



Operating your business at ORANGE

Guidelines for hospitality businesses operating under Covid-19 Protection Framework requirements



Introduction

The following information is intended to provide guidance for hospitality businesses operating at ORANGE under Covid-19 Protection Framework requirements.

AT ORANGE, there will be community transmission, with pressure on our health system. The whole of health system is focussing its resources, but can manage primary care, public health, and hospitals. There may also be an increasing risk for at-risk people.

- **Record keeping and scanning will be required.**
- **Face coverings will be mandatory on flights, public transport, in taxis, retail, public venues, and recommended whenever leaving the house.**

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.

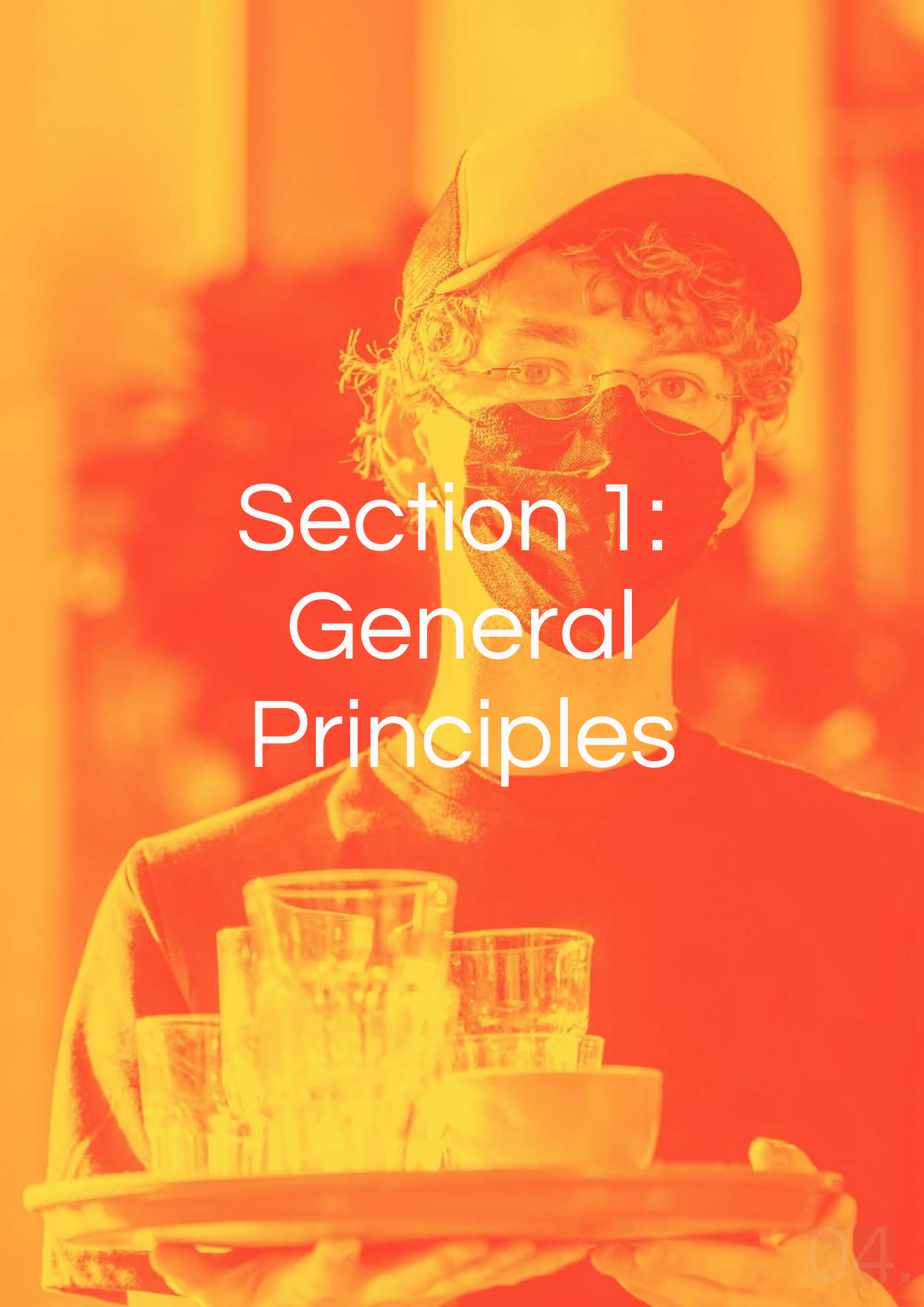
The hospitality industry Associations have consulted with the government to finalise guidance.

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.

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.

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Section 1: General Principles

General principals

When operating at ORANGE, food & beverage service businesses have two options:

- operate asking for My Vaccine Passes from customers. This means that customers and staff visiting or on your premises will need to be fully vaccinated (or have an exemption), or,
- if you choose to operate without asking for My Vaccine Passes from customers, you can only operate as a takeaway, under retail settings, and/or separately host limited numbers under the gathering rules. Customers cannot consume takeaways on the premises under this setting but will be able to come inside for ordering and pick up. Your employees will not be required to be vaccinated.



The Golden Rules for Hospitality operation at ORANGE, if vaccine certificate requirements are in place:



1. No limits

You can operate “without limits” – this means that the number of people limits that are in place at Red have been removed and there is no requirement for people to be seated and separated.



2. Mask use

- 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 (and mandatory for customers picking up takeaways)
- 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.



