



Operating your business at RED

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 RED under Covid-19 Protection Framework requirements.

AT RED, action will need to be taken to protect both at-risk people and protect our health system from an unsustainable number of hospitalisations.

Staying safe at Red

- **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.

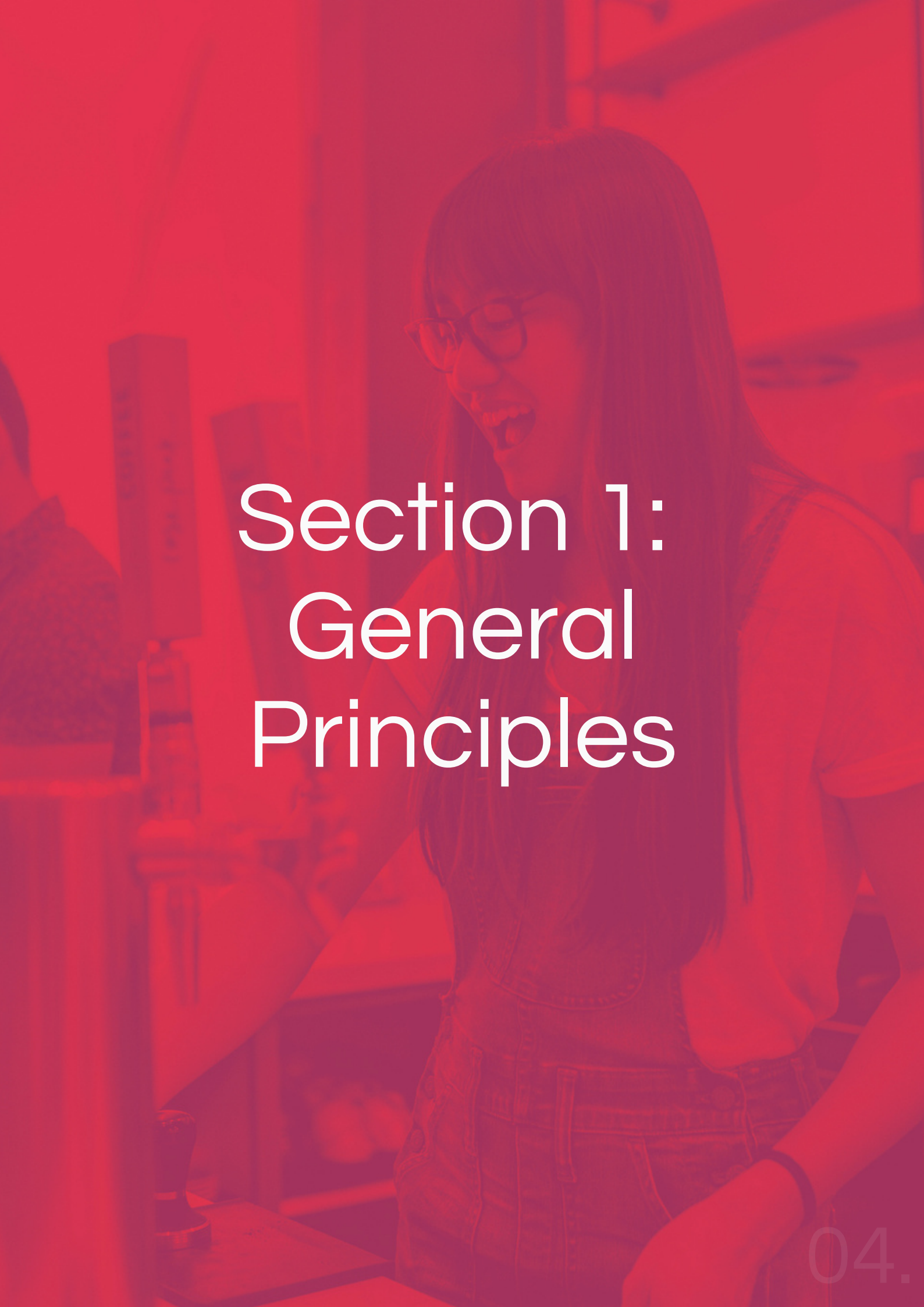
The hospitality industry Associations have consulted with the government to finalise guidance.

The Industry Association's health and safety guidance is also 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.

TABLE OF CONTENTS

SECTION 1: General Principles	4
SECTION 2: Health & Safety and Food Safety	8
Health & Safety	9
Food Safety	11
SECTION 3: Record Keeping	13
NZ COVID Tracer & QR code poster	14
Requirements for displaying QR code	14
Alternate tracing record	15
SECTION 4: Face coverings / Mask Use	17
SECTION 5: Vaccine Passes & Verification	20
My Vaccine Pass	21
NZ Pass Verifier App	22
SECTION 6: Vaccination Requirements: Hospitality Employees	23
SECTION 7: Orders, Service & Payments	25
SECTION 8: Managing Gathering Limits	32
SECTION 9: Physical Distancing & Queue Management	34
Physical distance - customers	35
Physical distance - staff	36
Queue management	37
SECTION 10: Looking After Your Employees	38
SECTION 11: Hygiene & Cleaning	41
Staff & workplace hygiene measures	42
Cleaning checklist	44
SECTION 12: Events & Gatherings	45
SECTION 13: Gambling Area Guidelines	47

A woman with long dark hair and glasses, wearing a white t-shirt and denim overalls, is smiling and looking down at a workbench in a workshop. The background is filled with various tools and equipment, all overlaid with a semi-transparent red filter.

