing Section at the beginning*).
- This applies to anyone attending your workplace including customers, employees, suppliers, contractors, or anyone else.
- Mask use is mandatory for staff who are customer facing while they are serving customers, face coverings are highly recommended for other staff and for customers when not eating or drinking. Staff performing delivery duties must wear a mask for any part of the delivery during which they are on the property of the home or place.

Range of measures

Public venues can open but must comply with public health measures.

- Multiple groups with no limit on numbers are allowed provided they are in separate 'defined spaces'. You need to make sure that the groups do not mix. This means making sure there are separate entrances for shared areas. For example, bathrooms or counters where people go to order or pay.
- 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.
- People should keep 1 metre apart in controlled environments like workplaces, where practicable. Businesses can open to the public but must follow public health guidance including in relation to physical distancing, display of the QR code poster and taking steps to have systems and processes in place to ensure, so far as is reasonably practicable, that people make a record when entering the premises. This includes either by scanning the QR code (the

preferred option) or providing details in an alternate contact tracing record. (See *Mandatory Record Keeping, Contact Tracing and Alternate Contact Tracing Section below and Mandatory Record Keeping and Contact Tracing Requirements above*).

Alternative ways of working are encouraged where possible (e.g., remote working, shift-based working, physical distancing, staggering meal breaks, flexible leave).

- People can reconnect with friends and family, and socialise, go shopping and travel domestically, if following public health guidance.
- Sport and recreation activities are allowed, subject to conditions on gatherings, contact tracing (record keeping), and – where practical – physical distancing (see *Mandatory Record Keeping, Contact Tracing and Alternate Contact Tracing Section below and Mandatory Record Keeping and Contact Tracing Requirements above*).
- 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.
- Passengers and workers in transport stations legally must keep 1 metre apart, as far as reasonably practicable.
- Public facilities such as museums, libraries and pools can open if they comply with public health measures and ensure 2 metre physical distancing.

People legally must wear a face covering when:

- inside retail businesses, for example supermarkets, shopping malls, indoor marketplaces, and takeaway food stores
- on public transport and at departure points, for example airports, train stations, bus stops, and in taxi or ride-share vehicles
- on flights
- visiting a healthcare facility (other than as a patient)
- visiting an aged care facility (other than as a patient)
- visiting the public areas within courts and tribunals, local and central Government agencies, and social service providers with customer service counters.

Workers legally must wear a face covering if they work:

- in a public facing role at a hospitality venue, for example a cafe, restaurant, bar or nightclub
- when performing delivery duties for any part of the delivery during which they are on the property of the home or place.
- at retail businesses, such as supermarkets, shopping malls, indoor marketplaces, takeaway food stores
- as a driver of a taxi or ride-share vehicle
- at close-contact businesses, for example barbers, beauticians and hairdressers

- in the public areas of courts and tribunals, local and central Government agencies, and social service providers with customer service counters
- at indoor public facilities, for example libraries and museums (but not swimming pools).

General Golden rules for business at Alert Level 2

- Reduce the risk of COVID-19 transmission at work.
- All businesses can operate if they can do so safely.
- Talk with your staff to identify risks and ways to manage them.
- Ask everyone — workers, contractors, and customers — with cold, flu or COVID-19 symptoms to stay away from your premises.
- Keep workers 1 metre apart where practicable and customers in retail businesses 2 metres apart.
- Mandatory Record Keeping and Contact Tracing: You will be responsible for taking steps to have systems and processes in place to ensure, so far as is reasonably practicable, that people make a record when entering the premises. This includes either by scanning the QR code (the preferred option) or providing details in an alternate contact tracing record. Additional copies of the QR code poster must also be displayed, in prominent places other than just in the entranceway requiring 1 or more copies of the QR code poster to be displayed in 1 or more prominent places elsewhere within the workplace (see Mandatory Record Keeping, Contact Tracing and Alternate Contact Tracing Section below and Mandatory Record Keeping and Contact Tracing Requirements above).
- Mask use is mandatory for staff who are customer facing while they are serving customers, face coverings are highly recommended for other staff and for customers when not eating or drinking. Staff performing delivery duties must wear a mask for any part of the delivery during which they are on the property of the home or place.
- Reduce the number of shared surfaces, and regularly disinfect them.
- Wash your hands. Wash your hands. Wash your hands.

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

Hospitality business must adhere to the requirements for operating under Alert Level 2.

1. **Seated:** Everyone in your venue must be seated at a table when consuming food and drink on the premises - other than when
 - (i) entering, using a toilet or bathroom, paying, or departing; or
 - (ii) ordering or collecting food and drink **except in on-licence premises or club licence premises**
2. **Separated:** Physical distancing of 1 metre must be maintained in a controlled environment, like a restaurant, café, or bar (see above 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.

Others:

3. **Table Service:** Table service needs to be provided to customers dining at the premises for on-licence and club licence premises. Operations that use counter service either for takeaway orders, or for other customers if the premise is unlicensed, must have measures in place to always manage physical distancing between groups of customers.
4. **Occupancy limits:** There is no overall occupancy limit, however all seated (restaurants, cafes, and bars), inside the premises and within the defined outdoor space.
5. **Mask use** is mandatory for staff who are customer facing while they are serving customers, face coverings are highly recommended for other staff and for customers when not eating or drinking. Staff performing delivery duties must wear a mask for any part of the delivery during which they are on the property of the home or place. Customers must wear a mask when collecting a takeaway order.
6. **QR code poster** must be displayed – the business must ensure that a government-issued QR code is displayed in a prominent place near the entrance and that there is an alternate contact tracing systems for customers and workers. Additional copies of the QR code poster must also be displayed, in prominent places other than just in the entranceway requiring 1 or more copies of the QR code poster to be displayed in 1 or more prominent places elsewhere within the workplace.
7. **Mandatory contact tracing** and record keeping rules for customers and workers: the business is legally responsible for taking steps to have systems and processes in place to ensure, so far as is reasonably practicable, that people make a record when entering the premises. This includes either by scanning the QR code (the preferred option) or providing details in an alternate contact tracing record. (*See Mandatory Record Keeping, Contact Tracing and Alternate Contact Tracing Section below and Mandatory Record Keeping and Contact Tracing Requirements above*).
8. **Communal amenities** (such as water stations) are not permitted, these must be provided via table service.
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. **Reusable cups and containers:** Businesses can decide if they will allow customers to use reusable cups and containers. This includes personal keep cups and in-house reusable coffee cup schemes. If you decide to allow reusable cups, we recommend having good hygiene practices in place, managing food safety risks and adhering to food safety requirements.
11. **Intermingling between indoor and outdoor spaces:** Restaurants, cafes, and bars can have people seated in both indoor and outdoor defined spaces, but they need to make sure that the two groups do not mix. This means making sure there are separate entrances for shared areas. For example, bathrooms or counters where people go to order or pay.