3. Record keeping and Vaccine passes

- records must be kept to enable contact tracing for workers, customers, suppliers, contractors and anyone else that enters your premises (either by scanning the businesses QR code poster, or alternate record-keeping system)
- customers must have their My Vaccine Pass sighted (and a reasonable number will need to be verified) using the NZ Verifier technology. Sighting and verification should ideally occur at the entrance, or as near as possible depending on the style of the business. For instance, for a café with counter service, this could occur at the counter if customers are coming in and heading straight to the counter. Customers should not actively be moving about the premises before their vaccine pass is sighted.



4. Signage

- Along with the business' QR code poster, a business must display signage in a prominent place near the main entrance of the premises indicating whether customers do (or do not) require a My Vaccine Pass.

The Golden Rules for Hospitality operation at ORANGE, if the business has chosen that vaccine certificate requirements are not required:

1. **You can only operate as a Takeaway, under retail settings**
2. **Mask use** - Face coverings are mandatory for customers & staff (unless a person is exempt)
3. **Physical distancing** - 1m distancing is required between customers
4. **Signage** - requirements are as above

Key considerations

If your business carries out a number of different activities, you may need to apply different rules. For example, an outlet may have a café (food and beverage rules apply), within a retail outlet (retail rules).

You may switch between operating under My Vaccine Pass is required/not required, as long as your premises are cleaned between groups and the appropriate rules are applied for each requirement. For example, a conference venue can host a conference for a small group of people under the unvaccinated rules, clean, and they can then do a larger gathering for vaccinated. You must clearly communicate what settings you are operating under, and display any required signage.

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

At ORANGE community transmission of Covid-19 is still present and while your business may operate without limits when you require customers to present their My Vaccine Pass, consideration should still be given to ensuring the business is operating safely.

- Consider **queue management** in areas where customers may congregate, for instance payment areas, or for counter service, when queueing at the counter. While 1 metre physical distancing is not a requirement at ORANGE, for your customers safety you may still put in place some requirements around spacing in queues.
 - How will you manage queueing at bathrooms and ensure that they do not become crowded or there is intermingling?
 - Consider payment areas. These may need to be reconfigured to ensure groups of people are not queueing, or that other customers do not need to pass within the physical distance requirements of people waiting to pay.
- Have **good hygiene practices** in place, manage food safety risks and adhere to food safety requirements when customer uses their personal keep cups or for other in-house reusable coffee cup schemes.
- 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 ORANGE.
- Consider your rostering - utilise teams if possible, so that if there was a confirmed Covid-19 case within your staff, you are managing the number of people each staff member is in contact with.
- Review and update cleaning schedules. Many of your hygiene and cleaning practices in place at RED would be appropriate to remain in place at ORANGE.
- How will you regularly review and assess your processes?
- How will you ensure that all staff are aware of, and **trained in**, all additional requirements of operating at ORANGE, particularly around customers and My Vaccine Pass requirements. How can you ensure your staff are empowered to manage these?
- Know what to do, and who is responsible for safely dealing with any **customers** that refuse to comply with either scanning in (or otherwise recording their visit), or presenting their Covid vaccine pass for sighting and verification - eg call the Police 105 line?
- **Children's play areas**, may be open, but ensure you consider cleaning routines to manage these areas safely - including regular sanitising of all equipment.
- Consider having a **separate pick-up area** in the business for takeaway pick-ups.
- Consider your **customer communications**, update website and social platforms.
- How will you display your **QR poster & Vaccine Pass signage** (and alternative sign-in record)?
- What other **customer-facing signage** do you need, and where will you display it?



Section 2: Health & Safety

Health & Safety

Covid-19 Safety Plan – WorkSafe

You need to self-assess your ability to operate safely at ORANGE. 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 previous alert level 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 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.

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.

Refer to [WorkSafe.govt.nz](https://www.worksafe.govt.nz)
More information and guidance on helping to answer the above questions, and a WorkSafe Template Covid-19 Safety Plan template can be found here.



Covid-19 Safety Plan Content

- **How will you manage the risks of restarting part or all of your operations at ORANGE?**

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 [\[find out more here\]](#) 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?



Section 3: Record Keeping

Record keeping

It is a legal requirement for businesses and locations to display QR codes for scanning and have an alternative record system. A business is also required to take steps to have systems and processes in place to ensure, so far as is reasonably practicable, that people (including staff, customers, contractors, suppliers, or any other person) make a record when entering the premises.

- It applies to all businesses, including but not limited to, restaurants, bars, café's, drive-throughs, venues, conferences, and events.
- Recording keeping is a requirement for people aged 12 and over. The requirement is for businesses and locations to 'take steps to ensure a record is kept'.



Government NZ COVID Tracer & QR code poster



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 poster displayed by the business. This will also help track who they have come in contact with as the app will log and track where they have visited, recording the date and time. The app can be downloaded from the Apple App Store or the Google Play Store.



- Businesses can create a QR code poster here: <https://qrform.tracing.covid19.govt.nz/>. The posters include unique QR codes for your business, that can be scanned using the app.

Requirements for displaying your QR code



- Display the poster prominently at the main entrances, plus 1 or more additional copies also required to be displayed elsewhere within the workplace.
- You can print as many copies of your QR code poster as you like, but each business location needs its own QR code.
- QR code posters are 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 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

Alternate Tracing Record (Register):

- As well as the legal requirement to display the QR code poster (preferred option) an alternative way for customers and other people to record their visit is required.
- There is no one right method of collecting, however, 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/>.
- 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).
- Keep your register/record in a secure place for 60 days from the date of record, then you must destroy the register.
- 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. Do not use a paper-based register if it is left in a public-facing position where personal information is visible to others.
 - 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.

