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ALERT LEVEL TWO

GUIDELINES FOR BUSINESS EVENTS

Vs: 20210922



Alert Level Two guideline for the Business Events

The purpose of this document is to provide guidelines to customers, event organisers and venues, based on current Government supplied information to safely run a business event in an enclosed space. This is for Alert Level Two only, under **COVID-19 Public Health Response (Alert Levels 3 and 2) Order 2020**. (refer to the version and amendments tab to ensure you are looking at the latest version)

This information may be subject to change, therefore please refer to the Government’s COVID-19 website: <https://covid19.govt.nz/>

QR Code

The requirement to display a QR Code for your business came into force on 19th August 2020. This is now mandated. All venues and businesses legally must display an NZ COVID Tracer QR code. This legal requirement applies at Alert Level 1 and higher.

A separate poster is needed for each unique location. Each location legally must display their poster in a prominent place at or near the main entrance.

QR Codes can also be created for specific events, using the name and venue of the event. Please refer to the COVID-19 website: <https://covid19.govt.nz/business-and-money/businesses/get-your-qr-code-poster/>

How we stay connected with you…

BEIA will communicate updates and announcements via four platforms to provide you with relevant immediate advice while trying to respect the increased flow of emails you may be receiving. This will occur via: -

**Monday Member Memo**

this is delivered every Monday evening while New Zealand is under Alert Level Three and Two and monthly under Alert Level One

**BEIA Website**

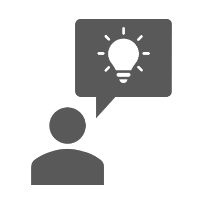
<https://www.beia.co.nz/useful-resources> please save this link as a “favourite”.

**LinkedIn**

Please follow the BEIA LinkedIn page <https://linkedin.com/company/businesseventsnz/> and check back on a regular basis

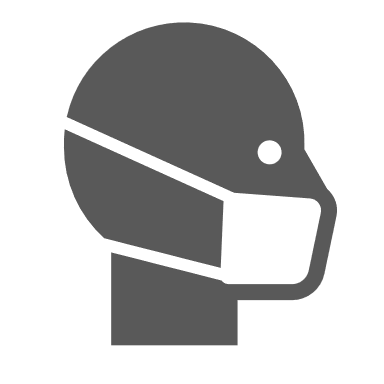
**Facebook**

Please like and follow the BEIA Facebook page https://www.facebook.com/businesseventsnz

CURRENT GUIDELINES (Subject to Change)

|  |  |
| --- | --- |
| Number limits | A gathering must not exceed: -  (a) 100 people in an indoor defined space at any one time:  (b) 100 people in an outdoor defined space at any one time  If the venue has both indoor and outdoor spaces, each gathering, or group should not mix. This means separate entrances for shared areas, for example bathrooms |
| Staff | Workers who are providing services in relation to a gathering are not to be counted as part of the number limit for the gathering.  All staff must wear face coverings unless there is an exemption (see below) |
| Personal Responsibility | A person who attends the social gathering must: -  (a) scan the QR code at the venue for the gathering and/or  (b) scan the QR code for the gathering or  (c) otherwise make their own contact record |
| Organiser Responsibility | Organisers responsible for gatherings must comply with number limit (a) a gathering that exceeds the number limit for the gathering is prohibited.  (b) the people responsible for a gathering must ensure that the gathering does not exceed the number limit |
| Record keeping | The people responsible for a gathering must ensure that there are systems and processes in place to ensure that, so far as is reasonably practicable, each person aged 12 years or older who attends the gathering: - (a) scans the QR code for the venue or gathering or otherwise makes their own contact record; or(b) provides a contact record that is kept by one of the people responsible for or attending the gathering, i.e., registration system |
| Travel | At Alert Level 2, travel to other regions that are at Alert Level 1 or 2 to attend a conference, is permitted. |
| Physical Distancing | It is a legal requirement to keep 1 metre apart. A face covering is encouraged if physical distancing is difficult. Organiser may pre-allocate seats to a person. It is recommended that person stays in that allocated seat. |
| Defined Space | *Indoor defined spaces* An indoor space is a single space if there are walls that substantially divide that space from other spaces. The walls can be permanent or temporary but should not allow direct airflow between the defined spaces. *Outdoor defined spaces* An outdoor space is a single space if there:   1. are walls that substantially divide that space from other spaces — the walls can be permanent or temporary, or 2. is at least 2 metres between all people in that space and any other people outside that space. |