12. **Gatherings (indoor)** do not have a maximum limit per “single defined indoor space”. However, physical distancing requirements might require limiting the number of people to fewer than the premises’ occupancy limit.

Measures must be put in place to ensure, to the greatest extent practicable, that persons using each space (other than workers) do not intermingle at a distance closer than 2 metres with other persons using, entering, or leaving the premises.

13. **Gatherings (outdoor)** do not have a maximum limit per “single defined outdoor space”. However, physical distancing requirements might require limiting the number of people to fewer than the premises’ occupancy limit.

Measures must be put in place to ensure, to the greatest extent practicable, that persons using each space (other than workers) do not intermingle at a distance closer than 2 metres with other persons using, entering, or leaving the premises.

14. **The Sale and Supply of Alcohol Act 2012** requirements must continue to be always adhered to.

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 for operations at Alert Level 2

Businesses legally must

- Display a copy of the QR code for the business or service and provide an alternative contact tracing system in a prominent place at or near the main entrances to the workplace. Additional copies of the QR code poster must also be displayed in prominent places other than just in the entranceway requiring 1 or more copies of the QR code poster to be displayed in 1 or more prominent places elsewhere within the workplace.
- Take steps to have systems and processes in place to ensure, so far as is reasonably practicable, that people make a record. This includes either by scanning the QR code (the preferred option) or providing details in an alternate contact tracing record (see Mandatory Record Keeping and Alternate Contract Tracing Section at the beginning).
- This applies to anyone attending your workplace including customers, employees, suppliers, contractors, or anyone else.
- Mask use is mandatory for staff who are customer facing while they are serving customers, face coverings are highly recommended for other staff and for customers when not eating or drinking. Staff performing delivery duties must wear a mask for any part of the delivery during which they are on the property of the home or place.
- There is no overall limit on customer numbers, however all seated (restaurants, cafes and bars), inside the premises at a time, and within the defined outdoor space.
- Maintain physical distancing requirements.

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. It is recommended that you consult with workers and document your approach in 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 where practicable. 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? What will you do, and who is responsible for safely dealing with any customers that refuse to comply? (See *Mandatory Record Keeping, Contact Tracing and Alternate Contact Tracing Section below and Mandatory Record Keeping and Contact Tracing Requirements above*).
 8. How will you regularly **review and assess your processes**?
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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. **Counter food service** is permitted for unlicensed premises. However, you will need to implement measures to manage counter service safely and within requirements. Counter service is also available for takeaway customers at Level 2.
 13. Consider having a **separate pick-up** area in the business for takeaway pick-ups.
 14. If you have **outdoor** areas, how will you manage the indoor / outdoor access points and areas to ensure that people are seated. Indoor gatherings are not limited to a maximum number of people per "single defined outdoor space". Outdoor gatherings are also not limited a maximum number of people per "single defined outdoor space".
 15. **Intermingling between indoor and outdoor spaces:** Restaurants, cafes, and bars can have people seated in both indoor and outdoor defined spaces, but they need to make sure that the two groups do not mix. This means making sure there are separate entrances for shared areas. For example, bathrooms or counters where people go to order or pay.

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 an 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? Ensure that your QR code poster/alternative record keeping method is displayed prominently, for instance at the premises entrance. Additional copies of the QR code poster must also be displayed in prominent places other than just in the entranceway requiring 1 or more copies of the QR code poster to be displayed in 1 or more prominent places elsewhere within the workplace. You will be responsible for taking steps to have systems and processes in place to ensure, so far as is reasonably practicable, that people make a record when entering the premises. This includes either by scanning the QR code (the preferred option) or providing details in an alternate contact tracing record (*see Mandatory Record Keeping, Contact Tracing and Alternate Contact Tracing Section below and Mandatory Record Keeping and Contact Tracing Requirements above*).
 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 and Food Safety

Section 3

Health & Safety and Food Safety

Businesses legally must

- Display a copy of the QR code for the business or service and provide an alternative contact tracing system in a prominent place at or near the main entrances to the workplace. Additional copies of the QR code poster must also be displayed, in prominent places other than just in the entranceway requiring 1 or more copies of the QR code poster to be displayed in 1 or more prominent places elsewhere within the workplace.
- Take steps to have systems and processes in place to ensure, so far as is reasonably practicable, that people make a record. This includes either by scanning the QR code (the preferred option) or providing details in an alternate contact tracing record (see Mandatory Record Keeping and Alternate Contract Tracing Section at the beginning).
- This applies to anyone attending your workplace including customers, employees, suppliers, contractors, or anyone else.
- Mask use is mandatory for staff who are customer facing while they are serving customers, face coverings are highly recommended for other staff and for customers when not eating or drinking. Staff performing delivery duties must wear a mask for any part of the delivery during which they are on the property of the home or place.
- Maintain physical distancing requirements.

Covid-19 Safety Plan – WorkSafe

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 could document this thinking in a Covid-19 Safety Plan. If you have a Safety Plan in place from Level 3 operations, or previous Level 2 operations this may need to be updated. You should also 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:

- All businesses can operate if they can do so safely.
- Talk with your workers about how you will keep them and others safe from exposure to COVID-19.
- Ask everyone — workers, contractors, and customers — with cold or flu-like symptoms to stay away from your premises.
- Keep workers 1 metre apart and customers in retail businesses 2 metres apart.
- Keep groups of customers at least 1 metre apart, or 2 metres for retail businesses.
- Businesses are legally required to display a QR code and provide an alternative contact tracing system.