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.

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.*

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.
- For larger parties (i.e.: group dinner or function) each member of the group still needs to provide their own contact details.
- It is recommended that customer-facing signage explaining the 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.
- 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.
- People 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.

FREQUENTLY ASKED QUESTIONS

What if a customer or guest refuses?

- There is 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) 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.
- The business owner can also contact the NZ Police 105 line.

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.

Refer to [Covid19.govt.nz](https://www.covid19.govt.nz):
Mandatory record keeping and contracting
at busy places and events [external link]



A person with curly hair, wearing a white face mask and glasses, is holding a silver tray with several glasses and a bowl. The image is overlaid with a red and orange gradient. The text "Section 4: Face coverings Mask use" is centered over the image.

Section 4: Face coverings Mask use

Face coverings | Mask use

Along with other hygiene measures, wearing face coverings is one of the tools to help reduce the spread of COVID-19. There are requirements for customer-facing hospitality employees to wear face coverings, along with recommendations for other employees and customers.

Who has to wear masks at ORANGE?

- All customer-facing hospitality staff
- All staff at a social gathering
- It is also recommended that staff wear masks, at all other times
- Customers are encouraged to wear masks, removing them to eat and drink.
- Customers must wear a face covering when picking up a takeaway order.
- Delivery drivers under are also required to wear a mask when outside of their vehicle.



Guidance for using face coverings



How to safely put on a face mask

- Ensure your face mask is clean and dry and is not damaged.
- Before putting on your face mask, clean your hands with soap and water or use hand sanitiser (containing at least 60 percent alcohol). Ensure your hands are dry.
- Place the face mask over your nose and mouth and secure with ties or loops. Make sure the mask fits snugly, moulded to your face and around your nose. Make sure the mask fully covers your nose, mouth and chin. Your mask should be comfortable, with no gaps around the mask and your face, and allow you to breathe easily.
- Clean your hands again (as above).

Wearing a face mask

- Do not touch the front of the face mask. If you do, clean your hands and dry thoroughly.
- Avoid touching your face, as infection can still be introduced by touching your eyes or if you are not wearing your face mask correctly.
- Face masks should not be moved during use. This includes being pulled up or pulled down below your chin. If you need to remove your mask (for example, to eat) - remove it safely, dispose of it appropriately (or wash if a home-made facial covering or cloth mask) and clean your hands.
- Replace the face mask if it becomes damp, damaged or soiled.

Removing a face mask

- Clean your hands with soap and water or use hand sanitiser (containing at least 60 percent alcohol). Ensure your hands are dry.
- Remove the face mask from behind (do not touch the front of the mask) by untying ties or removing loops and pull it away from your face. Be careful not to touch your eyes, nose and mouth when removing your mask.
- Clean or dispose of it appropriately.
- Clean your hands again.



Refer to Covid19.govt.nz:
[How to wear face coverings](#)
[external link]

Exemptions

Children under the age of 12 years are not required to wear a face mask and in addition a person with a disability or health condition may not be able to wear a face covering. If a person cannot wear a face covering, they can get an exemption card and this can be shown when needed.

An exemption card can be requested from:

- Disabled Persons Assembly NZ | 04 801 9100 | info@dpa.org.nz
- Blind Citizens NZ | 0800 222 694 | admin@abcnz.org.nz — for blind, deafblind, low vision, and vision-impaired people
- Deaf Aotearoa | covid@deaf.org.nz — for people who are Deaf or hard of hearing.

Refer to Restaurant Association resource:
[Mask use: tips for employees](#)
[external link]

Managing customers

Most customers will adapt to the new requirements around mask use, but from time to time you may encounter someone who is resistant to the new measures now in place. This is a good time to ensure everyone in the team is on the same page when it comes to managing tricky customers. Abuse of your staff should not be tolerated, so talk through when they should walk away or decide not to continue to engage with the person.

Here are some tips for dealing with difficult customers:

- Listen to the customer and try not to argue about the situation.
- Remain calm and speak slowly and softly (but clearly).
- Try not to take it personally, sometimes people are just having a bad day and although that doesn't excuse someone's behaviour, there could be a number of other factors that can explain why they are acting in that manner.
- Know when to get support, call a manager or owner for help if you are feeling uncomfortable or the situation is escalating.
- Follow your company guidelines when a customer doesn't want to comply with the rules. Know what type of behaviour might mean the Police are called.
- Have some prewritten dialogue to repeat to customers. This may cover mask use, scanning in or other requirements as they may all be new to the customer. For example:
 - "For the safety of you, our team and other customers, we need you to comply with the rules and scan or sign in"
 - "By observing the social distancing rules, it allows us to remain open and following the guidelines"
 - "I know it can be a little harder to communicate with the mask on, but it's now a requirement for us to wear them."



Section 5: Vaccine passes & verification

Vaccine passes & verification

Operating under the Covid Protection Framework allows businesses such as hospitality, previously considered high-risk, to operate (without limits at ORANGE) to vaccinated customers. This means a key part of opening to vaccinated customers is sighting and verifying your customer's My Vaccine Pass.

