



# LEVEL 2 GUIDELINES FOR HOSPITALITY



## Level 2 - Guidelines for Hospitality

The following information is intended to provide guidance for hospitality businesses, during Alert Level 2.

### **Auckland Area:**

**For businesses located in the Auckland Region (within Auckland Council boundaries) please refer to our Level 3 Guidelines (as at 11.59am 14 February 2021).**

### **Rest of New Zealand:**

**For businesses located in the rest of New Zealand, please refer to these Level 2 Guidelines (as at 11.59am 14 February 2021).**

**The 14 February changes to Alert Levels are to remain in effect for 72 hours - Government will be reviewing this daily.**

**This information may be subject to change and further information will be provided as it becomes available. Please check the version and date on these guidelines.**

These updated guidelines reflect changes as a result of the COVID-19 Public Health Response (Alert Levels 3 and 2) Order 2020 which commenced at 11.59am on 12 August 2020.

The Industry Association's health & safety guidance is available and in all cases refer to WorkSafe for additional health & guidance, MPI guidelines for safe food practices and food safety, and Ministry of Health advice.

Please also check the Government Covid-19 website <https://covid19.govt.nz/>

Important information about the COVID-19 Public Health Response (Alert Levels 3 and 2) Order 2020.

**The COVID-19 Public Health Response Act (Alert Levels 3 and 2) Order 2020 commenced at 11.59am on 12th August 2020.**

*There is now a requirement to display a QR Code for your business [Generate your business QR Code here - https://qrform.tracing.covid19.govt.nz/](https://qrform.tracing.covid19.govt.nz/)*



## The key measures are that:

### For Bars, Restaurants and Cafes:

- The overall limit on numbers is 100 in any one defined space (not including workers).
- Multiple groups of 100 are allowed provided they are in separate 'defined spaces' and there is no mingling of people between the different spaces (including in common areas) (see below more information on defined spaces).
- 1 metre physical distancing is required (except for friends and whanau) and there must be at least 1m between tables.
- Only one server serves at any table, to the greatest extent practicable.
- Customers must be seated at a table except where using the toilet or bathroom, paying or departing. Ordering and collecting food and drinks at the counter is not permitted – except at unlicensed premises (see below).
- Ordering and collecting food and drinks at the counter is allowed for unlicensed premises only, provided the physical distancing is maintained. Ordering and collecting food and drinks at the counter is not permitted at licensed premises.
- You can't play pool or a gaming machine in the same area that food and drink is being consumed or while food and drink is being consumed – though businesses should be able to set up pool tables or gaming machines in a clearly separate space to the food and drink area. *(We will seek further clarification on this).*

- **You must display a copy of the QR code for the business or service in a prominent place at or near the main entrances to the workplace; and**
- **Have other systems and processes in place to support contact tracing of persons who enter the workplace or carry out work for the business or service.**

**MBIE have said: Where a business or service cannot operate without physical contact or close proximity between people (e.g a restaurant or café), it must ensure its customers have either scanned the QR code with the NZ COVID Tracer app or have used an alternative record keeping system or process to support contact tracing (such as appointment records or a paper-based sign-in register).**

### Mask Use:

At Level 2, wearing masks is not compulsory, however, current Health guidance is that wearing masks is highly recommended.

Information on how to use a mask safely is available [here](#)



## Takeaways

- Takeaway food can be ordered from the counter of any establishment.
- 2 metre physical distancing is required.
- You must display a copy of the QR code for the business or service in a prominent place at or near the main entrances to the workplace; and
- Have other systems and processes in place to support contact tracing of persons who enter the workplace or carry out work for the business or service.
- To reduce lines and queuing you could encourage pre-ordering online, over the phone or via an app.

## Venues generally: Social Gatherings

The new Order retains the concept of “social gatherings” which are not subject to the usual “three S” rules for hospitality businesses.

### The Order defines a Social Gathering as:

Social gathering defined

In this order, social gathering—

- a. means people who are intermingling in a group; but
- b. does not include—
  - i. people remaining at least 2 metres away from each other to the greatest extent practicable; and
  - ii. an activity undertaken at a business or service in compliance with clauses 15 to 19; but
- c. does include a gathering if—
  - i. the gathering is held at the facilities or venue of a business or service that has been hired for the gathering; but
  - ii. the gathering is not held for the purpose of a business or service.

### Record-keeping requirements to enable contact tracing (Social Gatherings)

1. A social gathering in which the requirements in subclause (2) are not met is prohibited.
2. The organiser of a social gathering, and the person in control of the defined space or premises in which a social gathering is held, must ensure that at least 1 of the following people keep records to enable contact tracing in relation to the social gathering:
  - a. the organiser of the social gathering;
  - b. the person in control of the defined space or premises where the gathering is held;
  - c. a participant in the social gathering.





3. Subclause (2) does not apply if every person at the social gathering knows, and can identify for the purposes of contact tracing, every other person who is a participant in the social gathering.