- Mask use is mandatory for staff who are customer facing while they are serving customers, face coverings are highly recommended for other staff and for customers when not eating or drinking. Staff performing delivery duties must wear a mask for any part of the delivery during which they are on the property of the home or place.
- QR code poster must be displayed - business must ensure that a government-issued QR code is displayed in a prominent place near the entrance and that there is an alternate contact tracing systems for customers and workers. Additional copies of the QR code poster must also be displayed in prominent places other than just in the entranceway requiring 1 or more copies of the QR code poster to be displayed in 1 or more prominent places elsewhere within the workplace.
- Take steps to have systems and processes in place to ensure, so far as is reasonably practicable, that people (staff, customers, contractors, suppliers, or any other person) make a record when entering the premises. This includes either by scanning the QR code (the preferred option) or providing details in an alternate contact tracing record. (See Mandatory Record Keeping, Contact Tracing and Alternate Contact Tracing Section below and Mandatory Record Keeping and Contact Tracing Requirements above)
- Reduce the number of shared surfaces, and regularly disinfect them.
- Wash your hands. Wash your hands. Wash your hands.
- Follow all other health and safety obligations.

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. 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 workspaces?
- 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?**

- We need to continue to be vigilant about the possibility of COVID-19 transmission at work. You need to ensure workers who are unwell or suffering from symptoms consistent with COVID-19 must not come to work, and if they do, should be asked to go home immediately. If workers have COVID-like symptoms, they shouldn't come back to work until they have been tested and cleared from having COVID-19 and are no longer symptomatic. Ask everyone — workers, contractors, and customers — with cold or flu-like symptoms to stay away from your premises.

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.

Workers who have been diagnosed with COVID-19 are able to return to work, without risk to others, when they've been cleared from isolation and their Local Public Health Authority/Ministry of Health. The criteria for being released from isolation depend on the circumstances, such as whether the person has been hospitalised. In all cases a health professional or health team assesses whether someone can be released from isolation, and so return to work safely.

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?

Businesses and organisations should manage the risk of COVID-19 transmission at work by implementing the physical distancing, limits on customer numbers (if applicable) and contact tracing requirements for their type of work. You should also follow public health guidance on good hygiene and cleaning practices.

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.

For guidance specific to food businesses, including hospitality, see New Zealand Food Safety's [COVID-19 Alert Level 2 Safe Practice Guidance for Food Businesses operating under the Food Act 2014](#). Owners/managers will be asked to show how they have implemented these procedures, if a COVID-19 Safe Practice Check is undertaken at their business.

Food Safety

New Zealand Food Safety guidance for [food safety in Alert Level 2](#)

Currently there is no evidence of COVID-19 transmission via food or food packaging.

Coronaviruses cannot grow in food – they need a host (animal or human) to grow in.

Coronaviruses are most commonly passed between animals and people and from person-to-person contact. The virus is nearly always transmitted through direct mucous membrane contact by infectious droplets or aerosols, for example, breathing in airborne virus from the sneeze of someone who is infected.

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
- Ask everyone — workers, contractors, and customers — with cold or flu-like symptoms to stay away from your premises.
- **Mandatory Record Keeping and Contact Tracing:** Businesses are legally required to display a QR code and provide an alternative contact tracing system. Take steps to have systems and processes in place to ensure, so far as is reasonably practicable, that people (staff, customers, contractors, suppliers, or any other person) make a record when entering the premises. This includes either by scanning the QR code (the preferred option) or providing details in an alternate contact tracing record (*see Mandatory Record Keeping, Contact Tracing and Alternate Contact Tracing Section below and Mandatory Record Keeping and Contact Tracing Requirements above*)
- Mask use is mandatory for staff who are customer facing while they are serving customers, face coverings are highly recommended for other staff and for customers when not eating or drinking. Staff performing delivery duties must wear a mask for any part of the delivery during which they are on the property of the home or place.

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 regarding 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.

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.

Verification under Alert Level 2

Scheduled verifications of Food Control Plans and National Programmes are still required. New Zealand Food Safety has set up a Remote Check system of Food Act 2014 businesses as an interim measure until on-site verifications can resume. This means that the Food Act verifiers that have completed the necessary Remote Check training can complete scheduled verifications with food businesses off-site, via a phone call or using online technology such as Skype. For more information, food businesses owners/managers can contact their verifier or email foodactinfo@mpi.govt.nz.

The following guidance is for businesses which operate under the Food Act 2014 (including butchers, fishmongers, bakeries, delicatessens, cafes, restaurants, takeaways, food service, manufacturers, food transporters, cheesemakers, winemakers, and horticultural growers) who want to make changes to their existing Food Control Plan or National Programme.

These scope changes can include:

- selling takeaway food,
- delivering/transporting food,
- meal kits and breaking bulk food into smaller packaging for retail,
- making chilled / frozen prepared food, and/or
- making jams, sauces, and chutneys.

Food businesses wanting to extend their scope must download the appropriate pack(s) from the [COVID-19 and food safety in Alert Level 2](#) web page, attach it to their Plan or Programme, and then notify their Registration Authority (New Zealand Food Safety or local council). These packs can be added at no registration cost and without requiring verification.

If you have made changes to what you do (including adding a new Pack), then you need to let your Registration Authority know.

Businesses that want to expand their business into preparing chilled or frozen meals will need an off-site Scope Change Check interview within five (5) working days of operating – to check they are managing the associated food safety risks. There is no charge to the business for this check.



Operating your business at Level 2

Section 4: Mandatory Record
Keeping, Contact Tracing
and Alternate Tracing Record

Section 4

Mandatory Record Keeping, Contact Tracing and Alternate Tracing Record

Businesses legally must

- Legally display a copy of the QR code for the business or service and provide an alternative contact tracing system in a prominent place at or near the main entrances to the workplace. Additional copies of the QR code poster must also be displayed in prominent places other than just in the entranceway requiring 1 or more copies of the QR code poster to be displayed in 1 or more prominent places elsewhere within the workplace.
- Take steps to have systems and processes in place to ensure, so far as is reasonably practicable, that people make a record. This includes either by scanning the QR code (the preferred option) or providing details in an alternate contact tracing record (see *Mandatory Record Keeping and Alternate Contract Tracing Section at the beginning*).
- This applies to anyone attending your workplace including customers, employees, suppliers, contractors, or anyone else.
- Mask use is mandatory for staff who are customer facing while they are serving customers, face coverings are highly recommended for other staff and for customers when not eating or drinking. Staff performing delivery duties must wear a mask for any part of the delivery during which they are on the property of the home or place.
- Maintain physical distancing requirements.