If your business is operating under the new framework, it is a legal requirement to ensure:

- Every customer's vaccination status is sighted, and a reasonable number verified, by the business, at the point of entering the premises or soon thereafter.
- Customers over the age of 12 years and 3 months must produce their "My Vaccine Pass", either digitally, or as a physical copy, to be verified.



My Vaccine Pass (the customer's vaccine pass)



My Vaccine Pass is an official record of a person's COVID-19 vaccination status – this is the domestic vaccine pass for use in Aotearoa New Zealand.

- Since late November 2021, everyone in New Zealand over 12 years has had access to a digital vaccination pass. This will show their name and date of birth and include a QR code, which can be printed or saved to a phone.
- The quickest way to get a My Vaccine Pass is through the website My Covid Record: <https://mycovidrecord.health.nz/>. Requesting the pass only takes a few minutes, and it will be emailed through (within 24 hours).
- The customer saves their Pass to their phone (or produces a physical copy of the Pass) and presents this when they arrive on the premises.

Exemptions



- Children under the age of 12 years and 3 months do not need to provide a My Vaccine Pass to enter places with a vaccination requirement. Businesses can use their judgement about whether a child is younger than 12 years and 3 months.
- There will be an exemption process to get certification for the small number of people who are unable to get a vaccination for medical reasons. Exempt people will still need to show their pass and for the person verifying the pass, there will be no difference between verifying a vaccinated person and someone with an exemption. Both will be 'deemed vaccine compliant'.

Refer to [Covid19.govt.nz](https://www.covid19.govt.nz/):
[How to request a My Vaccine Pass](#)
[external link]

Refer to [Health.govt.nz](https://www.health.govt.nz/):
[NZ Pass Verifier | Ministry of Health NZ](#)
[external link]

The NZ Pass Verifier App

The Ministry of Health have developed an app for businesses to use to verify a customer's vaccination status. A step by step guide to getting and using the app is listed below:

Step 1: Download app

Download app onto a smartphone or tablet:

- Apple: NZ Pass Verifier on the App Store (apple.com)
- Google play: NZ Pass Verifier – Apps on Google Play

Step 2: Allow permission

- The NZ Pass Verifier app requires camera permissions so it can scan My Vaccine Pass QR codes. The app will request permission to use your camera. Allow camera permissions.

Step 3: Scan COVID-19 My Vaccine Passes

- To scan a pass, open the app and press the large 'Scan' button. This will bring up the scanning screen.
- Point your phone at the QR code on the pass so that it fits within the target area on your screen.
- A valid scanned pass will show the person's name and date of birth (as shown on the My Vaccine Pass) along with a green tick and the word 'valid'. The customer is able to come onto the premises.
- If the NZ Vaccine Pass is not valid, the app will show a red cross. This may be because
 - the pass has expired
 - or the QR code can't be verified (it is not valid).
- There is also a orange cannot scan state – that might be because say the pass is too old and wrinkled, if it is a paper version.
- To scan another pass, tap the 'Scan again' button or swipe the results screen downwards to dismiss it.

Note

- People without a Smartphone will be able to request a printed copy of their certificate to carry with them. This will also be able to be used for the verification process.

For any technical issues, you can contact:

email VerifierTechHelp@mycovidrecord.min.health.nz or call 0800 800 606.