Section 1: General Principles

General principles

When operating at RED, food & beverage 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 RED, if vaccine certificate requirements are in place:

1. Number limits



- The maximum number of people allowed is 100 per separately defined space. This may be limited by the size of the space and the capacity. To calculate the number limit, use the square metreage of the space and calculate how many people could occupy the space if each person was 1 metre apart. (For instance if the space is 20m², you will be able to accommodate a maximum of 20 people.)
- This number includes all attendees, but not workers (workers include anyone required to operate the business or service and therefore includes paid and unpaid).

2. The Two “S’s”:



- **Seated:** Everyone in your venue must be seated at a table when consuming food and drink on the premises - other than when
 - entering, using a toilet or bathroom, paying, or departing; or
 - ordering or collecting food and drink (except in on-licence or club licence premises)
- **Separated:** Physical distancing of 1 metre should be maintained. The layout of the premises will need to be configured to maintain this distancing between tables and/or between groups.

3. Mask use



- (From 11.59pm 3 February, 2022) it is mandatory for staff who are customer facing to wear a medical grade mask (for example a Type IIR/Level2 masks or above)
- masks are highly recommended for other staff
- (From 11.59pm 3 February, 2022) customers must wear a mask at food and drink businesses. This needs to be an actual mask and attached to the head by loops around the ears or head. This means scarves, bandannas, or t-shirts should not be used
- customers can remove their mask when 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.

4. 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 must 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 example, at a café with counter service, this could occur at the counter if customers come in and head straight to the counter. Customers shouldn't be actively moving about the premises before their vaccine pass is sighted.

5. Signage



- Along with the business' QR code poster, businesses 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.

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 & 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.

Restaurants Cafes and Bars

- The maximum number of people allowed is 100 per separately defined space. However, this may be limited by the size of the space and the capacity. To calculate the limit, you might use the square metreage of your premises (or defined space) and calculate how many people could occupy the space if each person was 1 metre apart.
- Businesses should ensure at least a 1-metre separation between customers seated at adjacent tables.
- Multiple groups with a limit of 100 people are allowed provided they are in separate 'defined spaces' (refer to definition). You need to make sure that the groups do not mix entering, leaving or using the premises. This means making sure groups aren't using entrances / exits at the same time or there are separate entrances. This includes shared areas, for example, bathrooms or counters where people go to order or pay.
- 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. No food or drink can be served or consumed around the gaming machines and no person is permitted to use a gaming machine without wearing a face covering.

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

- Customers should remain 1 metre apart when queuing.
- To reduce lines and queuing you could encourage pre-ordering online, over the phone or via an app.

Venues generally - Events & Social Gatherings

Please refer to Section 12: Event Facilities & Social Gatherings for further information.

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.

An **event** is defined as an activity where entry is controlled through ticketing, fees, registration or other ways to control access. Events are held at commercial or private venues and can be held indoors or outdoors.

Defined space has the following definition:

- (a) an indoor space is a single space if—
- here are walls (whether permanent or temporary) that substantially divide that space from other spaces; and
 - the space does not share direct airflow with another indoor space:
- (b) an outdoor space is a single space if—
- there are walls (whether permanent or temporary) that substantially divide that space from other spaces; or
 - 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.

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

- **Communal amenities** (such as water stations) are not permitted, these must be provided via table service.
- Consider **queue management** to adhere to physical distancing of 1 metre for customers on the premises for ordering / picking up their takeaway order.
- 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, have good hygiene practices in place, manage food safety risks and adhere to food safety requirements.
- **Gatherings** have a maximum limit of 100 people 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 1 metre indoors with other persons using, entering, or leaving the premises, or 2 metres outdoors with people in other outdoor areas.
- 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 RED (see Health & Safety section).
- Consider your **rostering** and any requirements to reorganise the kitchen layout and service areas to manage adequate physical distancing between staff, where possible.
- Would using a **reservation system** help manage customer limits? 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).
- Review and update **cleaning schedules** and consider how you will record this is being done (see cleaning section).
- 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 RED and 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?
- Close **children's play areas**, unless sanitising of all equipment can be managed between each customer use. Remove small toys from the area.
- Consider if you will be able to safely manage **coat check areas**.
- Consider **seating** requirements and reorganise the **layout** of your dining areas if needed. At RED at least 1 metre distance is required between seated people and/or “groups”. The maximum number of people allowed in a space is 100 calculated by how many people could occupy the space if each person was 1 metre apart. Depending on how your dining space layout can be rearranged, this may require a temporary 30-50% reduction in seats.
- **Counter food service** is permitted for unlicensed premises. You will need to implement measures to manage counter service safely and within requirements. Counter service is also available for takeaway customers at RED.
- Consider having a **separate pick-up area** in the business for takeaway pick-ups.
- If you have **outdoor areas**, how will you manage the indoor / outdoor access points and areas to ensure that people are seated.
- Review **footpath outdoor seating** areas to ensure there is a 2-metre distance between seated customers and anyone walking down the footpath or thoroughfare. Check with your Local Council any rules they have in place for footpath use.
- How will you manage **queuing 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 queuing, or that other customers do not need to pass within the physical distance requirements of people waiting to pay.
- 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?