As at 22th September, 2021

MASK WEARING/ FACE COVERINGS

You are encouraged to wear a face covering and keep 2 metres distance from others when leaving your home. If you are around people you do not know, it is a good idea to wear a face covering.

Movements at Alert Level 3 and 4 are restricted, so some of these locations and services may not be open or operating at higher Alert Levels. You must wear a face covering when:

* on public transport and at arrival and departure points, for example airports, train stations and bus stops
* on flights in taxis or ride share vehicles
* visiting a healthcare or aged care facility
* inside a retail business, for example supermarkets, pharmacies, petrol stations, shopping malls, indoor marketplaces, takeaway food stores
* inside public venues, such as museums and libraries, but not swimming pools
* visiting the public areas within courts, tribunals, local and central government agencies, and social service providers.

You legally must wear a face covering if you are an employee involving customer contact at a business or service

In general, face coverings should be worn whenever you can. If you are around people you do not know, it is a good idea to wear a mask.

**Hospitality venues** — people cannot eat while wearing a face covering. As a customer you will be seated and separated, you are not required to wear a face covering. But are encouraged to wear one when you are not eating or drinking. Employees must wear a face covering.

Exemptions

##### (a) there is an emergency; or

##### (b) wearing a face covering is not safe in all of the circumstances; or

##### (c) the person is communicating with a person who is deaf or hard of hearing and visibility of the mouth is essential for communication; or

##### (d) the person is asked to remove the face covering to ascertain identity; or

##### (e) the person is under the age of 12 years; or

##### (f) the person has a physical or mental illness or condition or disability that makes wearing a face covering unsuitable; or

##### (g) the person needs to remove the face covering to take medicine; or

##### (h) the person needs to remove the face covering to eat or drink.

Further information can be found here <https://www.majorevents.govt.nz/resource-bank/covid-19-advice-for-event-organisers/>

RECORD KEEPING & CONTACT TRACING

More businesses and locations will be required to have processes in place to enable people to scan in using the COVID-19 tracer app, or manually record their visit and are encouraged to ensure customers and visitors record their visits. This will apply to range of places including health and aged care facilities, local and central government facilities, exercise facilities, social services providers with customer service counters and hospitality and entertainment businesses. This came into effect at 11.59 pm on 7 September 2021.

If there is a case of COVID-19 in the community, public health officials and contact tracers will use this information to identify people who may have been exposed to COVID-19.

If you are the person in charge of a business, location or event, you legally must:

* make sure you have safe and secure systems and processes in place so that everyone working on or visiting your premises can scan in or provide their details for contact tracing.
* keep contact tracing records for workers, contractors, customers, and volunteers, no matter how long they are there for.

You legally must have more than one way for people to record their visit, especially for people who are not able to scan QR codes. This can include:

* asking people to scan in using the NZ COVID Tracer app
* recording your customers' and visitors' details manually
* providing paper forms for customers and visitors to fill in with their details and place in a collection box
* using your existing record-keeping systems, such as hotel reservations

At an event, either the venue owner or operator, or the organiser/hirer of the venue can be the person who is responsible for making sure there are ways for people to record their visit.

Plenty of resources can be made available free of charge for event organisers and venues. Visit this website; <https://covid19.govt.nz/posters/#posters-for-businesses-and-organisations>

**FAQ’s**

***Q. Why is this happening?***

This will ensure at all alert levels that are close-contact businesses and locations which are allowed to be open, and which are at higher-risk of transmission of COVID-19 occurring when there are cases in the community, have good systems in place enable people to record their visit. Good recordkeeping supports faster communication with those who are identified as contacts of a positive case.