Operational tips: when a customer arrives at the business

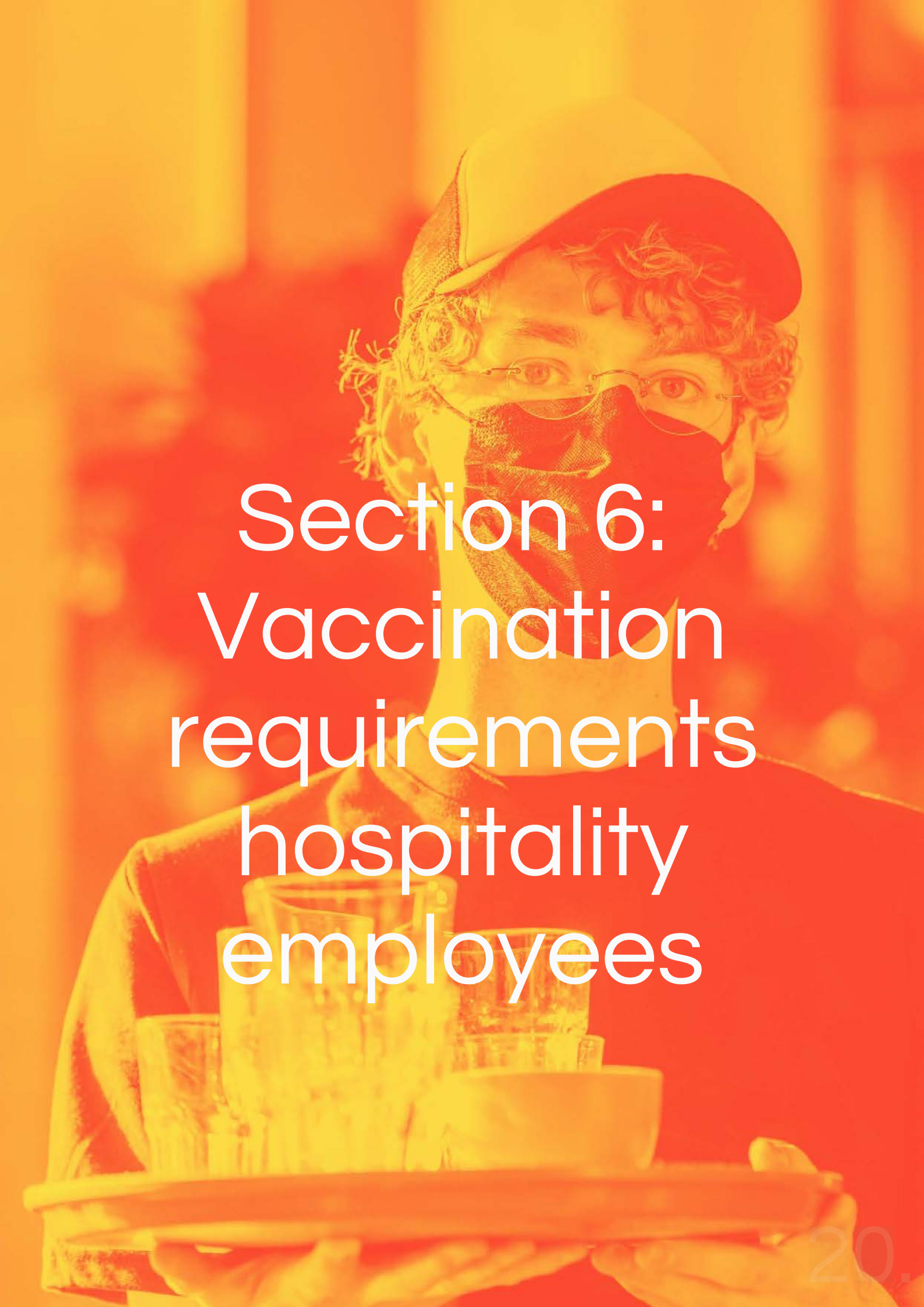


- The customer's My Vaccine Pass will need to be sighted, and a reasonable number will also need to be verified. This should happen as the customer arrives at the business.
- It is not like the Covid Tracer QR code where the customer scans themselves, the Pass will need to be presented individually.
- Depending on the style of the business, this may require a person dedicated to this role, located near the entrance, although other systems may be implemented by the business.
- To ensure the identification of the person presenting the vaccination pass (eg if the age presented on the pass does not seem to match the person), businesses may also optionally request that the customer show another form of identification (photo ID).

Crowd control and other business consideration

Businesses will need to consider how best to manage a large number of people entering the premises at one time. Scanning everyone's digital vaccination pass may create bottlenecks at busy times.

- What systems will you put in place to ensure every pass is sighted as they enter (or soon thereafter)?
- How will the business manage functions or large tables?
- How will the business manage people going in and out of the restaurant - for instance, to smoke? Will they be given a pass/stamp?

A waiter wearing a red cap, glasses, and a black face mask is holding a silver tray with several glasses and a bowl. The image has a strong orange and red color overlay.

Section 6: Vaccination requirements hospitality employees

Vaccination requirements hospitality employees

Under the Covid Protection Framework, at the ORANGE, a hospitality business that requires customers to show a vaccination pass will be able to open, without limits.

There is a mandatory requirement for workers in food and drink businesses (including your delivery drivers) to be vaccinated. (The exception is if you choose to operate without requiring vaccine passes from customers, as Takeaway only under retail settings. Under this setting, your employees will not be required to be vaccinated.)

When the country first moves to the Covid Protection Framework, workers must:

- have their first dose (by 3 December 2021) and
- be fully vaccinated by 17 January 2022.



- A worker who has their first vaccination before 3 December 2021 can continue to work until they are fully vaccinated before 17 January 2022.
- The legislation states that an employer may terminate the employee's employment agreement by giving the employee 4 weeks' paid written notice of the termination or the period of notice specified in the employee's terms and conditions of employment relating to termination of the agreement, whichever is the longer. Employers need to follow a consultation process with Employees prior to any notice of termination.
- It also states that the termination notice will be cancelled if the employee gets vaccinated during that period, unless cancelling the notice would unreasonably disrupt the employer's business.
- Employers will be required to provide paid time off for workers to get vaccinated and will need to keep records about workers' vaccination status.

The Restaurant Association Helpline (0800 737 827) can assist with support around dealing with unvaccinated employees and process around mandatory vaccination requirements.

In addition the following resources are available to assist with this process:

Refer to Restaurant Association member-only resources (login first to view):
[ADVISORY: Covid-19 Protection Framework and Covid-19 Vaccination Certificates - PART 1](#)
[ADVISORY: Covid-19 Protection Framework and Covid-19 Vaccination Certificates - PART 2](#)
[Covid-19: Vaccinations, new Employees, Health and Safety Risk Assessment Framework](#)
[GUIDE & POLICY: Vaccinations in the workplace](#)
[Voluntary Vaccinations Register](#)
[WEBINAR: Vaccinations in the Workplace](#)

[external links]

A waiter with curly hair, wearing a red cap and a black face mask, is holding a silver tray. On the tray are several glasses and a white bowl. The background is blurred, suggesting a restaurant setting. The entire image has a warm, orange-red color overlay.

Section 7: Orders, service & payments

Orders, service & payments

At ORANGE restrictions like number limits and the requirement for customers to be seated and separated are removed (if your business is operating with the requirement for customers to produce their vaccine pass). Your business can operate "without limits".

However, at ORANGE, Covid-19 is still in the community and you may consider some adjustments to ordering, service and payments to help manage your business safely. These measures could include:

TABLE SERVICE

- Look at ways to reduce the number of staff members that have contact with a customer or groups of customers when operating table service.
- Consider ways to minimise queues and maintain physical distancing between waiting customers.