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

- Ensure the gathering does not exceed 100 people (not counting staff).
- Ensure that there is a clear and genuine purpose for the event (recorded as part of the agreement for venue hire).
- Insist a member of the gathering group agrees in advance in writing to be “organiser” of the gathering.
- Ensure the “organiser” of the gathering takes responsibility for contact tracing at the gathering (which is mandatory unless every person at the gathering can identify and trace every other person). The venue should keep a copy of the social tracing records.
- Use a designated private function room, rather than a space which usually operates as a bar open to the public. (Unless hiring out the entire venue).
- Actually hire out the function room to the customers. We recommend hiring out the designated function room in writing for set hours, on a set date, for a set price and expressly for the designated purpose.
- Guests of the social gathering cannot mingle with any other people in different spaces (including common areas).

### **Defined Spaces:**

Defined Space has the following definition in the Public Health Order:

- a. means any single indoor space or outdoor space (see subclause (2)); and
- b. if there is more than 1 space in any premises, means a space described in paragraph (a) for which there are systems and processes in operation that ensure, to the greatest extent practicable, that persons using the space (other than workers) do not intermingle at a distance closer than 2 metres with other persons using, entering, or leaving the premises

For the purpose of the definition of **defined space** (subclause (2)) –

- a. an indoor space or outdoor space is a single space if there are walls (whether permanent or temporary) that substantially divide that space from other spaces:
- b. an outdoor space is also a single space if there is at least 2 metres between all people in that space and any other people (outside that space).



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## Section 1 – General Principles

### Alert Level 2 – Reduce

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

#### Risk assessment

- Household transmission could be occurring.
- Single or isolated cluster outbreaks.

#### Range of measures

- Public venues can open but must comply with public health measures.
- Multiple groups of 100 are allowed provided they are in separate 'defined spaces' – this excludes staff
- Physical distancing of two metres from people you don't know when out in public is recommended, with one metre physical distancing in controlled environments like bars, cafes, restaurants, when you are eating / drinking on the premises. Physical distancing of two metres when on the premises for the purposes of ordering or picking up takeaway.
- Businesses can open to the public, but must follow public health guidance including in relation to physical distancing and contact tracing. Alternative ways of working encouraged where possible (e.g. remote working, shiftbased working, physical distancing, staggering meal breaks, flexible leave).
- People can reconnect with friends and family, go shopping, or travel domestically, but should follow public health guidance.
- Sport and recreation activities are allowed, subject to conditions on gatherings, contact tracing, and – where practical – physical distancing.
- Health and disability care services operate as normally as possible.
- It is safe to send your children to schools, early learning services and tertiary education. There will be appropriate measures in place.
- People at higher-risk of severe illness from COVID-19 (e.g. those with underlying medical conditions, especially if not well-controlled, and seniors) are encouraged to take additional precautions when leaving home. They may work, if they agree with their employer that they can do so safely.



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

**Hospitality businesses must adhere to the requirements outlined in the COVID-19 Public Health Response (Alert Levels 3 and 2) Order 2020, in particular Clause 18 for food and drink consumption on the premises.**

- 1. Seated:** Everyone in your venue must be seated at a table when consuming food and drink on the premises – other than when
  - i) Entering, using a toilet or bathroom, paying, or departing; or
  - ii) Ordering or collecting food and drink **except** in on-licence premises, or club licence premises.
- 2. Separated:** Physical distancing of 1 metre must be maintained in a controlled environment, like a bar, restaurant or cafe. (Different measures required for takeaway operations). The layout of the premises will need to be configured to maintain the distancing between tables and/or between groups.
- 3. Single Server:** Only one staff member should be providing the service to all customers in a zone/ section, to the greatest extent practicable -- that staff member should be the seater, order taker, food and beverage runner. A server can have more than one table, but each table should only have one server. Where it is not practicable to use a single server (for example when staff are taking a break), you will need to address how you will manage this risk another way.

### Others:

- 4. Table Service:** Table service needs to be provided to customers consuming food and drink in on-licence and club licence premises . Operations that use counter service for takeaway orders (ordering / pickup / payment) and unlicensed premises using counter service for ordering and collecting food and drink must have measures in place to manage physical distancing between groups of customers at all times.
- 5. Contact tracing systems must be in place** - this includes to display a copy of the QR code for the business or service in a prominent place at or near the main entrances to the workplace; and have other systems and processes in place to support contact tracing of persons who enter the business or carry out work for the business or service (See Contact Tracing Section).
- 6. Communal amenities** (such as water stations) are not permitted, at on-licence and club licence venues these must be provided via table service.
- 7. No buffet dining services** - service must be a la carte at all times (e.g Breakfast bar/buffet are not allowed) for licensed premises (*please note we are seeking further clarification on this*).
- 8. Queue management** must be considered and at all times adhere to physical distancing of 1 metre in a controlled environment, and further if possible. Physical distancing of 2 metres is required for customers on the premises for ordering / picking up takeaways.
- 9. Gatherings (indoor and outdoor) are limited to 100** people maximum per “single defined space”. (excluding staff). However, physical distancing requirements might require limiting the number of people to fewer than 100.