***Q. What do business and services need to do to be compliant with the requirement?***

Relevant businesses and locations will be responsible for having systems and processes in place to enable, so far as is reasonably practicable, people scan in using the COVID-19 tracer app, or manually record their visit.

What is reasonably practicable will differ between businesses. Workplaces (and public transport services) will continue to be required by law to display QR codes. Alternative systems to make a record will also now be required where record keeping is mandatory. For example, a manual register for those who are not able to scan and/or your business or service’s booking system.

***Q. How is this different from current settings?***

Currently the only record keeping requirement is for businesses in limited scenarios at Alert Level 3 to have systems and processes to ensure – as far as is reasonably practicable – that a record is kept, and for attendees at managed gatherings at all Alert Levels

***Q. Do businesses and locations need to display QR codes for scanning?***

Yes, this is a legal requirement under the COVID-19 Public Health Response (Alert Level Requirements) Order (No 10) 2021. There are some exemptions including public transport providers and transport terminals such as airports and bus stations.

***Q. What enforcement will be in place?***

If a person responsible for a business or location has failed to meet record keeping requirements, they are committing an infringement offence and will be liable to an infringement fee of $300 or court imposed fine not exceeding $1,000.

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

***Q. What kinds of events do these requirements apply to?***

Both commercial, ticketed events and managed gatherings such as conferences and meetings are included in the requirements. Indoor event facilities like theatres, concert venues, conference venues and cinemas are also required to have processes in place, which could differ depending on the type of event.

Some events may already record the contact details of attendees, via a registration system. This would be adequate for use if contact tracing needed to take place. For example, a business conference, where details for registered guests would be recorded anyway, so long as they include contact information.

However, it is recommended that the QR code of the venue is also used given the primary requirement of the code is to identify locations of interest. This also means that if there is multiple venues within a venue, all visitors to the venue will be recorded.

This also captures additional people who may be working on the event, but may not be registered attendees, such as AV and Catering staff.

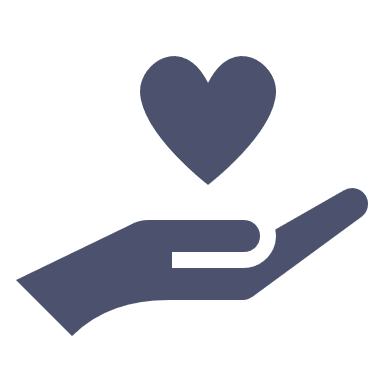
***Q. Who is responsible, the event venue owner or the event organiser?***

For business events, it is recommended that the venue QR code is used for scanning. This is backed up by event registration.

***Q. Would event staff and volunteers be responsible for making sure people are record keeping?***

There is no requirement or expectation for staff or volunteers to enforce the record keeping requirement.

Events should have processes in place to ensure staff are made aware of the record keeping procedures in place, and where practicable encourage or remind guests to sign in or make a record of their visit.

DUTY OF CARE

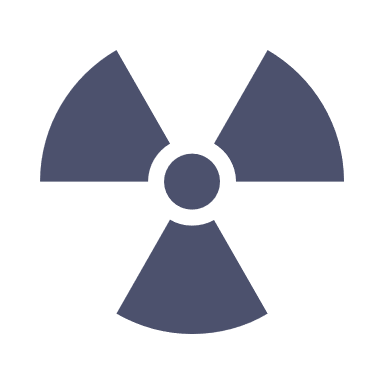
HEALTH & SAFETY AT WORK ACT 2015

Events in NZ fall under the Health and Safety at Work Act 2015 (HSWA). Under the Act, [ORGANISER] is considered as Person Conducting a Business or Undertaking (PCBU) and assumes responsibilities, obligations, and duties as the event organiser.