COUNTER SERVICE

- It is recommended that customers have a barrier between them and the food (e.g., by a cabinet) and if customers are able to access the food or select food for themselves (e.g., sushi self-serve) measures must be put in place to manage risk. Ideally food in cabinets etc will 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.

PAYMENTS

- Can you take payment at the table as this may assist with queue management at payment areas?
- 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.
- If payment is not collected online or by phone, payWave is recommended as the preferred payment option, as this maintains a contactless transaction.
- 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 regularly, particularly after transactions that have required the customer to touch the terminal.



Operating a Contactless Pickup Service

Some businesses who are operating using My Vaccine Pass requirements, also want to be able to serve customers contactlessly for takeaway pickups if customers are unvaccinated.

Businesses are able to do this if it is carefully managed and if the areas are clearly separated and defined, using signage. If you plan to do this, you will need to consider how this can be safely managed in your business.

Key areas to consider:

- The process can be outdoor, contactless pickup only
 - A table could be set up outside the premises for contactless pickup or
 - takeaway from a separate window/space
- You'll need to ensure unvaccinated customers are not mingling with vaccinated customers
 - Consider the vaccinated customers using outdoor spaces as well as those entering or exiting
- Unvaccinated customers/ visitors are not to stay to use outdoor spaces/seating
- Consider using a separate EFTPOS terminal for payment (ideally no cash) or sanitise between transactions
- No access should be provided for unvaccinated customers to come inside the premises
- Encouraging mask wearing for customers picking up takeaway.

Takeaway only operations

A business that chooses to operate without requiring vaccine passes from customers, can only operate as a Takeaway, under retail settings.

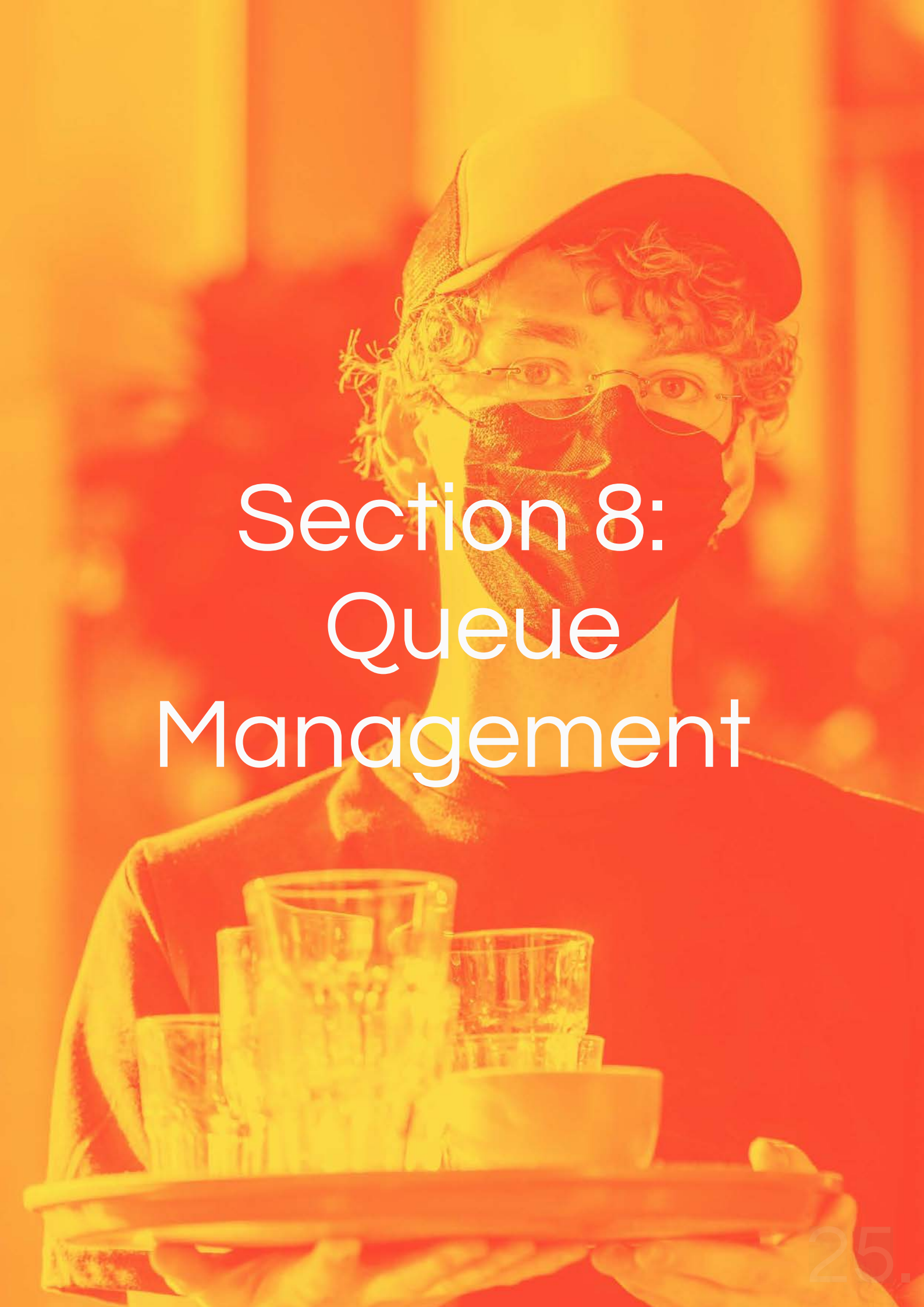
This has 2 very important implications for takeaway businesses:

- if you are solely takeaway, staff do not fall under the vaccine mandate
- if you opt to not ask for vaccine passes, you can operate as takeaway, rather than contactlessly.