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

**10. The Sale and Supply of Alcohol Act 2012** requirements must continue to be adhered to at all times.

**Businesses can only open if they can operate safely and maintain the requirements of operating.**

### **Expectations of our Industry - Leadership and Engagement**

**Leadership:** The expectations of customers, the community, staff, and regulators is that workplaces will meet the highest possible standards and that managers, supervisors, and individual staff actively manage adherence to the safety measures and expectations. It is expected that all involved demonstrate leadership and appropriate self-supervision to ensure that these standards are met and that they are looking out for the health and safety of their colleagues and community while at work.

**Engagement:** Generally you will develop more effective plans and practices that staff will follow if you involve your people in their development. This is also likely to give your people more confidence that they will be safe at work, and are doing their bit to keep their communities safe. Workplaces must engage with employees (as individuals or representatives) in any decision making for changes to work practices. Any staff consultation and/or feedback should be an ongoing process so that workplaces are able to improve practices and learn lessons to continuously improve management and safety.



## Section 2: What to Consider Before you Open at Alert Level 2

The following list outlines some of the considerations to step you through the process of trading under Alert Level 2. Further guidance is provided throughout this guide. Please note that clarification is still being sought on some proposed requirements and therefore this list may change, or get added to over the next few days.

1. Consider the **health & safety obligations** for your workplace, including the requirement to consult with workers and prepare a COVID-19 Safety Plan for Alert Level 2 (see Health & Safety section).
2. Consider your **rostering** and any requirements to reorganise the kitchen layout and service areas to manage **physical distancing between staff**. It is recommended that where possible a distance of 1 metre (or more if possible) between staff is maintained. If it is not possible to maintain the required physical distance, you will need to address how you will manage the risk in another way.
3. Would using a **reservation system** help manage customer limits and physical distancing requirements? Ensure you communicate to customers, if you do take reservations. Do you need to employ additional security and use “clickers” or some other method? How will you double check head counts regularly and record this? (See Gathering Limits section below)
4. Consider your **menu**. If you added takeaway / delivery to your business for the first time at Level 3 is it viable to continue these operations? How will you update the systems in place for these operations, now that customers are allowed to enter your premises. Consider opening with a smaller, focused dine-in menu.
5. Review and update **cleaning schedules** and consider how you will record this is being done (see Cleaning section).
6. How will you ensure that all staff are aware of, and trained in, all additional requirements of operating at Level 2 and are empowered to manage these? How will you keep records of this?
7. How will you record **customer details**, and ensure that customers provide these before being served? (See Contact Tracing Section) What will you do, and who is responsible for safely dealing with any customers that refuse to comply?
8. How will you regularly **review and assess your processes?**
9. Close children’s play areas, unless sanitising of all equipment can be managed between each customer use. Remove small toys from the area.
10. Consider if you will be able to safely manage coat check areas. It is recommended that you close these areas at Level 2 and have customers keep their coats with them.
11. Consider seating requirements and reorganise the **layout** of your venue. At Level 2, at least 1 metre distance is required between seated people and/or “groups” Depending on how your space layout can be rearranged, this may require a temporary 30-50% reduction in seats. (See Physical Distancing Section).



12. **Counter service is permitted for unlicensed premises.** However, you will need to implement measures to manage counter service safely and within requirements. **Counter service is also available for takeaway customers at Level 2.**
13. Consider having a **separate pick up** area in the business for takeaway pick-ups.
14. How will you **zone your venue** to ensure that the service is manageable for a single server per table?
15. If you have **outdoor** areas, how will you manage the indoor / outdoor access points and areas to ensure that people are seated and separated. You will also need to consider managing gathering limits for the outdoor space. A limit of 100 people per "single defined space" applies, excluding staff.
16. Review **footpath outdoor seating** areas to ensure there is a 2 metre distance between seated customers and anyone walking down the footpath. Ministry of Health have also specified that where there is public thoroughfare, you will need to ensure a 2 metre gap between either back of occupied chair or table edge and the thoroughfare. You will also need to check with your Local Council to ensure you are abiding by any rules they have in place for footpath use.
17. How will you manage queuing at **bathrooms** and ensure that they do not become crowded?
18. Consider **payment** areas. These may need to be reconfigured to ensure groups of people are not queuing, or that other customers do not need to pass within the physical distancing requirements of people waiting to pay.
19. How will you **communicate to, and educate, your customers** on the requirements of Alert Level 2? Consider your customer communications, update website and social platforms.
20. What customer facing **signage** do you need, and where will you display it?
21. Have the appropriate staff got the appropriate qualifications? For example:
  - Duty Managers – need to have an LCQ qualification, hold a Managers Certificate, an appointment of Manager must have been made to the authorities, and be recorded in the Managers Register.
  - Door Staff / Crowd Controllers – need to have a current Certificate of Approval, and this must be clearly displayed at all times while working.
  - Temporary measures are available for both, provided all the criteria, requirements and notifications are met.