Under Subpart 2, section 36 – Duties of Care:

Primary duty of care

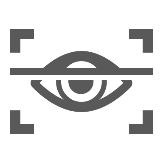
1. [ORGANISER] must ensure, so far as is reasonably practicable, the health and safety of—
   1. workers who work for [ORGANISER], while the workers are at work in the business or undertaking; and
   2. workers whose activities in carrying out work are influenced or directed by [ORGANISER], while the workers are carrying out the work.
2. [ORGANISER] must ensure, so far as is reasonably practicable, that the health and safety of other persons is not put at risk from work carried out as part of the conduct of the business or undertaking.
3. Without limiting subsection (1) or (2), [ORGANISER] must ensure, so far as is reasonably practical.
   1. the provision and maintenance of a work environment that is without risks to health and safety; and
   2. the provision and maintenance of safe plant and structures; and
   3. the provision and maintenance of safe systems of work; and
   4. the safe use, handling, and storage of plant, substances, and structures; and
   5. the provision of adequate facilities for the welfare at work of workers in carrying out work for the business or undertaking, including ensuring access to those facilities; and
   6. the provision of any information, training, instruction, or supervision that is necessary to protect all persons from risks to their health and safety arising from work carried out as part of the conduct of the business or undertaking; and
   7. that the health of workers and the conditions at the workplace are monitored for the purpose of preventing injury or illness of workers arising from the conduct of the business or undertaking.

RISK ASSESSMENT

1. Perform risk assessment of event and venue. Engagement between venue and event organisers in a pre-event briefing is paramount.
2. For consideration in the over-arching risk assessment: -
   1. Availability and use of Personal Protection Equipment (masks, sanitiser)
   2. Physical distancing management

* Introduce barriers and mark floor to indicate space regulations for all queues, conference rooms and public spaces (e.g., entrance halls, restaurants, catering outlets and toilets).
* Add physical transparent partition on counters (e.g., admission, registration, and customer service). Allow spacious distance between booths and aisles for circulation.
* Manage conference-style layout for side events and break-out rooms to allow physical distancing.

1. Work with guidelines / protocols dealing with/denying entry to stakeholders who show symptoms (e.g., set up isolation areas)
2. Manage cleaning, sanitation, and disinfection regimes of commonly used areas
3. Provide sanitizing and handwashing stations
4. Enable no-contact policy (e.g., avoid shaking hands and consider alternative greetings
5. Ventilated venues/exhibition halls and other facilities to have air-conditioning and air-filtering processes
6. Food and Beverage Services: refer Hospitality NZ Food and Beverage [guidelines](file:///C:\Users\LisaHopkins\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\SMUQHDGQ\c.%09https:\hospitalitynz.my.salesforce.com\sfc\p\#7F000001wWrh/a/7F0000005FN4/LOXpOpDlO7z4bnKmVZg3FuNxYmWeHB__HkZUp8a3PUk). All attendees must be seated during catering service
7. Attendee flow management (e.g., monitor access routes, queuing space and entrances; exits; separate different areas of the event and control access)
8. Adapt registration process and manage set-up to reduce contact onsite (e.g., encourage online registration wherever possible print badges at home)
9. Manage number of attendees in the meeting space to no more than 100
10. Manage catering offer to allow physical distancing and encourage additional hygiene measures: refer Hospitality NZ Food and Beverage [guidelines](file:///C:\Users\LisaHopkins\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\SMUQHDGQ\c.%09https:\hospitalitynz.my.salesforce.com\sfc\p\#7F000001wWrh/a/7F0000005FN4/LOXpOpDlO7z4bnKmVZg3FuNxYmWeHB__HkZUp8a3PUk)
11. Accommodation management: refer Hospitality NZ Accommodation [guidelines](https://hospitalitynz.my.salesforce.com/sfc/p/#7F000001wWrh/a/7F000001fd06/ZBUXcZ27x5TLddBodp8aLAwGtig7aC_BOmdCAqUTzHs)

PRIVACY

Businesses will be required to comply with the Privacy Act 2020 and take reasonable steps to ensure any manual record keeping is kept private and stored securely. These need to be replaced with other processes and systems.