Under Alert Level 2:

- If you have customers purchasing and consuming their food / drink **on your premises**, they either scan in via the QR code poster (preferred option) or complete the alternate contact tracing record. 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** the same applies.
- You will also need a record of every staff member's 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). Require all staff to either scan the QR Code or complete the alternate contact tracing record.

The Ministry of Health and/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
- Contact phone number or email address
- Time of interaction (e.g., the time they collected food/went through drive-through).

Privacy Considerations

When collecting this information, advise people that it is being collected to support contact tracing. It is your responsibility to store any private information securely, and it can only use for COVID-19 contact tracing. For example, you should not automatically add people's emails to your contact database without their consent, or you may breach the Privacy Act.

Template Privacy Statement

We recommend you display a privacy statement alongside your register system. Here's an example:

This information is being collected to assist in the management of the COVID-19 pandemic. It will be given to the Ministry of Health and/or the District Health Board on request if it is required for contact tracing purposes. We will not use it for any other purpose and will destroy it after 60 days.

It will be kept here at [name of the establishment]. You have a right to access and correct any information we hold about you.

Alternate Tracing Record (Customer Register):

- As well as the legal requirement to display the QR code poster (preferred option) and alternate contact tracing record prominently in your business. A business is legally required to take steps to have systems and processes in place to ensure, so far as is reasonably practicable, that people (staff, customers, contractors, suppliers, or any other person) make a record when entering the premises.

This includes either by scanning the QR code (the preferred option) or providing details in an alternate contact tracing record (*see Mandatory Record Keeping and Contact Tracing Requirements above*).

This obligation of mandatory record keeping is a requirement for people aged 12 and over at all Alert Levels when entering your premises. So, you must collect the details of every customer, worker, contractor, supplier, or any other person that enters your premises.

Keep your register in a secure place for 60 days from the date of record, then you must destroy the register.

Alternate Contact Tracing Records

The Restaurant Association recommends electronic contactless registers – we have explored several options for members, 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/>.

Existing booking systems (e.g., for restaurants) that collect the details required above should also be sufficient for contact tracing purposes – you do not necessarily need a bespoke paper or electronic record keeping system.

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.
- Whenever you collect personal information, you need to treat it with care and keep it safe.

What are the best alternative sign-in systems for those who cannot use the Covid tracer app?

- Set up a ballot box with individual paper slips or cards for people to fill in their name, phone number, date, and time of visit.
- Have an employee manually record visitor details – this ensures that staff maintain control over the records and do not leave contact information is not visible to others.
- Consider an electronic system, like a tablet sign-in app, work timesheet or an existing booking system.
- Use a work cell phone to receive texts from customers. Simply publicise the cell phone number around the entrance to your service or business and let customers text you, their name.

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.
- Customers should either scan the QR code poster (preferred option) or their registration details collected via the business' alternative register.
- Consider how you will keep the information secure, maintaining your customers and other visitors' privacy (refer to Privacy Considerations directly mentioned above in this section including a draft template Privacy Statement). Customers shouldn't be able to see other people's personal information. If you are using a manual register, ensure an employee is collecting the customer information, make sure the information isn't lying around unattended and consider who has access to the information collected. This must be stored securely. You can find other alternative record keeping measures directly above.
- Details collected must not be used for any other purpose, for instance marketing. For larger parties (i.e.: group dinner or function) each member of the group still needs to provide their own contact details. Take steps to have systems and processes in place to ensure, so far as is reasonably practicable, that people (staff, customers, contractors, suppliers, or any other person) make a record when entering the premises. This includes either by scanning the QR code (the preferred option) or providing details in an alternate contact tracing record (see *Mandatory Record Keeping and Contact Tracing Requirements above*).

- It is recommended that customer-facing signage explaining the mandatory record keeping and contact tracing requirements process should be clearly visible and state that it is a condition of entry to your business for all persons.
- 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 also assist with contact tracing should it be necessary.

Government NZ COVID Tracer

The Government's NZ COVID Tracer app helps the public log and track which businesses and organisations they have visited by scanning the QR Code, and who they have come in contact with. The app can be downloaded from the Apple App Store or the Google Play Store.

PLEASE NOTE: Customers who are signing in with the NZ COVID Tracer App, do not need to also sign into your business' alternate contact tracing register. However, your alternate contact tracing register must be used by anyone that hasn't scanned your QR code poster. This will ensure you are able to meet your legal mandatory record keeping and contact tracing obligations.

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 required to support the app by displaying QR code posters at each of their locations, which is a legal requirement.

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 - go to <https://qrform.tracing.covid19.govt.nz/>.

How to display your QR code

Display the poster in a prominent place — at the main entrances. Additional copies of the QR code poster must also be displayed in prominent places other than just in the entranceway requiring 1 or more copies of the QR code poster to be displayed in 1 or more prominent places elsewhere within the workplace. You can print as many copies of your QR code poster as you like, but each location needs its own QR code.

You should:

- print in A4, colour if possible.
- place the poster about 130cm off the ground
- make it easy for people to reach and consider those that may be less able to reach over or around object.