A smiling woman with long dark hair and glasses, wearing denim overalls over a light-colored shirt, is in a kitchen setting. She is holding a glass and looking down at it. The entire image is covered with a semi-transparent red overlay. The text 'Section 2: Health & Safety Food Safety' is written in white, bold, sans-serif font across the center of the image.

Section 2: Health & Safety Food Safety

Health & Safety

Covid-19 Safety Plan – WorkSafe

You need to self-assess your ability to operate safely at RED. 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 RED?

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?

Food Safety

New Zealand Food Safety [guidance for food safety](#) [external link].

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

Coronaviruses cannot grow in food – it needs 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.

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.

Food Safety

Making changes to a food business in RED

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.

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 at the RED level, including making changes to the way they operate.

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 [website](#), 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.

Verification under RED

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.

A woman with long dark hair and glasses, wearing a white t-shirt and denim overalls, is smiling and looking down at a book in a library. The background shows bookshelves filled with books. The entire image is overlaid with a semi-transparent red filter.

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]





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 medical-grade masks, along with recommendations for other employees. Customers must wear masks at food and drink businesses.

Who has to wear masks at RED?

- All customer-facing hospitality staff (medical grade)
- All staff at a social gathering
- It is also recommended that staff wear masks, at all other times
- Customers must wear masks, removing them to eat and drink. This needs to be an actual mask and attached to the head by loops around the ears or head.
- Customers must wear a mask 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

Masks do not have to be worn for the following groups listed [here](#) [external link - COVID-19 – face masks | Health Navigator NZ].

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 wear a mask"
 - "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 you and us to wear them."

A smiling woman with long dark hair and glasses, wearing denim overalls over a light-colored shirt, is working in a laboratory. She is holding a test tube and looking down at it. The background shows laboratory equipment and shelves. The entire image is overlaid with a semi-transparent red filter.

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 (with some restrictions at RED) 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 My Vaccine Pass 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.



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.



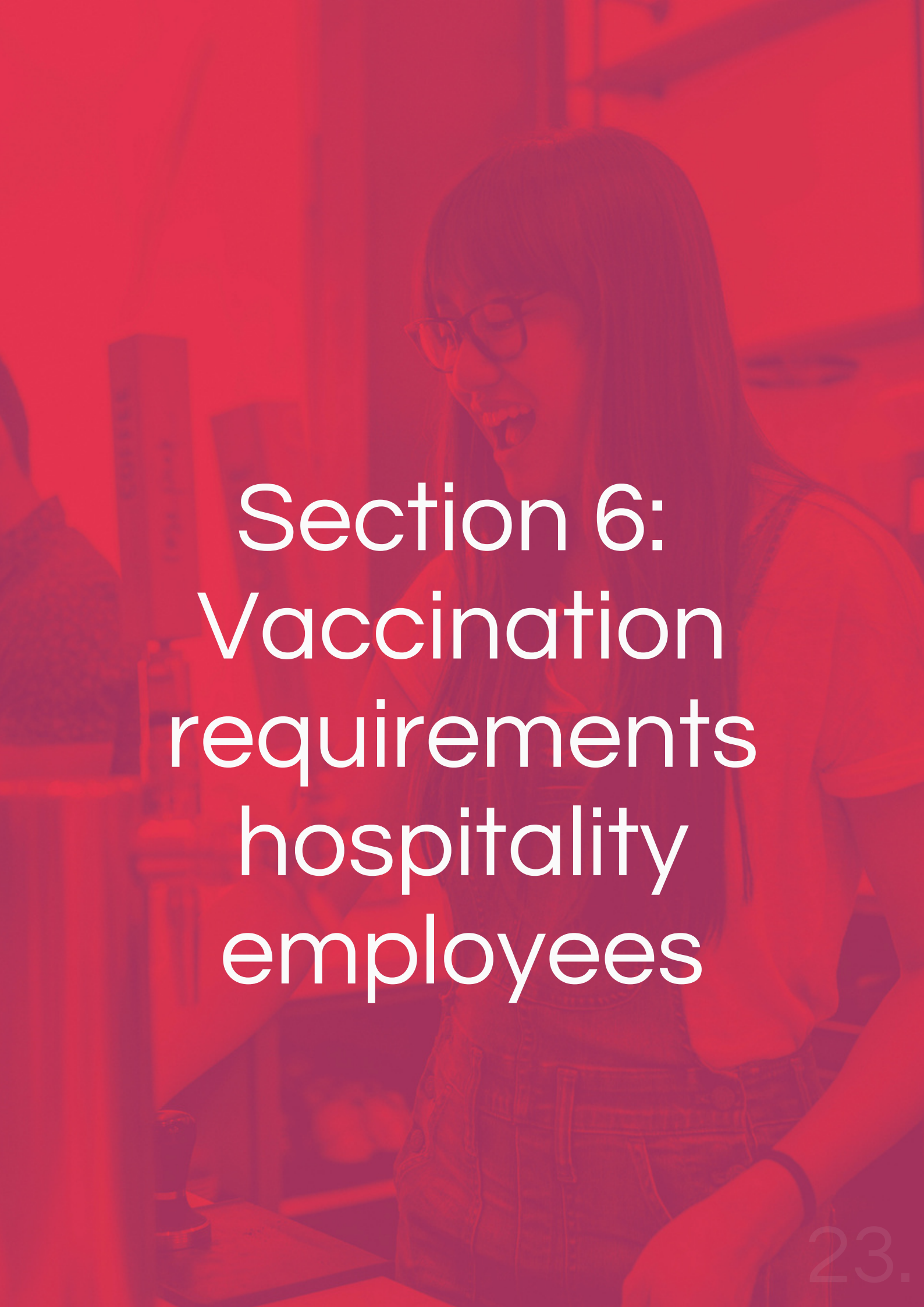
Operational tips: when a customer arrives at the business