## Section 3: Health & Safety & Food Safety

### Hospitality New Zealand Covid-19 Safety Plan

HNZ has produced a Covid-19 Safety Plan, including information and templates.

You can find the member resource here <https://api.hospitality.org.nz/wp-content/uploads/2020/05/COVID-19-Safety-Plan-Toolkit.pdf>

### COVID-19 Safety Plan – WorkSafe

**You need to self-assess your ability to operate safely at Alert level 2.** This includes thinking about how you're going to manage risks and protect workers and customers. You should document this thinking in a COVID-19 Safety Plan. If you have a Safety Plan in place from previous Level 3 operations, or Level 2 operations, this may need to be updated. You also need to discuss and share the plan with everyone at work – including workers, contractors, and suppliers.

The Alert Level 2 key controls for work and workplaces are to:

- keep people with COVID-19 symptoms off the premises
- maintain physical distancing
- enable good hygiene practices
- keep track of people who enter the premises.

The purpose of planning is to ensure:

- effective implementation of COVID-19 controls, and
- the health and safety of workers and other people isn't put at risk from changes that are made to work arrangements because of this pandemic.

As you're thinking about what working at Alert Level 2 means for how you operate, you need to consider how you'll implement these infection controls. Remember that you must continue to meet HSWA requirements as well as COVID-19 public health requirements.

It's important that you discuss your approach to operating safely at Alert Level 2 with your workers and their representatives. WorkSafe recommend you talk with workers about which controls you'll use at this level and how this may differ from what you did at Alert Level 3, or prior Alert Level 2 requirements. This means your workers will understand how you intend to manage work safely and what they need to do to help. Think about what processes you might put in place to update and implement suggestions from workers and their representatives.





**COVID-19 Safety Plan Content:** To ensure you are minimising the risk of COVID-19 appropriately, and that your business can continue to operate safely, you need to consider the following questions. Your plan is a record of how you will achieve this.

**Note:** the questions and prompts are general and apply for all businesses. You may also need to consider other things depending on your circumstances and the nature of your business.

1. How will you manage the risks of restarting part or all of your operations at Alert Level 2? Key things to consider include:

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 work spaces?
- 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?

At Alert Level 2 you still need to be vigilant about the possibility of COVID-19 transmission at work. You continue to need to ensure workers who are unwell or suffering symptoms consistent with COVID-19 don't come into contact with other workers or customers/clients. If workers have COVID-like symptoms, they shouldn't come back to work until they have either recovered or have been tested and cleared from having COVID-19 and are no longer symptomatic.

The symptoms are:

- a new or worsening cough
- a high temperature (at least 38°C)
- shortness of breath
- sore throat
- sneezing and runny nose
- temporary loss of smell.





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?

At Alert Level 2 PCBUs should continue to manage the risks of COVID-19 transmission at work by:

- keeping people with COVID-19 symptoms off the premises
- maintaining physical distancing
- enabling good hygiene practices
- keeping track of people who enter the premises.

5. How will you manage an exposure or suspected exposure to COVID-19?

6. How will you check to see if your work processes and risk controls are effective?

7. How do any changes impact on the risks of the work you do?

**More information and guidance on helping to answer the above questions can be found [here](#).**

## Food Safety

MPI: [Guidance for running a food business during COVID-19](#)

MPI: [COVID-19 and food safety in Alert Level 2](#)

New Zealand Food Safety has reviewed the most recent science from around the world about the risk of being infected with Covid-19 through contact with food or food packaging. To date, there is no evidence of transmission via food or food packaging.

Like the flu, COVID-19 is spread by droplets from person to person. Good hygiene can prevent its spread.

People can catch the virus through their eyes, nose or mouth.

The scientific evidence proves that COVID-19 is spread by droplets. When an infected person coughs, sneezes or talks, they may spread droplets containing the virus. These droplets are too large to stay in the air for long, so they quickly settle on surrounding surfaces.

People may get infected by the virus if they touch those surfaces or objects, and then touch their mouth, nose or eyes.

It is possible that infected food handlers could introduce the virus to the food they are in contact with by coughing and sneezing, or through hand contact. However, this is unlikely to occur if food handlers in food businesses follow standard, good hygiene practices, described below, that reduce the risk of transmission of most foodborne illnesses.





As a food business, good hygiene practices are a part of your business as usual. These usual practices should be maintained, but additional measures will need to be adopted to ensure you're protecting yourselves, your staff and your customers during these extraordinary times.

These practices include:

- proper hand hygiene
- safe food practices
- cough/cold hygiene practices
- avoiding close contact, when possible, with anyone showing symptoms of respiratory illness such as coughing and sneezing.