Do not:

- crop the poster or code
- place the poster on sliding or revolving doors
- place in narrow, or hard to see areas
- place in an area with high glare
- place high up or in hard to reach areas

[Mandatory record keeping and contracting at busy places and events.](#)

Restaurant Association guidelines for operating at Level 2

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

Operating your business at Level 2

Section 5: Managing orders and payments

Section 5

Managing orders and payments

Businesses legally must

- Display a copy of the QR code for the business or service and provide an alternative contact tracing system in a prominent place at or near the main entrances to the workplace. Additional copies of the QR code poster must also be displayed in prominent places other than just in the entranceway requiring 1 or more copies of the QR code poster to be displayed in 1 or more prominent places elsewhere within the workplace. Take steps to have systems and processes in place to ensure, so far as is reasonably practicable, that people make a record. This includes either by scanning the QR code (the preferred option) or providing details in an alternate contact tracing record (see Mandatory Record Keeping and Contact Tracing Requirements at the beginning of the Guidelines for Alert Level).
- This applies to anyone attending your workplace including customers, employees, suppliers, contractors, or anyone else.
- Mask use is mandatory for staff who are customer facing while they are serving customers, face coverings are highly recommended for other staff and for customers when not eating or drinking. Staff performing delivery duties must wear a mask for any part of the delivery during which they are on the property of the home or place.
- At Level 2 customers at on-licensed premises should be seated when on your premises for 'dining in', including in bar environments.
- Counter service for ordering and collecting food and drinks is allowed for unlicensed premises.
- There is no limit on customer groups allowed for each 'defined indoor space' in a premise (the requirement to have no more than 10 people per group has been removed).
- There is no limit on numbers within each single indoor defined space, all seated (restaurants, cafes, and bars), inside the premises at a time, and all seated, within the defined outdoor space.
- Restaurants, cafes, and bars can have people seated in both indoor and outdoor defined spaces, but they need to make sure that the two groups do not mix. This means making sure there are separate entrances for shared areas. For example, bathrooms or counters where people go to order or pay.
- 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 can order and pick up from the counter if your business is unlicensed. Measures must be put in place to minimise queues and maintain physical distancing between waiting customers. This distance is 2 metres between takeaway customers and 1 metre between customers staying on the premises to consume their food and drink (who you have collected contact details for).

For licensed 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. Dancefloors must be closed. If your licensed business does not currently offer table service, consider if it is possible to change your operating model to accommodate this at Level 2.

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

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.
- Food and beverage orders should be delivered to the table, rather than picked up from the counter by the customer (unless your business is unlicensed).
- 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.
- Mask use is mandatory for staff who are customer facing while they are serving customers, face coverings are highly recommended for other staff and for customers when not eating or drinking. Staff performing delivery duties must wear a mask for any part of the delivery during which they are on the property of the home or place.

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.

Customers must wear a mask when collecting a takeaway order.

COUNTER SERVICE – Takeaway customers in licensed venues and all customers in unlicensed venues

Counter service is possible for unlicensed venues, but only possible for customers who are on the premises to order and takeaway their food / drink if your business has a liquor licence.

Customer ordering from the premises - 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 customers and staff).
- Customers waiting to order food / drink for takeaway at the counter must always maintain a distance of 2 metres from each other and at least 1 metre from seated customers. Use floor markings to assist customers to comply with physical distancing requirements and make regular announcements to remind customers of their requirements. As outlined above, customers must wear a mask when collecting a takeaway order.
- Your Covid-19 safety plan / health & 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

- It is recommended that customers have a barrier between them and the food (e.g., by a cabinet) and customers will not be able to access the food or select food for themselves (e.g., sushi self-serve). Food in cabinets etc will need to be selected by the server (customer 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 a 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. It is recommended that customers have a barrier between them and the food (e.g., by a cabinet) and customers will not be able to access the food or select food for themselves (e.g., sushi self-serve). Food in cabinets etc will need to be selected by the server (customer says what they want).

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.
- As mentioned above, customers must wear a mask when collecting a takeaway order.
- 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:

- Businesses 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.

- As outlined above, customers must wear a mask when collecting a takeaway order.
- If it is not possible to have a separate pick-up area, you will need to address how you will manage the risk in another way. As outlined above, it may be difficult to manage an alternative option due to physical distancing requirements and you will need to ensure that you are not putting customers at risk. Consideration should be given to changing to a different counter service option as listed in this section.

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 for takeaway customers) needs to be maintained.
- All businesses legally must take steps to have systems and processes in place to ensure, so far as is reasonably practicable, that people make a record. This includes either by scanning the QR code (the preferred option) or providing details in an alternate contact tracing record (*see Mandatory Record Keeping and Contact Tracing Requirements at the beginning of the Guidelines*).
- Mask use is mandatory for staff who are customer facing while they are serving customers, face coverings are highly recommended for other staff and for customers when not eating or drinking. Staff performing delivery duties must wear a mask for any part of the delivery during which they are on the property of the home or place.
- Customers must wear a mask when collecting a takeaway order.

Food Courts

- Food court operations can operate using the table service and counter service 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.
- All businesses legally must take steps to have systems and processes in place to ensure, so far as is reasonably practicable, that people make a record. This includes either by scanning the QR code (the preferred option) or providing details in an alternate contact tracing record (*see Mandatory Record Keeping and Contact Tracing Requirements at the beginning of the Guidelines*).
- Mask use is mandatory for staff who are customer facing while they are serving customers, face coverings are highly recommended for other staff and for customers when not eating or drinking. Staff performing delivery duties must wear a mask for any part of the delivery during which they are on the property of the home or place.
- Customers must wear a mask when collecting a takeaway order.
- **Further note on responsibility of common areas:** The common seating area within the food court must be managed to allow for physical distancing requirements if responsibility sits with the individual operator. If responsibility sits

with the food court (or Mall) operator, different limits may apply. Physical distancing and hygiene measures must be applied to this common space. Customers waiting in line must keep 2 metres away from other customers and staff.

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.

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' (if applicable).
- 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 table service

1. **Customer arrives**, is met, greeted, completes QR scan or alternative means of sign in and register and is seated.

Consider a space for your customer waiting area/ queue, always maintaining physical distancing requirements. Your Maître D' (if you have one) 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**

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.

5. **Meal check**

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

6. **Clearing the table**

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

7. **Dessert Menus**

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

8. **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

9. **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

10. **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.

11. **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 business does not have any limit of customers or clients to be in any 1 single defined indoor/outdoor space in the workplace at any 1 time other than for a venue hired for a social gathering (See further guidance in Section 7 below).

There is no overall limit on numbers, however all seated (restaurants, cafes, and bars), inside the premises at a time, and within the defined outdoor space.