- 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?



Section 6: Vaccination requirements hospitality employees

Vaccination requirements hospitality employees

Under the Covid Protection Framework, at RED, a hospitality business that requires customers to show a vaccination pass will be able to open, with some operating requirements.

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.)

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 smiling woman with long dark hair and glasses, wearing a white t-shirt and denim overalls, is working behind a counter in a cafe. She is holding a small object, possibly a coffee tamper. The background shows shelves with various items and a warm, indoor lighting. The entire image is overlaid with a semi-transparent red filter.

Section 7: Orders, service & payments

Orders, service & payments

At RED customers dining in must be seated and separated (with a maximum limit of 100 people per separate defined space). Different requirements apply for unlicensed premises and takeaway premises. This section provides suggestions for managing ordering and service under different styles of operation.

- 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.
- 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 where and maintain physical distancing between waiting customers. This distance is 1 metre between takeaway customers and 1 metre between customers staying on the premises to consume their food and drink.
- 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.
- Note: A business that chooses to operate without requiring vaccine passes from customers, can only operate as a Takeaway, under retail settings. 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.



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 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.

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:

- Measures must be put in place to minimise queues and encourage adequate spacing. Physical distancing requirements of 1 metre between customers (and between staff and customers) must be maintained.
- It may be necessary to move tables and chairs, so seated customers have some separation from people waiting at the counter, 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.

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.
- Customers waiting to order food / drink for takeaway at the counter must always maintain a distance of 1 metre from each other and at least 1 metre from seated customers.
- 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.
- Your Covid-19 health & safety plan should include information on how you will implement and manage customer physical distancing.

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 and throughout these guidelines would be in place for pick-up area.
- Payment is made at the time of order, from the counter (see payment information).

OPTION 2.

Counter service, customer leaves while order prepared and returns

Customer orders from counter, customer leaves while order is prepared and returns to the counter to pick-up their order.

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. All requirements around physical distancing, queuing, would be in place for the separate area.

Option 2 cont.

- If it is not possible to have a separate pick-up area, address how you will manage the risk in another way. 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. Consider changing to a different counter service option as listed in this section.

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.

Hygiene considerations for 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.
- 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 process 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. Have sanitiser available for customers and advise your staff on regularly washing and sanitising their hands and other shared surfaces (such as EFTPOS terminals).

Food Trucks / Coffee Carts

Food trucks and coffee carts can operate by adapting one of the counter service options and following the other guidance contained in these Guidelines.

- At all times requirements around hygiene and physical distancing (of 1 metre 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.
- 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.
- 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 and following other guidance contained in this RED 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.
- Mask use is mandatory for staff who are customer facing while they are serving customers and for customers when not eating or drinking. Masks are highly recommended for other staff.
- Customers must also 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.
- At all times hygiene measures should be enforced and customers waiting in line must keep 1 metre 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.

Payments

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.

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.
- Measures must be in place to ensure that the payment process is hygienic and maintains physical distancing requirements of 1 metre between customer and staff member. 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.

Tips for staff: managing table service

- 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 at RED 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.

Staff training

- Consider adding in a question as part of the initial welcome / introduction once people are seated, asking if everyone scanned in and had their vaccine passes checked.
- 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.
- 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 RED table service

1. Customer arrives, is met, greeted, completes QR scan or alternative means of sign in and register, has My Vaccine Pass sighted and/or verified (and ID checked, if deemed necessary), 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 mobile 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.