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 in regard to 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

### **MPI Advice – COVID-19 and food safety in Alert Level 2 Advice**

MPI are asking all employers to:

- make sure staff are aware of the symptoms of COVID-19, and how they can self-isolate if the need arises
- supply face masks and other required personal protective equipment to staff and ensure they know how to put on, wear, and take off correctly
- ensure that food handlers are trained appropriately in food hygiene practices appropriate to their premises
- ensure effective supervision of food handlers to reinforce hygienic practices
- ensure that appropriate facilities are provided for hand washing and/or sanitation (for example, alcohol gels/wipes) to enable food handlers to practice good hygiene
- ensure that food handlers and external contractors are aware that they must report any signs/symptoms of respiratory illness before or during work
- be vigilant and ensure that food handlers and other staff are not ill and are fit to work
- regularly check on staff health and ensure that staff with symptoms stay home until medical advice is obtained and they are cleared to return to work
- must not require or knowingly allow workers to come to a workplace when they are sick with COVID-19, or if they have been advised to self-isolate under public health guidelines for COVID-19.





## Scheduled food verification

Food verification services are essential services to support businesses. It's very important that food verification services continue during the COVID-19 response to make sure food safety is managed properly.

MPI have 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](mailto:foodactinfo@mpi.govt.nz).

## Making changes to a food business

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, including making changes to the way they operate.

MPI have developed material for animal products businesses wanting to add additional procedures into their existing Risk Management Programme (RMP), such as packaging, labelling and delivery.

Ongoing registration and verification of Food Control Plans, National Programmes, and RMPs are still required. Evaluation of RMPs will also go ahead.

## Safe practice

No registration or verification of a Safe Practice Plan is required under Alert Level 2.

Businesses must take measures to allow contact tracing and maintain appropriate physical distancing. This includes keeping track of all people (staff and customers) on workplaces.

**Key information is available on the MPI website [here](#) and has now been updated.**

## Operating in Level 2

To operate in Alert 2, you need to:

- maintain a contact tracing register wherever workers, contractors or customers interact
- use alternative ways of working, if possible, to reduce the level of people movement and interaction, such as, staggered breaks, shift working and flexible working
- ensure staff have access to clean face masks throughout the workday





## **Making changes to a Food Act business**

The following guidance is for businesses which operate under the Food Act 2014 who want to make changes to their existing Food Control Plan or National Programme

These scope changes can include:

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

### **Scope change:**

To find out what rules apply to you, and if you need to register under a Custom Food Control Plan (such as a My Food Plan), visit MPI online registration tool [My Food Rules](#) and complete the questionnaire.

### [My Food Rules](#)

In all cases, if you are planning on making changes to your business, let your Registration Authority (New Zealand Food Safety or your local council) know, by email or phone. Note that fees and charges may apply.

For Food Act questions, please contact MPI at [foodactinfo@mpi.govt.nz](mailto:foodactinfo@mpi.govt.nz) or phone 0800 00 83 33.



## Section 4: Contact Tracing and Customer Register Requirements

**The COVID-19 Public Health Response (Alert Levels 3 and 2) Order 2020 outlines the requirements for contact tracing.**

### **Under Alert Level 2:**

- If you have customers purchasing and consuming food / drink, or partaking in other activities, on your premises, you must ensure that a copy of the QR code for the business or service is displayed in a prominent place at or near the main entrances to the workplace; and otherwise support contact tracing of persons who enter the workplace or carry out work for the business or service.
- If you have takeaway customers purchasing food / drink to takeaway and consume elsewhere, you must ensure that a copy of the QR code for the business or service is displayed in a prominent place at or near the main entrances to the workplace; and otherwise support contact tracing of persons who enter the workplace or carry out work for the business or service
- You will also need a record of every staff members contact details, and when they arrived and left the workplace each shift (note this includes salaried staff who may not usually clock in and out)

The Ministry of Health or District Health Boards may contact a business if a person is diagnosed with COVID-19 and the business is a potential contact.

**The COVID-19 Public Health Response (Alert Levels 3 and 2) Order 2020 specifies that businesses need to:**

**Ensure that a copy of the QR code for the business or service is displayed in a prominent place at or near the main entrances to the workplace; and**

**Otherwise support contact tracing of persons who enter the workplace or carry out work for the business or service**

**MBIE have said: Where a business or service cannot operate without physical contact or close proximity between people (e.g a restaurant or café), it must ensure its customers have either scanned the QR code with the NZ COVID Tracer app or have used an alternative record keeping system or process to support contact tracing (such as appointment records or a paper-based sign-in register).**

### **How to create your QR code poster**

Businesses can generate and print their own QR Codes at <https://qrform.tracing.covid19.govt.nz/>

To use the webform, you will need:

- a valid New Zealand driver licence so your identity can be verified
- the address details for each of your premises





- your email address
- an email address and contact phone number for each of your locations.

If your business has a large number of premises or the person filling in the form does not have a driver licence, they can also get your official QR codes by sending a [completed template](#) to the NZ COVID Tracer support team at [help@covidtracer.min.health.nz](mailto:help@covidtracer.min.health.nz).