***What information do I have to collect?***

A general rule of the Privacy Act is to collect only as much information as you need and no more. For contact tracing you only need to record the person’s name, contact number, and the date and time of their visit

***What should I tell my customers about privacy?***

Use a simple privacy statement alongside your alternative record keeping system to let people know why the information is needed and how long you need it for. See the Office of the Privacy Commissioner’s advice on Covid tracing at www.privacy.org.nz for an example.

***How do I keep the sign-in records secure?***

Customers should not be able to view the details of others who have signed into the business or service. Physical records should be stored securely in a place where only those that may need access can access them.

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

Set up a ballot box with individual paper slips or cards for people to fill in their name, phone number, date and time of visit and place in the box.

1. Have an employee manually record visitor details – this ensures that staff maintain control over the records and do not leave contact information visible to others.
2. Consider an electronic system, like a tablet sign-in app, work time-sheet or an existing booking system.
3. Use a work cell phone to receive texts from attendees. Simply publicise the cell phone number around the entrance to your service or business and let customers text you their name.
4. There is no one right method of collecting. Do not use a paper-based register if it is left in a public-facing position where personal information is visible to others. As well as a QR code, businesses must have other record-keeping systems to enable record keeping.

***How many other record keeping systems do I need to keep?***

You need to display a QR code and have one alternate form of record-keeping for people who do not use the COVID Tracer App. See question above for examples.

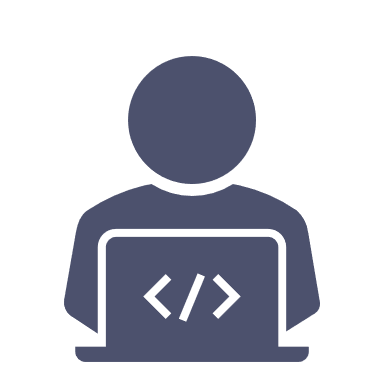
**Covid-related privacy breaches.**

***How long do businesses have to keep the records for?***

60 days. When this time elapses, you must securely destroy the physical records (i.e., manual sign-in records) and electronic records if alternative methods were used like a tablet or a ‘burner phone’ which individuals text into.

***Where can businesses and organisations get advice on privacy requirements?***

More information is available from the Office of the Privacy Commissioner at www.privacy.org.nz

REGISTRATION

System

A registration system either online or manual is required for every event and to include all participants who will be in the venue. Participants could be asked to include the following information: -

* Name
* Address
* Phone / Email
* Next of kin
* Medical Disclosure Form (optional: has attendee been vaccinated?)
* Transportation method to the event Air / Car / Taxi / Public Transport
* Accommodation information
* Confirmation that participant has downloaded the NZ COVID Tracer App

Venue - Tracing

Using registration system, identify which room attendees may have been allocated if multiple rooms are being used. Attendees to be advised that they are unable to change rooms unless they advise organisers.

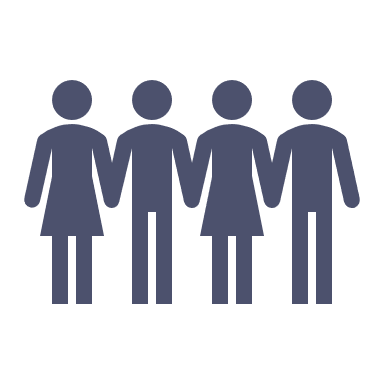
Using either QR Code technology or a manual attendance list, participants should confirm their attendance at the event as they enter the event room.

Venue – Registration / Information Desk

To minimize contact, Registration Desks should include a sheet of Plexiglass which will separate staff (wearing masks and gloves) and attendees.