A woman with long dark hair and glasses, wearing a white t-shirt and denim overalls, is smiling and looking down at a workbench in a workshop. The background is filled with various tools and equipment, all overlaid with a semi-transparent red filter.

Section 8: Managing gathering limits

Managing gathering limits

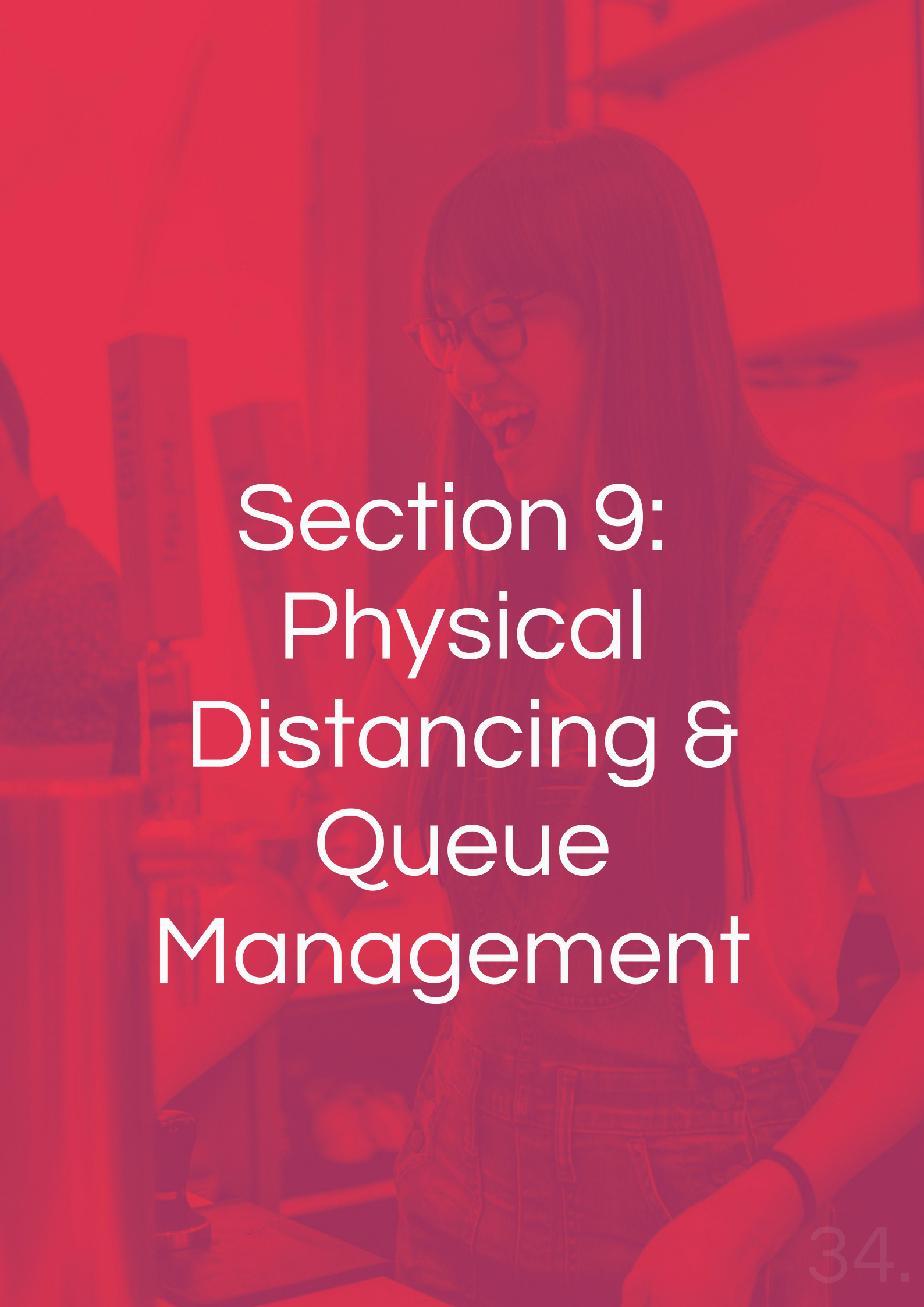
When operating at RED there is a limit of 100 people, in each separated defined area. Due to physical distancing restrictions, a business may also need to reduce the number of people on the premises at one time to meet these requirements.

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 indoor space do not share direct airflow with another indoor defined space and in an outdoor space that the area is separated from other outdoor areas by 2 metres. (Separate spaces must be managed so that, so far as is reasonably practicable, groups do not mix entering, leaving, or using the premises.)



Management of indoor occupancy limits

- 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.
- 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 to help manage limits. Make sure all staff know how to properly work these.
 - Do a regular head count 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 groups aren't using entrances / exits at the same time or there are separate entrances. This includes 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).



Section 9: Physical Distancing & Queue Management

Physical Distancing & Queue Management

Physical distancing is important to help protect you, your staff and customers from COVID-19 and there are specific requirements around physical distancing when operating at RED.