You won't be able to provide seating, but customers will be able to come inside for ordering and pick up.

The other key rules for retail are mandatory mask wearing and 1 metre physical distancing.

Please note that businesses with both on-site dining (using My Vaccine Pass) and takeaway services will need to comply with the food and beverage rules - the takeaway only settings above do not apply. Contact the RA Helpline team for clarification.

A waiter with curly hair, wearing a red cap, glasses, and a black face mask, is holding a silver tray with several glasses. The entire image is overlaid with a semi-transparent red filter. The text 'Section 8: Queue Management' is centered in white.

Section 8: Queue Management

Queue Management

While at ORANGE, restrictions like physical distancing are removed, to help manage your business safely you may consider some measures to help reduce queue and people congregating closely.

- While your room layout can be set "back to normal", consider how to ensure maximum efficiency of the layout while maintaining adequate spacing between groups for your seated customers.
 - Assess the placement of furniture and equipment – reviewing tables, chairs, stools, entertainment equipment and anything else that may result in people clustering in small spaces.
- Consider walkways – particularly walkways to the bathrooms, and walkways for service staff to and from the kitchen and bar areas. Can adequate space be provided between customers walking to the bathrooms and those seated in the business?
- If you are operating counter service what measures can be put in place to minimise queues? While it is no longer a requirement at ORANGE, consider use of floor markings to assist customers to keep spacing between others.
- For takeaways, or pick up of orders from the counter, dedicate a separate pick-up area, if possible.
- Have a separate pick-up area for delivery drivers if applicable.
- For people outside waiting in queues consider how you can keep them appropriately spaced. Remember, queues must not impede pedestrian traffic, other businesses, or block footpaths or driveways etc.
- Consider your back of house / kitchen areas - while distancing requirements between staff members are removed at ORANGE, review layouts to help manage adequate spacing between staff.



A waiter wearing a red cap, a black face mask, and glasses, holding a silver tray with several glasses. The image has a strong orange-red color overlay.

Section 9: Looking after your employees

Looking after your employees

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 ORANGE. 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](#) [external link].

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.
- Advise staff who may have come into contact with someone who has Covid-19 to contact Healthline or the Ministry of Health. There are different requirements depending on the whether the contact is close or casual - from monitoring for symptoms to self isolation and testing.
- Ensure staff follow Ministry of Health guidance and self-isolate if required.

Also develop a plan if an employee becomes ill at work, and it is suspected they may have COVID-19:

- Isolate the employee immediately and make sure that they have transport home.
- Tell the employee to phone Healthline (0800 358 5453), or their GP to 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.