Name badges will be encouraged to be printed at home. Alternatively, name badges will be available to attendees from the Registration desk and handed to attendee by staff in a contactless manner. Registration desk to be wiped down with disinfectant between every five attendees approaching the desk.



PARTICIPANTS

Participants – Ground Transport

Delegates to advise mode of transportation to the venue in the Registration capture. If by group coach, one person per row. Every second row to be inaccessible. Stagger rows to ensure social distancing is maintained.

Participants – Medical Disclosure Information

All delegates will complete a medical disclosure form. This will be included in the Registration capture.

Participants – Information Packs

All delegates will be provided information packs, either through the event app or printed and distributed either prior to the event or onsite. Delegates to be reminded not to attend if feeling unwell, no handshaking

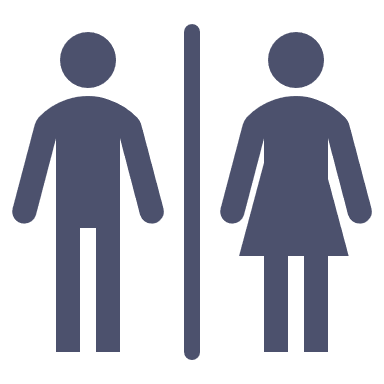
Information pack to include information from Ministry of Health on hygiene factors, phone numbers of the COVID-19 call centre should they feel unwell post meeting and instructions on how to download the NZ COVID Tracer App.

Participant Notification System

Reminders to wash hands and maintain physical distancing to be pushed through the Registration App or incorporated into the programme, using the facilitator/emcee; on arrival and before and after each break.

*“Ladies and Gentlemen, can I please remind you to scan in using the COVID Tracer App on your device if you haven’t already done so”*

*“Ladies and Gentlemen, can I please remind you to use the Sanistiser provided and to maintain physical distancing.”*

PHYSICAL DISTANCING

Signage

Signage will support areas of use for people-routing and distance-marking. A wide range of materials, markings, awareness signage and unique solutions can be used to support one-way floor routing and physical distancing.

In choosing markings, consider where they will be used, including lighting and likely ‘wear and tear,’ and aim to combine floor marks with signage on walls or screens where possible for reinforcing the message or direction.

Designated IN/OUT doors.

Reminders to attendees to wash hands, keep distance, sneeze or cough into elbows, use tissues

Visit the following website to a broad range of collaterals : <https://covid19.govt.nz/posters/#posters-for-businesses-and-organisations>

Meeting Room layout

Whichever layout is used, ensure proper guidance and instruction for use. Whether on signs or screens, such information is particularly important for seating plans that do not involve a numbered or fixed seat.

*Room set-up*

Theatre style seating Chairs to be set 1m apart

Boardroom seating Delegates to be set 1m apart

Classroom style seating 1.8m Trestle: 1 delegate per table

2.4m Trestle: 2 delegates per table

U-Shape style seating Delegates to be set 1m apart

Cabaret style seating 3 delegates per round/oval

Banquet style seating 4 delegates per round/oval

At the end of this document are examples of two venue lay-outs for illustration purposes.

Risk Assessment Report

The results from the Risk Assessment will also illuminate additional physical distancing areas.



SECURITY

Crowd Management

[Venue] will be responsible for crowd management and security services. It is up to the venue to ensure ease of access to the meeting rooms and social distancing is always maintained. These plans should be discussed with client/organiser.



FIRST AID

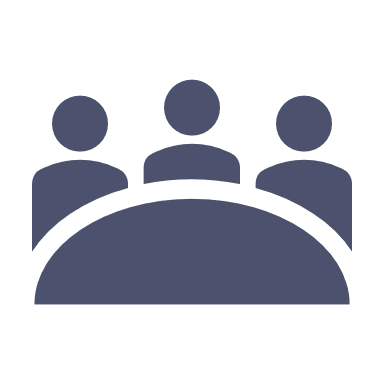
Medical Support

Medical support presence at each event with minimum two staff unless advised otherwise. Medical to brief all staff [venue and organisers] on best practice. Medical to be equipped with standard first aid equipment, including defibration machine as well as additional PPE.