Measures in place mean that:

- The maximum number of people allowed is 100 per separately defined space. However this may be limited by the size of the space and the capacity. To calculate the limit, you might use the square metreage of your premises (or defined space) and calculate how many people could occupy the space if each person was 1 metre apart.
- 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 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 groups aren't using entrances / exits at the same time or there are separate entrances. This includes for shared areas, for example, bathrooms or counters where people go to order or pay.
- There must be at least a 1-metre separation between customers and clients seated at adjacent tables and when not seated customers must keep 1 metre away from other customers and staff.
- Part of your Covid-19 / health & safety plan should include information on how you will implement and manage customer physical distancing, queue management and seating.
- Ensure all staff are aware of your policy and are empowered to manage as appropriate.

To help manage physical distancing requirements, review your venue floorplan:

- Although you will have managed a rearrange of the venue floorplan in the past, consider working with a space planning expert to ensure maximum efficiency of the layout while maintaining customer occupancy limits and 1 metre physical distancing requirements for your seated customers. New permanent fixtures put in use at RED aren't recommended if they will require a lot of effort and expense to revert back at ORANGE (where the physical distancing limits are removed).
- 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.
 - 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.
 - 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' indoors, each group in the space should remain separated from other groups, including when using shared exits. Make sure the groups don't mix.
- If you are operating counter service for your takeaway customers, or in unlicensed premises for other customers, measures must be put in place to minimise queues and maintain 1 metre physical distancing between waiting customers (see the Orders, Service 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 1 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 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?
- Moving an indoor event outdoors may also help maintain physical distancing.

Management of physical distancing – staff

- Review your kitchen and venue floor plan to evaluate, identify and implement operational changes that maintain adequate spacing between staff, where possible.
- Consider marking 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.
- If it is not possible to always maintain physical distancing between employees, employers will need to consider how to address and manage this risk in another way.
- Signage reminding staff about physical distancing should be in place.
- Review the number of people involved in the preparation of each menu item - keep 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.
- If possible, allocate one staff member to one POS system. If this is not possible, 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).

Queue Management

Inside your business

Counter area – for takeaway, and unlicensed premises

- Customers waiting to order food / drink at the counter for takeaway should maintain 1 metre physical distancing from each other and at least 1 metre from seated customers at all times. Use floor markings to assist customers to comply with physical distancing requirements and make regular announcements to remind customers of their requirements.
- In 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

- Dedicate a separate pick-up area, where possible. Or if not possible, consider how you will safely manage customers waiting to order and those waiting to pick-up their takeaway order.
- 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.
- Have a separate pick-up area for delivery drivers if applicable.

Outside your business

- With gathering limits in place there may be a need to control and manage customers who need to queue for entry to your premises. People waiting in queues should maintain physical distancing (1 metre between each other in the queue and 2 metres from people who are passing by on footpaths / through a public thoroughfare).
- Queues must 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 vaccine passes, 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 and vaccine pass requirements, mandatory physical distancing requirements, and any other venue requirements.
 - Anyone showing signs of illness or flu-like symptoms must not be permitted to enter the premises.
 - 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.

Local Council: Check with your Council to ensure any queue measures that you 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 commonly used outside venues. Consider the sturdiness of the barriers (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.

A woman with long dark hair and glasses, wearing a red t-shirt and denim overalls, is smiling and looking down at a workbench in a workshop. The background is filled with various tools and equipment, all overlaid with a semi-transparent red filter.

Section 10: 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 RED. 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.
- 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.