This applies to each single defined indoor space. The definition of single defined space is outlined earlier in this guideline. - If there is more than one defined space in any premises, there must be systems and processes in operation that ensure, to the greatest extent practicable, that persons using each space (other than workers) do not intermingle at a distance closer than 2 metres with other persons using, entering, or leaving the premises.

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 and must adhere to the permitted occupancy for the venue. At no time can you exceed your normal maximum occupancy limit.

There is no limit on the number of people in a defined indoor space at any one time (outdoor gatherings do not have a limit per "single defined outdoor space"). However, you may want to 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 guidelines are met in any single defined indoor space (guidelines also apply for outdoor gatherings per "single defined outdoor space") in your venue at any one time. Ensure people seated

in both indoor and outdoor spaces do not mix. This means making sure there are separate entrances for shared areas. For example, bathrooms or counters where people go to order or pay.

- 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: Event Facilities & Social Gatherings

Section 7

Event Facilities & Social Gatherings

Businesses legally must

- Display a copy of the QR code for the business or service and provide an alternative contact tracing system in a prominent place at or near the main entrances to the workplace. Additional copies of the QR code poster must also be displayed in prominent places other than just in the entranceway requiring 1 or more copies of the QR code poster to be displayed in 1 or more prominent places elsewhere within the workplace.
- Take steps to have systems and processes in place to ensure, so far as is reasonably practicable, that people make a record. This includes either by scanning the QR code (the preferred option) or providing details in an alternate contact tracing record (see *Mandatory Record Keeping, Contact Tracing and Alternate Contact Tracing Section above and Mandatory Record Keeping and Contact Tracing Requirements at the beginning of the Guidelines*).
- This applies to anyone attending your workplace including customers, employees, suppliers, contractors, or anyone else.
- Ensure that all staff working at a social gathering wear a mask.

Event Facilities and Conferences:

Please note this information is sourced from New Zealand Major Events Event Facilities: <https://www.majorevents.govt.nz/resource-bank/covid-19-advice-for-event-organisers/>

Event facilities include cinemas and casinos, but also stadiums and conference facilities.

- There is no overall cap on attendance at event facilities.
- Multiple groups are allowable in event facilities provided they are in separate 'defined spaces' with no ability to mingle between groups (discussed above).
- Mandatory Record Keeping for contact tracing is required for workers and clients / customers. You will be responsible for taking steps to have systems and processes in place to ensure, so far as is reasonably practicable, that people make a record. This includes either by scanning the QR code (the preferred option) or providing details in an alternate contact tracing record. The event facility still needs to do this even for people that know each other (see *Mandatory Record Keeping and Contact Tracing Requirements above*).
- One metre physical distancing is required in event facilities, apart from groups of people who all know each other, or if the event facility has been hired for a social gathering.

- If you have people in both indoor and outdoor spaces, you need to make sure the two groups do not mix. This means making sure you have separate entrances for shared areas.
- Workers providing services to the event are not included in the indoor and outdoor gathering limits.
- If you are providing food and drinks at an event, everyone must be seated to be served.
- Employees working at an event legally must wear a face covering.
- If an event facility is providing food and drink for consumption at the facility, then the food and drink provisions apply, except where the event facility has been hired for a social gathering. If the part of the event facility serving food or drink is clearly separated from the rest of the event facility, then the food and drink provisions only apply to the part of the premises serving food and drink.

Conferences

- There is no overall cap on attendance at event facilities.
- If you have people in both indoor and outdoor spaces, you need to make sure the two groups do not mix. This means making sure you have separate entrances for shared areas.
- Workers providing services to the event are not included in the indoor and outdoor gathering limits.
- If you are providing food and drinks at an event, everyone must be seated to be served.
- Employees working at an event legally must wear a face covering.
- There is no overall cap for attendees. Multiple groups are allowed provided they are in separate 'defined spaces'. Mandatory Record Keeping for contact tracing is required for workers and clients / customers / attendees. You will be responsible for taking steps to have systems and processes in place to ensure, so far as is reasonably practicable, that people make a record. This includes either by scanning the QR code (the preferred option) or providing details in an alternate contact tracing record.
- The event facility still needs to do this even for people that know each other (*see Mandatory Record Keeping, Contact Tracing and Alternate Contact Tracing Section above and Mandatory Record Keeping and Contact Tracing Requirements at the beginning of the Guidelines*).
- People must keep 1 metre distancing from people they don't know where practicable.
- If the event facility is providing food and drink for consumption on site, then the food and drink provisions apply. If the part of the event facility serving food or drink is clearly separated from the rest of the event facility, then the food and drink provisions only apply to the part of the premises serving food and drink.

Social Gatherings:

"Social gatherings" are not subject to the usual "Two S" rules for hospitality businesses. The definition of a social gathering is outlined earlier in this document.

Hospitality venues may be able to accommodate social gathering as private functions. However, we recommend the venue takes the following steps to ensure compliance:

- The overall cap on attendance at social gatherings is a maximum of:
 - 100 people in any defined indoor space, and
 - 100 people in any defined outdoor space.
- People hiring somewhere to hold a “social gathering” must hire out the entire venue, or an entire “single defined space” (e.g., a function room). Reserving part of a venue (that is not a ‘single defined space’) will not meet the criteria.
- We recommend hiring out the designated single defined space, or entire venue, in writing for set hours, on a set date, for a set price and expressly for the designated purpose.
- Staff working at an event legally must wear a face covering.
- Guests of the social gathering must not mingle within 2 meters of other people from different spaces.
- If you have people in both single indoor and outdoor defined spaces, you need to make sure the two groups do not mix. This means making sure you have separate entrances/exits for shared areas and separate toilet facilities.
- Where practical, for indoor gatherings, workers should provide services to only one group in a separate defined space and cannot move between multiple groups between defined spaces. For indoor spaces there must be walls between the spaces. These can be temporary or permanent structures, but the space must not share direct airflow with another indoor space.
- For outdoor spaces there must be 2 metres of space separating each gathering. You could use ropes, line markings or partitions to define these.
- Facilities such as toilets cannot be used by multiple groups in separate defined spaces at the same time. It is also recommended that additional cleaning take place between usage by different groups. Allocating dedicated toilets to each group to prevent intermingling of groups is recommended.
- Ensure that there is a clear and genuine purpose for the event (recorded as part of the agreement for venue hire).
- Insist a member of the gathering group agrees in advance in writing to be “organiser” of the gathering.
- Legally you must take steps to have systems and processes in place to ensure, so far as is reasonably practicable, that people make a record. This includes either by scanning the QR code (the preferred option) or providing details in an alternate contact tracing record (*see Mandatory Record Keeping, Contact Tracing and Alternate Contact Tracing Section above and Mandatory Record Keeping and Contact Tracing Requirements at the beginning of the Guidelines*).
- Ensure the “organiser” of the gathering takes some responsibility for contact tracing at the gathering (which is mandatory unless every person at the gathering can identify and trace every other person). The venue is required to keep a copy of the social tracing records.