Please note you need to create a separate poster for each of your premises or unique locations, but can print as many copies of each poster as you need for each premise. Print your posters in A4 and in colour (if possible).

Make sure to put your posters on display in prominent locations next to every entrance. If you can, place a poster on the left-hand side of your front window or entrance, with the top approximately 130cm from the ground. Please see [Tips on displaying your NZ COVID Tracer poster](#) for further guidance.

You can find further information about the QR codes on the [Ministry of Health website](#). Further information about the requirements and restrictions for businesses during Alert Levels 2 and 3 can be found on the [Unite against COVID-19 website](#).

Contact Tracing information continues to be updated, please check [www.covid19.govt.nz](http://www.covid19.govt.nz)

### **Supporting Contact Tracing:**

How you “otherwise support contact tracing of persons who enter the workplace or carry out work for the business or service” will need to be a business consideration, MBIE have provided the following advice

Where a business or service cannot operate without physical contact or close proximity between people (e.g a restaurant or café), it must ensure its customers have either scanned the QR code with the NZ COVID Tracer app or have used an alternative record keeping system or process to support contact tracing (such as appointment records or a paper-based sign-in register).

#### **Alternate options for contact tracing**

Businesses and services can use any number of different systems and processes to keep a record of the people arriving on site. This can be through an app, an electronic system, or a pen and paper register, for example.

It is the responsibility of the business or service to ensure they have appropriate processes and systems in place. However, there are two pen-and-paper register templates available at [covid19.govt.nz](http://covid19.govt.nz)

[Business Toolkit](#) – [covid19.govt.nz](http://covid19.govt.nz)

[Hospitality NZ Contact Tracing Register](#)

[MBIE Contract Tracing information for businesses](#)





## Collecting and holding customer contact information

Paper-based records should include the name, date, time, contact details (phone number, email address or physical address) of all people who have been on the premises, including all workers. The records should be kept for at least 28 days (two transmission cycles).

**Note:** People don't need to give all of their contact details. For example, they may choose to provide only their phone number, or only their email address. You also need to comply with privacy requirements in the handling private personal information.

Further contact tracing register suggestions are below:

Hospitality New Zealand recommends electronic contactless registers – and have explored a number of options for members, in order to remove the need for multi-contact point, paper based systems. Further information is available here:

[www.hospitality.org.nz](http://www.hospitality.org.nz)

<https://hospitality.org.nz/resources/all/contact-tracing-requirements>

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

## Registers:

Pen and paper registers are permitted, but you will need to make sure your register is hygienic.

- Consider assigning an employee to complete the register for your customers, so only one person is touching the pen and paper.
- 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. Please also be aware of privacy issues and ensure the register meets these requirements.

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, be able to explain why you are collecting personal information and your procedures for guest requirements to complete it.
- It could also be helpful to note that existing booking systems (e.g. for restaurants) may be sufficient for contact tracing purposes – establishments do not necessarily need bespoke paper/QR-based record keeping systems
- Customer registration details, either by scanning the required QR code, or completing a register should be made a condition of entry for customers that will be staying on the premises to consume food / drink, or partake in other activities.





- Customers staying on the premises to consume food / drink, or partake in other activities, should not be able to be served, or remain on the premises unless they have scanned the QR code or completed the register. What will you do, and who is responsible, for safely dealing with any customers that refuse to comply?
- Consider how you will keep the information secure, maintaining your customers and other visitors privacy. Customers shouldn't be able to see other people's personal information. If you are using a manual register make sure the information isn't lying around unattended and consider who has access to the information collected. This must be stored securely.
- Details collected must not be used for any other purpose (for instance marketing)
- For larger parties (i.e: group dinner or function) each member of the group needs to provide their own contact details.
- It is recommended that customer-facing signage explaining the customer register process should be clearly visible.
- 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 aid with contact tracing should it be necessary.

## Government NZ COVID Tracer

The Ministry of Health has developed the NZ COVID Tracer app to help the public log and track which businesses and organisations they have visited, and who they have come in contact with. Using the app is voluntary, but strongly recommended. It can be downloaded from the Apple App Store or the Google Play Store.

**PLEASE NOTE: In addition to prominently displaying your business QR Code, you must also have systems in place to otherwise support contact tracing of persons who enter the workplace or carry out work for the business or service.**

**Where a business or service cannot operate without physical contact or close proximity between people (e.g a restaurant or café), it must ensure its customers have either scanned the QR code with the NZ COVID Tracer app or have used an alternative record keeping system or process to support contact tracing (such as appointment records or a paper-based sign-in register).**

The NZ COVID Tracer app allows staff and customers to create a digital diary of the places they have visited and will make sure contact tracers can get in touch if they need to. Businesses can support the app by generating QR code posters to display at each of their locations.

These posters will be generated when you register your business location with Business Connect. The posters include unique QR codes for your business, that staff and customers can scan using the app. The app will log and track that they've visited that location at a specific date and time.