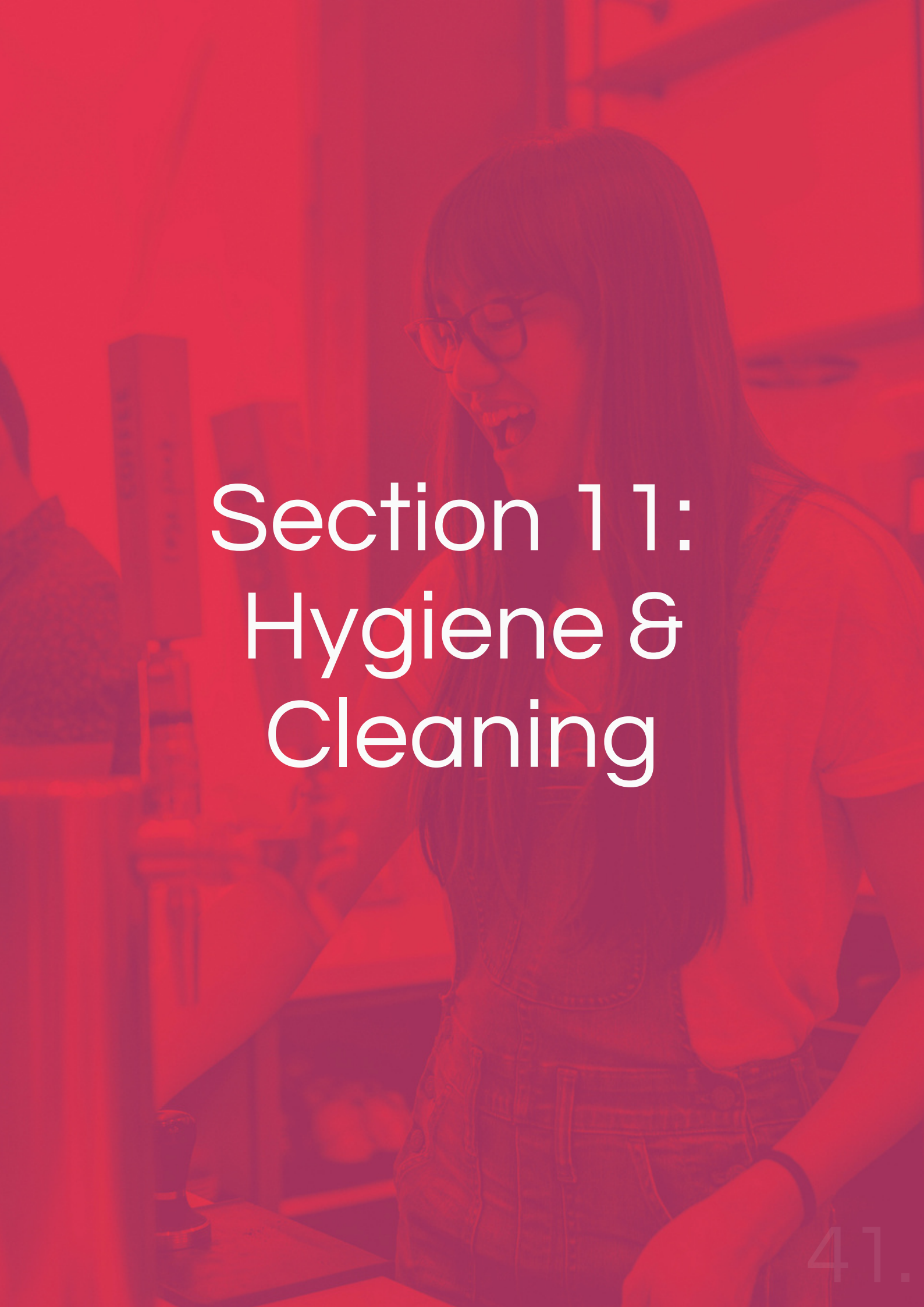


Review shift arrangements and rostering

Changes 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.

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 smiling woman with long dark hair and glasses, wearing a white lab coat over a dark shirt, is working in a laboratory. She is holding a test tube and looking at it. The background shows laboratory equipment and shelves. The entire image is overlaid with a semi-transparent red filter.

Section 11: 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 RED. Your cleaning checklist must be tailored to your individual business.

- Find out more about Worksafe recommendations for PPE [here](#) [external link].



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 (a medical-grade mask) and for customers when not eating or drinking. Masks are highly recommended for other staff. 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

- **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.

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 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.

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) – 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



Section 12: 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.