Operating your business at Level 2

Section 8: Managing Physical Distancing On Your Premises

Section 8

Managing Physical Distancing On Your Premises

Physical distancing is important to help protect you, your staff and customers from COVID-19.

Measures in place 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).
- For customers on your premises that will **consume their food / drink on your premises** you need to ensure that adjacent tables are arranged so there is at least a 1-metre separation between the customers at adjacent tables.
- If there is more than one defined space in any premises, there must be systems and processes in operation that ensure, to the greatest extent practicable, that persons using each space (other than workers) do not intermingle at a distance closer than 2 metres with other persons using, entering, or leaving the premises.

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, unless entering, using a toilet or bathroom, paying, or departing; or, in the case of an unlicensed premise only, when ordering or collecting food and drink.

Restaurants, cafes, and bars can have people seated in both single indoor and outdoor defined spaces, but they need to make sure that the two groups do not mix. This means making sure there are separate entrances for shared areas. For example, bathrooms or counters where people go to order or pay.

Part of your Covid-19 / health & 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 have separate defined spaces, as outlined in the Order, each group in a separate defined space should remain 2 meters apart from other groups, including when using shared exits. You need to make sure that the groups do not mix. This means making sure there are separate entrances for shared areas. For example, bathrooms or counters where people go to order or pay.

- If you are operating counter service for your takeaway customers, or in unlicensed premises also for other 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 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. (There is no limit on people for outdoor gatherings per “single defined outdoor space”, and for indoor gatherings per “single indoor defined space”).

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 Covid-19.

- 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.
- 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 9: Queue Management

Section 9

Queue Management

All business must legally take steps to have systems and processes in place to ensure, so far as is reasonably practicable, that people make a record. This includes either by scanning the QR code (the preferred option) or providing details in an alternate contact tracing record (see *Mandatory Record Keeping, Contact Tracing and Alternate Contact Tracing Section above and Mandatory Record Keeping and Contact Tracing Requirements at the beginning of the Guidelines*).

Inside your business

Counter area – for takeaway, and unlicensed premises

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. Customers must wear a mask when collecting a takeaway order.

In on-licence 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

All businesses legally must take steps to have systems and processes in place to ensure, so far as is reasonably practicable, that people make a record. This includes either by scanning the QR code (the preferred option) or providing details in an alternate contact tracing record (see *Mandatory Record Keeping, Contact Tracing and Alternate Contact Tracing Section above and Mandatory Record Keeping and Contact Tracing Requirements at the beginning of the Guidelines*).

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.

Restaurant Association guidelines for operating at Level 2

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

Customers must wear a mask when collecting a takeaway order.

Outside your business

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, or illness, monitor behaviour, inform guests of approximate waiting time, inform, and educate on mandatory customer contact tracing register requirements, mandatory physical distancing requirements, and any other venue requirements. 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.

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 these requirements 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.



Operating your business at Level 2

Section 10: Alcohol and Host Responsibility

Section 10

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 11: Gambling Area Guidelines

Section 11

Gambling Area Guidelines

When people are on the premises consuming food and drinks, the requirements outlined in other sections of these guidelines apply.

Customers can use gaming machines if they can keep 1 metre apart from others, but they cannot eat or drink while using gaming machines. No food or drink can be served or consumed within 2 metres of the gaming machines and no person is permitted to use a gaming machine without wearing a face covering.

Business.govt.nz states: What if my business carries out more than one activity on the same premises?

In these situations, each of the different activities should be operated in line with the relevant requirements for that activity, and the activities should be managed so they are clearly separated.

For the example of a restaurant with gaming machines:

- the dining area needs to operate within the requirements for a business providing food and drink
- customers could enter to either dine or to game, and must do only one of these things at a time. A customer could have a meal and a drink while seated, and once finished could leave the dining area, and move to the gaming area and play at the machines
- the gaming areas needs to be separated from the restaurant, in a way that the operator can ensure that diners are not going to the gaming machine area while waiting for their meal, and gaming machine players are not entering the restaurant to buy a drink or snack.

Gambling area within a hospitality venue – in a separate room

Principle: Adhere to all hospitality guidelines following the two “S” principles, Seated and Separated. All players must be seated and remain at least a metre apart.

Persons (employee or customers) identified to have flu-like symptoms must be removed and denied entry for a period of 14 days.

- Adhere to all hospitality guidelines, follow the Two “S” principles of Seated and Separated.
- Configure or separate by a fixed barrier all electronic gaming machines to allow appropriate physical distancing.
- Adhere to the strict cleaning procedures that you will already have in place for your business, with frequent cleaning, sanitising and waste disposal.

- Players must be seated and remain at least 1 metre apart in a Class 4 gaming room unless physically separated by a fixed partition, barrier or screen of at least 1.2m².
- Gaming room must be serviced wherever possible by a single staff member. Players getting cash out should do so one at a time and keep 1 metre apart.
- No food or drink can be served or consumed within 2 metres of the gaming machines and no person is permitted to use a gaming machine without wearing a face covering.
- Adhere to all Harm Minimisation Requirements.

Mandatory Record Keeping and Contact Tracing

All hospitality venues including Class 4 venues must legally display the Government's QR code poster for their business and take steps to have systems and processes in place to ensure, so far as is reasonably practicable, that people make a record when entering the premises. This includes either by scanning the QR code (the preferred option) or providing details in an alternate contact tracing record (see *Mandatory Record Keeping, Contact Tracing and Alternate Contact Tracing Section above and Mandatory Record Keeping and Contact Tracing Requirements at the beginning of the Guidelines*).