Contact Tracing information continues to be updated, please check [www.covid19.govt.nz](http://www.covid19.govt.nz)





## Section 5: Managing Orders and Payments

Please review the measures in place as a result of the COVID-19 Public Health Response (Alert Levels 3 and 2) Order 2020 and amendments. This information is outlined on page 3 of this guide.

- At Level 2 it has been specified that customers at on-licensed premises must be seated at a table when consuming food / drink on your premises (other than when entering, using a toilet or bathroom, paying, or departing)
- Counter service for ordering and collecting food and drinks is allowed for unlicensed premises.
- Customer limits of up to 100 are allowed for each “single defined space” in a premises.
- Physical distancing must be maintained.
- Customers should be served by a single server, to the greatest extent practicable. Where this is not practicable, measures will need to be put in place to manage the risk some other way

Continue to facilitate online or phone ordering and takeaway pick-up and/or delivery, if you can make this work for your business.

Customers who plan to stay on your premises to have their food / drink can order and pick up from the counter if your business is unlicensed. Measures must be put in place to minimise queues and maintain physical distancing between waiting customers. This distance is 2 metres between takeaway customers and 1 metre between customers staying on the premises to consume their food and drink (who you have collected contact details for).

For licensed restaurant, café, bar, or club, environments, unless food and drinks are being ordered for takeaway, customers must be seated and items ordered by table service - not from the counter area. If your licensed business does not currently offer table service, consider if it is possible to change your operating model to accommodate this at Level 2, as this is a requirement of the COVID-19 Public Health Response (Alert Levels 3 and 2) Order 2020.

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

For those businesses that offer both takeaway and ‘eat / drink on the premises’ operations, we recognise this will be difficult to manage. Please consider how you will need to manage and communicate the differences in service to your customers.

### Table Service

#### Customer ordering from the premises - at the table

- Customers at your premises are seated and place orders at the table.
- Tables should be assigned a single server, to the greatest extent practicable; this means a single person that takes the food and drink orders, delivers the food, takes payment. Be sure to consider the layout of your premise and how this can be best managed. (View our single server operation tips in this section)





- Food and beverage orders should be delivered to the table (by the same server), 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 around recommendations for other table items.
- For customers 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 payment at 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 below

## **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 the order, it is recommended that a separate pick-up area is used, if possible.

Physical Distancing requirements of 2 metres between customers (and between staff and customers) must be maintained. Place the order down on a counter / table for the customer to pick-up, rather than handing the items directly to the customer.

### **COUNTER SERVICE – Takeaway Customers in licensed venues, and all customers in unlicensed venues.**

**The measures that have now been put in place as a result of the COVID-19 Public Health Response (Alert Levels 3 and 2) Order 2020, mean counter service is possible for unlicensed venues, but only possible for customers who are on the premises to order and takeaway food / drink if your venue has an alcohol licence.**

#### **Customer ordering from the counter (unlicensed venues and takeaways)**

**For all scenarios involving counter service:**

#### **Physical distancing for counter service (please also refer to the section in these guidelines on physical distancing)**

- Measures must be put in place to minimise queues and maintain physical distancing between waiting customers (and between customers and staff)





- Customers waiting to order food / drink for takeaway at the counter must maintain a distance of 2 metres from each other and at least 1 metre from seated customers at all times. Use floor markings to assist customers to comply with physical distancing requirements and make regular announcements to remind customers of their requirements.
- Your Health & Safety plan should include information on how you will implement and manage customer physical distancing. Ensure all staff are aware of your policy and are empowered to manage as appropriate.
- It will be necessary to move tables and chairs, so seated customers are at least 1 metre away from the people waiting at the counter area(s) or from areas marked off for those waiting for takeaway pickup.
- To eliminate queuing it may be necessary to regulate entry so that the premises do not become overcrowded when people are waiting in line to order.

### Hygiene considerations for counter service

- It is recommended that customers have a barrier between them and the food (e.g by a cabinet) and customers will not be able to access the food or select food for themselves (e.g sushi self-serve). Food in cabinets etc will need to be selected by the server (customers says what they want).
- Add a hand sanitiser station near to the counter /pick up areas, for customers to use.
- Regularly sanitise the counter area and any surfaces that the customer may be able to touch while waiting to order, or waiting for their food / drink.
- When a customer is collecting their food or drink from the counter, or separate pick-up area, place the order down on a counter/table for the customer to pick-up, rather than handing the items directly to the customer.
- **Communicate the changes to your operation to your customers. Talk to your customers but also consider having appropriate customer-facing visible signs on social distancing guidance, and that customers also have responsibility for this. Hospitality NZ has signage available for members to use.**
- Payment is generally made at the counter at time of ordering (unless pre-paid online or by phone). Measures must be in place to ensure that the payment process is hygienic and maintains physical distancing requirements of 2 metres between customer and staff member. Have sanitiser available for customers and advise your staff on regularly washing and sanitising their hands and other shared surfaces (such as EFTPOS terminals).
- If it is not possible to have a separate pick up area, you will need to address how you will manage the risk in another way. For instance, customers waiting for their food / drink order would require a 1-2 metre distance between the counter (or customer queue) depending on whether they are a takeaway customer or someone staying on the premises to consume and at least 1 metre distance from the nearest seating to ensure the safe two-way passage of customers. This may be possible but could also be difficult to manage and you will need to ensure that you are not putting customers and staff at risk.