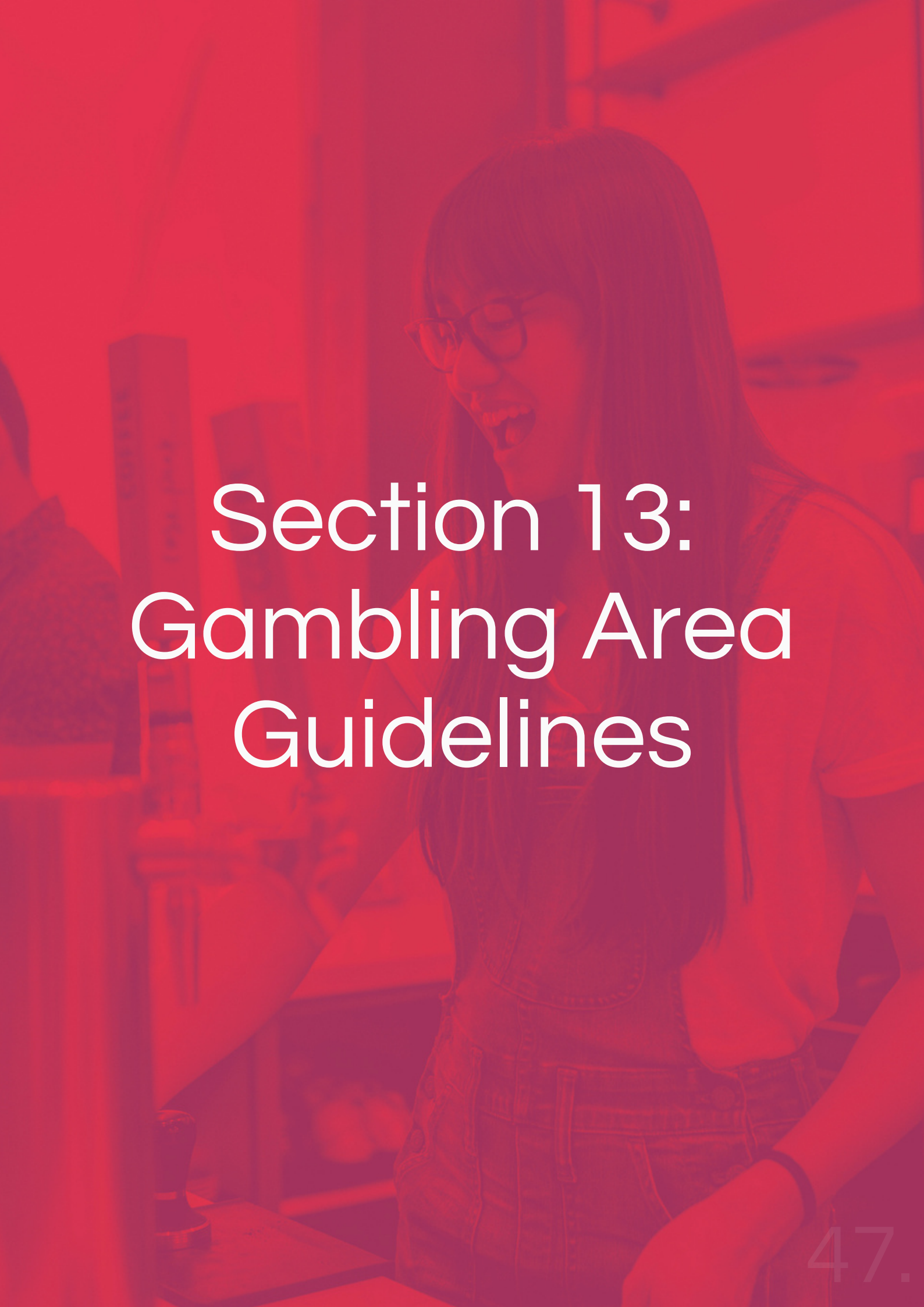
- An event may occur with up to 100 people and based on 1m distancing (whichever is the lesser). This limit includes all attendees, but not workers. (Businesses operating without the requirement for customers to produce their vaccine pass are restricted to hosting gatherings, of up to 25 people per defined space.)
- The limit applies to each defined space, with no ability to mingle between groups.
- Sighting of an attendee's My Vaccine Pass is required and a reasonable number must be verified.
- Mandatory Record Keeping for contact tracing is required for workers and clients / customers.
- Face coverings are encouraged for customers.
- If you have separate groups of up to 100 people in both indoor and outdoor spaces, you need to make sure the two groups do not mix. This means making sure groups aren't using entrances / exits at the same time or there are separate entrances. This includes shared areas, for example, bathrooms or counters where people go to order or pay.
- If you are providing food and drinks at an event, everyone must be seated to be served.
- Employees working at an event 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 where food and drink is being consumed.

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 25 at Red and 25 at Orange.

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 separate defined space, based on 1m distancing (whichever is the lesser)
- 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 a gathering must wear a face covering.
- Guests of the social gathering must not mingle with other people from different spaces.
- If you have separate groups of people in both single indoor and outdoor defined spaces, you need to make sure the two groups do not mix. This means making sure groups aren't using entrances / exits at the same time or there are separate entrances. This includes shared areas, for example, bathrooms or counters where people go to order or pay.
- 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.
- 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.

A young woman with long dark hair and glasses is smiling and looking down at a book in a library. She is wearing a white t-shirt and denim overalls. The background shows bookshelves filled with books. The entire image is overlaid with a semi-transparent red filter.

Section 13: Gambling Area Guidelines

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 apart from others, but they cannot eat or drink while using gaming machines. No food or drink can be served or consumed around 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 1 metre apart unless no food or drink is served or consumed within 2 metres of the gaming machines.

Persons (employee or customers) identified to have flu-like symptoms must be removed.

- 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 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.

Record Keeping & vaccine passes

- 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.
- Sighting and/or verification of a customer's My Vaccine Pass must also occur when the customer enters the premises or soon thereafter.

Limits on the Number of Customers

- There is a maximum number of 100 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.
- Numbers should be 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.

- The maximum number of people allowed is 100 per separately defined space. However this may be limited by the size of the space and the capacity. To calculate the limit, you might use the square metreage of your premises (or defined space) and calculate how many people could occupy the space if each person was 1 metre apart.
- 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 around 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 and for customers when not eating or drinking. Masks are highly recommended for other staff. Staff performing delivery duties must also 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.

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.

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
- Under COVID-19 RED 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.



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

A photograph of a chef in a white uniform working in a kitchen, with a red overlay. The chef is standing at a counter, looking down at something in his hands. The kitchen has white tiled walls and a stainless steel sink. There are various kitchen items on the counter, including a large pot and some utensils.

Restaurant Association of New Zealand
PO Box 8287, Symonds Street, Auckland
p 09 638 8403 e info@restaurantnz.co.nz
www.restaurantnz.co.nz
www.restaurantnz.co.nz/covid-19-hospitality-hub