Triage Room to be established with bed and equipment should a delegate fall ill during an event. This could be a small function room or hotel room.

Medical staff may recommend checking temperatures prior to entering venue. Anyone with increased temperature, sent to Triage Room.

BEIA has partnered with St John’s for all medical support at events <https://www.stjohn.org.nz/>

VENUE

The following are recommendations: -

Room set-up

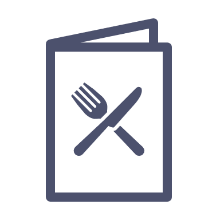
* No pens, paper or mints on the table. All meetings to be paperless/ own devices
* Water bottles (provided or Attendee uses their own)
* Water stations in the room
* Sanitisation station in each meeting room and pre function space
* All set-ups, including pre function area to allow for social distancing of 1m between attendees

Staging

* Staging to be set-up with 1m between chairs if required for a panel
* Venue lectern to be cleansed at each break
* No additional water on stage

Venue Cleaning

* Increased cleaning regime to include but not limited to: -
  + Bathrooms
  + Additional hand Sanitisation in the Bathrooms
  + Additional tissue boxes in the Bathrooms
  + Doors and other surfaces
  + Audio Visual equipment
  + Tables, chairs and linens

CATERING

Courtesy of Hospitality New Zealand

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

1. Seated: Everyone in the venue must be seated at a table when consuming food and drink on the premises – other than when i) Entering, using a toilet or bathroom, paying, or departing; or ii) Ordering or collecting food and drink except in on-licence premises, or club licence premises.

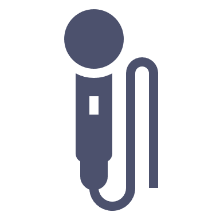
2. Separated: Physical distancing of 1 metre must be maintained in a controlled environment, like a bar, restaurant or cafe. The layout of the premises will need to be configured to maintain the distancing between tables and/or between groups.

3. Single Server (Note this has changed): It is no longer a requirement to have a single staff member service customers in a zone or section. This requirement has been replaced with the requirement for staff in customer facing roles to wear face masks.

If the event facility is providing food and drink for consumption on site, then the food and drink provisions apply.

If the part of the event facility serving food or drink is clearly separated from the rest of the event facility, then the food and drink provisions only apply to the part of the premises serving food and drink.

Refer to Hospitality NZ Food and Beverage [guidelines](file:///C:\Users\LisaHopkins\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\SMUQHDGQ\c.%09https:\hospitalitynz.my.salesforce.com\sfc\p\#7F000001wWrh/a/7F0000005FN4/LOXpOpDlO7z4bnKmVZg3FuNxYmWeHB__HkZUp8a3PUk) for further information.

Audio Visual

Set-up

* 2m separation between relevant disciplines; Sound……Lighting………AV
* Client facing staff to have dedicated desk, clearly identified
* All presentations must be sent electronically in advance. USB’s on the day will not be permitted. Changes on the day not permitted
* Separate table set-up as equipment sterilisation station close to AV table

Staff

* Production staff to complete same registration details as attendees
* Production staff to always wear masks. After handling of equipment, if gloves are not practical, hand sanitiser should be used.
* Audio Visual staff to be included in the catering numbers and have own catering lunch boxes
* Staff are not included in the total attendee count

Equipment Management

* Production staff to wear gloves when handling microphones from sterilisation station to presenters
* Microphones to be labelled by Tech Crew for individual presenters
* Microphones to be sterilised between sessions. Log provided to match up microphone to presenter
* Production staff to always wear masks. After handling of equipment, if gloves are not practical, hand sanitiser should be used.
* Q & A via digital interaction only, or non-amplified voice – number dependent. No roving mics

The following renders are examples only. With thanks to Uno Loco for creating these floorplans