This information must be readily available for officials if required and be securely stored for up to 60 days, after 60 days the information should be destroyed (See *Mandatory Record Keeping, Contact Tracing and Alternate Contact Tracing Section above and Mandatory Record Keeping and Contact Tracing Requirements at the beginning of the Guidelines*).

Limits on the Number of Customers

There is no maximum number of customers in any one 'single defined space' at any given time - including those in the Gaming Area.

Where gaming machines are in an enclosed area or room the number of people in that space cannot exceed the number of machines available to be played. All persons must be seated, and numbers controlled on a 1 out 1 in when all available machines are being utilised. Physical distancing of 1 metre should be adhered to at all times.

Physical Distancing

Gaming rooms must comply with physical distancing requirements.

Staff and customers should be separated from each other by at least 1 metre or physically isolated by barriers such as engineered solutions like screens.

<https://worksafe.govt.nz/managing-health-and-safety/novel-coronavirus-covid/physical-distancing-at-work/>

Staff servicing the gaming machines and customers in a gaming room must ensure safe distances of at least 1 metre are being maintained especially when managing machine related tasks like hopper refills and clearing lockups and coin jams. No food or drink can be served or consumed within 2 metres of the gaming machines.

Rigid Hygiene and Cleaning Regimes

Venues should make hand sanitiser available in gaming for both customers and staff. All hard surfaces including screens, stools, button decks and screens should be regularly cleaned with an appropriate cleaning product and records kept ensuring regular cleaning is undertaken and by who.

Staff should undertake regular hand washing and follow existing COVID- 19 guidelines on personal hygiene.

Use of PPE

- Service and operation of gaming machines brings staff into contact with customers, hard surfaces, and cash in the forms of coins and notes that pose a health risk. PPE-like gloves should be provided for staff handling cash and masks worn when using note sorters and counters.
- Mask use is mandatory for staff who are customer facing while they are serving customers, face coverings are highly recommended for other staff and for customers when not eating or drinking. Staff performing delivery duties must wear a mask for any part of the delivery during which they are on the property of the home or place.
- All customers using a gaming machine must wear a mask.

Clear Communication with Staff and Customers

Venues should provide clear information on the expectations on those that wish to access the gaming machines and the staff servicing the room.

COVID-19 SAFETY PLAN FOR CLASS 4 GAMBLING – Checklist

- Best Practice Guidelines for Staff
- Cleaning and Sanitising Protocols
- Hand Sanitiser
- Posters
- Physical Distancing of one meter, can include Isolation Screens
- COVID-19 Alert Level 2 Guidelines for Hospitality Venues Mask use is mandatory for customer facing businesses.
- Ensure all persons entering your premises scan the QR code poster, or complete the alternate contact tracing register, which are legal requirements for persons when entering your premises.

TAB

For hospitality venues with a full-service TAB terminal, Section 11 of the Order will apply to those people who are on the premises for gaming machine or TAB entertainment use.



Thought
for Food

Operating your business at Level 2

Section 12: Looking After Your Employees & the Workplace

Section 12

Looking After Your Employees and the Workplace

Businesses legally must

- Display a copy of the QR code for the business or service and provide an alternative contact tracing system in a prominent place at or near the main entrances to the workplace. Additional copies of the QR code poster must also be displayed in prominent places other than just in the entranceway requiring 1 or more copies of the QR code poster to be displayed in 1 or more prominent places elsewhere within the workplace.
- Take steps to have systems and processes in place to ensure, so far as is reasonably practicable, that people make a record. This includes either by scanning the QR code (the preferred option) or providing details in an alternate contact tracing record (*see Mandatory Record Keeping and Contact Tracing Requirements at the beginning of the Guidelines*).
- This applies to anyone attending your workplace including customers, employees, suppliers, contractors, or anyone else.
- Mask use is mandatory for staff who are customer facing while they are serving customers, face coverings are highly recommended for other staff and for customers when not eating or drinking. Staff performing delivery duties must wear a mask for any part of the delivery during which they are on the property of the home or place.

Staff requirements and health

All participating businesses must have a health and safety policy 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 your 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 should 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 immediately 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.
- 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.
- Mask use is mandatory for staff who are customer facing while they are serving customers, face coverings are highly recommended for other staff and for customers when not eating or drinking. Staff performing delivery duties must wear a mask for any part of the delivery during which they are on the property of the home or place.

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 your Covid-19 Safety Plan / health & 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 13: Sample Cleaning Checklist

Section 13

Sample Cleaning Checklist

It is important to ensure everyone is working together and clear steps are followed. The Restaurant Association's Health and 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 14: Customer Resources

Section 14

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 are open but with extra measures in place, so you will notice some differences from when you've visited us before. We must follow a number of requirements at Alert Level 2 that are outlined in the COVID-19 Public Health Response Orders.

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 must follow a number of requirements at Alert Level 2.

Please note that our business is open and at Alert Level 2 customers are allowed to enter the premises] [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.
- To scan the QR code poster when you enter the building or complete our Alternative Customer Contact Tracing Register Requirements. This is a legal requirement.
- 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.
- Mask use is mandatory for staff who are customer facing while they are serving customers, face coverings are highly recommended for other staff and for customers when not eating or drinking. Staff performing delivery duties must wear a mask for any part of the delivery during which they are on the property of the home or place.
- To wear a mask when collecting a takeaway order.
- 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 consume food and drink [unlicensed premises can amend if using counter service].
 - 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 the customer and server observe the physical distancing guidelines.
 - Wearing a mask when collecting a takeaway order.

- A contact tracing register will be kept for all customers, staff, suppliers and any other person entering our premises. 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.
- Mask use is mandatory for staff who are customer facing while they are serving customers, face coverings are highly recommended for other staff and for customers when not eating or drinking. Staff performing delivery duties must wear a mask for any part of the delivery during which they are on the property of the home or place.
- 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 customers, staff, suppliers and any other person entering our premises. 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.
- 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.
 - 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.
 - Washing and sanitizing food contact surfaces and equipment on a more frequent basis.
 - 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.
 - Ensuring all customers have access to hand sanitiser.
 - 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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