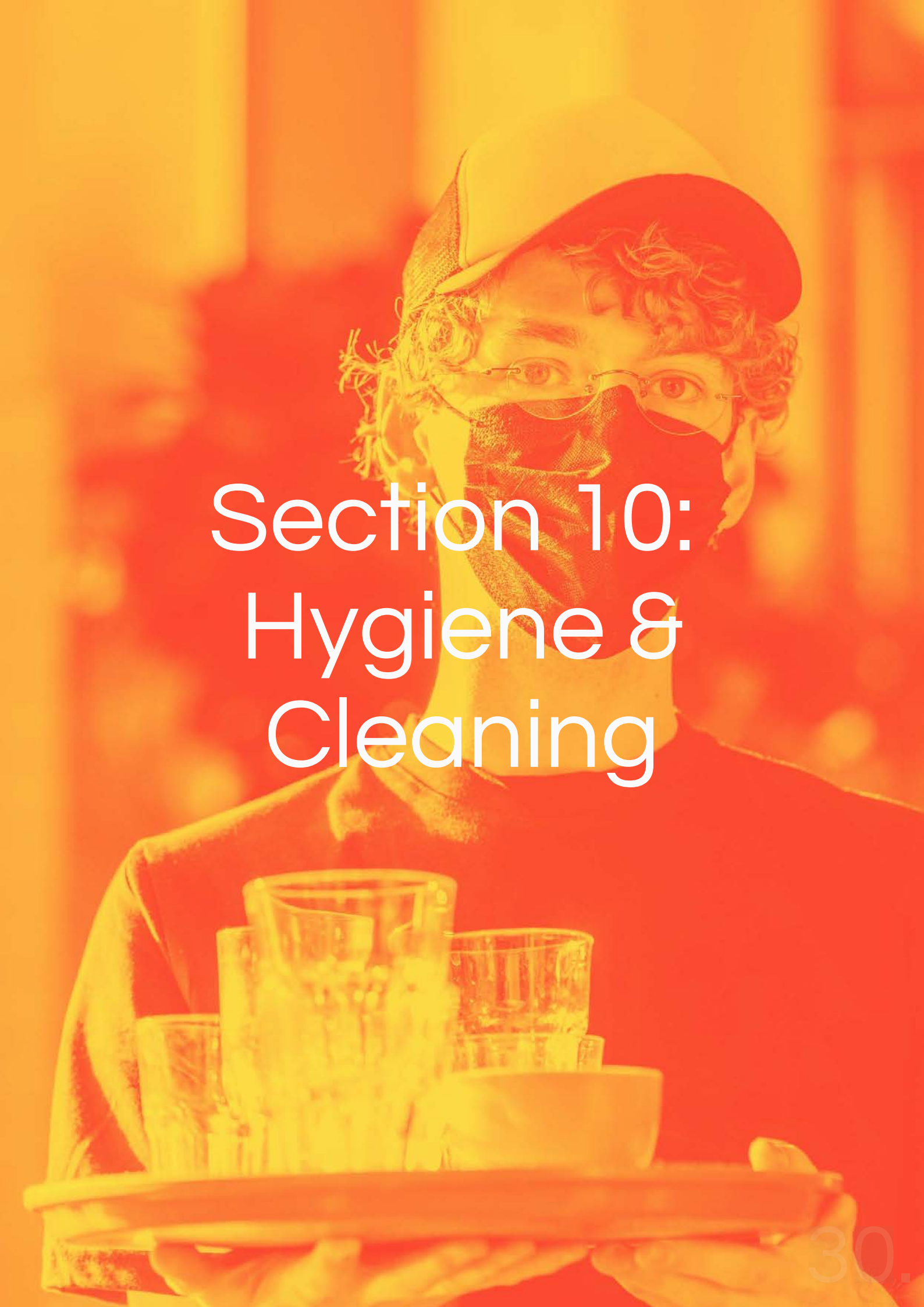


Review shift arrangements and rostering

Changes recommended at RED to limit contact between workers as an effective measure in slowing down the spread of Covid-19 may also be suitable at ORANGE where Covid-19 is still in the community. Businesses can consider the following measures:

- 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.

Refer to Restaurant Association resource:
Refer to Restaurant Association resource:
Dealing with a probable or confirmed Covid-
19 case in the workplace
[external link]

A person wearing a white cap and a face mask is holding a tray with several glasses. The image has a strong orange and red color overlay. The text "Section 10: Hygiene & Cleaning" is centered over the image.

Section 10: Hygiene & Cleaning

Hygiene & Cleaning

This section provides information on hygiene practices for your staff and the workplace, along with 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 ORANGE. Your cleaning checklist must be tailored to your individual business.



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 posters reinforcing best handwashing practices**, located in the kitchen and other staff areas.

Dining areas

- While at ORANGE, continue to be **pro-active in cleaning surfaces**, including phones, touch screen monitors, doorknobs other high-touch point items (use a cleaning checklist for guidance on timing).
- **Sanitise any menus** after they have been used by each customer. Consider boards or any other non-touch menu options.
- **Sanitise the service stations**, bars, counters or any other waiting area within your establishment.
- **Clean the outside surface of any bottles** of sauce, condiments, salt and pepper shakers, or other items that are being used/reused between customers. Consider non multiple touch options.
- **Keep doors and windows open**, if possible, to make sure that your establishment is well ventilated.
- **If using fabric napkins remove for laundering after each use.** Consider how and where they are stored in between table clearing and laundering.

Cleaning checklist

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
- ☐ 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
- ☐ Clean and sanitise floor mats - daily
- ☐ 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 (try to ensure menus are not passed between groups / across tables)
- ☐ 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
- ☐ Regularly sanitise equipment in children's play areas

Payment areas

- ☐ Sanitise EFTPOS machine - between customer use (unless a contactless transaction used) 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 here](#) [external link]

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) – between services, 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

A person with curly hair, wearing a red beret, glasses, and a black face mask, is holding a silver tray. On the tray are several glasses and a small bowl. The background is blurred, suggesting an indoor setting. The entire image has a warm, orange-red color overlay.

Section 11: Events & Gatherings

Event Businesses and Conferences

Additional information is available at: www.majorevents.govt.nz/resource-bank/covid-19-information-for-event-organisers/ and www.business.govt.nz/covid-19/covid-19-protection-framework/events/

Workers include staff, volunteers, contractors, professional and semi-professional performers.

Businesses and services that operate under event rules include cinemas and casinos, but also stadiums and conference facilities.

- An event may occur without number limits if you are operating with the requirement for customers to present their vaccine passes. (Businesses operating without this requirement are restricted to hosting gatherings of up to 50 people per defined space.)
- Scanning of vaccination passes is required.
- Mandatory Record Keeping for contact tracing is required for workers and clients / customers.
- Face coverings are encouraged for customers.
- Employees working at an event must wear a face covering.

Social Gathering

Hospitality venues may be able to accommodate social gathering as private functions. The rules regarding vaccination do not apply to gatherings. Organisers will need to decide whether they want people to be vaccinated or not and if not employees will not need to be vaccinated either. If vaccination is not a requirement, gatherings are restricted to 50 at Orange (and 25 at Red).

We provide suggestions of measures the venue could implementing to maintain the safety of customers and staff:

- We recommend people hire out a designated space, or entire venue, formalised in writing for set hours, on a set date, for a set price and expressly for the designated purpose.
- Staff working at a gathering must wear a face covering.
- Where practical, for social gatherings, workers should provide services to only one group in a separate space, rather than moving between multiple groups between.
- It is recommended that additional cleaning take place between usage by different groups.
- 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.



USEFUL LINKS [external links]

- Restaurant Association Hospitality Hub
- Restaurant Association Vaccination Hub
- Restaurant Association Covid-19 resources
 - Covid19.govt.nz
 - My Covid Record
 - Ministry of Health