### **Option 1. Counter service and “straight-through” pick up.**

Customer orders from counter, waits to get their food/drink and then takes food/drink and leaves the venue with takeaway food/drink.

Additional measures from those listed above and in these guidelines:

- If possible, after ordering the customer moves to a separate pick up area for them to pick up their order. All requirements around physical distancing, queuing, as outlined above and throughout these guidelines would be in place for separate pick up area. This pick up area should be at least 2 metres separated from any queue for counter ordering.
  - Payment is made at the time of order, from the counter (see additional payment information below)

### **Option 2. Counter service, customer leaves while order is prepared, and returns to pick-up**

Customer orders from counter, customer leaves the premises while order prepared and returns to the counter to pick-up their order (maybe buzzer/pager used to call them back to counter).

Additional measures from those listed above and in these guidelines:

- Business must consider how they let the customer know that their order is ready. If using a buzzer or pager, this will need to be sanitised between every customer use.
- If possible, when returning to pick up their order the customer moves to a separate pick up area for them to pick up their order. All requirements around physical distancing, queuing, as outlined above would be in place for the separate pick up area. This pick up area should be at least 2 metres separated from any queue for counter ordering.
- If it is not possible to have a separate pick up area, you will need to address how you will manage the risk in another way, as outlined above. It may be difficult to manage an alternative option due to physical distancing requirements and you will need to ensure that you are not putting customers at risk. Consideration should be given to changing to a different counter service option as listed in this section.

### **Food Trucks / Coffee Carts**

- Food trucks and coffee carts can operate by adapting one of the counter service options listed above and following other guidance contained in the Level 2 Operating Guidelines. At all times requirements around hygiene and physical distancing (2 metres for takeaway customers) needs to be maintained.
- You must display a copy of the QR code for the business or service in a prominent place at or near the main entrances to the workplace; and have other systems and processes in place to support contact tracing of persons who enter the workplace or carry out work for the business or service.



## Food Courts

- Food court operations can operate using the table service and counter service guidance above and following other guidance contained in this Level 2 Operating Guidelines for Hospitality Businesses. Consideration must be made as to whether the overall responsibility sits with the food court (or mall) operator/owner, or, the individual eatery.
- Please talk to your food court operator (or Mall) about contact tracing requirements.
- **Further note on responsibility of common areas:** The common seating area within the food court must be managed to a 100 pax maximum if responsibility sits with the individual operator. If responsibility sits with the food court (or Mall) operator different limits may apply
- The same physical distancing and hygiene measures must be applied to this common space.

Consideration must also be made as to whether the overall responsibility sits with the mall operator/owner, or, whether each individual eatery should be allocated a set seating area, which then becomes their responsibility to manage with regards to physical distancing and hygiene.

## Payment methods

To reduce any risk of transmission of the virus, when customers are ordering online or by phone, payment should also ideally be made online or by phone using cashless methods.

For customers where table service applies, 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, however, traditional 'swipe' Eftpos payments are also allowed. Physical distancing should be maintained between the customer and staff member taking the payment. This will be 1 metre between customers and staff for customers that have been seated in the premises (and for whom customer details have been collected) and 2 metres for takeaway customers.

Systems to maintain physical distancing and good hygiene practices with payment transactions should include:

- For customers paying after their meal, please let them know when they are going to be paying at a payment counter to have one person from the table come up to the counter. You could also have your server let them know when they can take their payment at the counter.
- Consider timing of payment and managing payment areas to ensure customers are not queuing to pay and pick-up their food.
- Physical distancing markers to maintain distancing requirements between your staff and customer are recommended at payment areas.
- Use clear signage and instructions outlining that customers must wait at physical distancing markers before being called forward by your staff to pay.
- If cash is accepted (and should only be done so as a last resort to other payment methods) develop systems that limit the amount of handling time for your staff.





- Have sanitiser available for customers and advise your staff on regularly washing and sanitising their hands and other shared surfaces (such as EFTPOS terminals).
- Eftpos terminals should be sanitised after every transaction that has required the customer to touch the terminal.

### **Guidance on single server operations**

As outlined in this section, table service is required, where customers are consuming food and drink on licensed premises. In addition, a single server must manage each table, to the greatest extent practicable. Service may need to be modified and / or condensed to minimize contact and allow for staff to manage time efficiently when managing sections on their own.

In this section we provide some suggestions for modifying service, and training tips for staff.

### **Tips for staff managing a section**

- Ensure customers are evenly spread amongst the sections – keeping good communication with the server and Maitre d' (if applicable) or Manager.
- 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 social media to inform and engage your customers to let them know what service will look like.
- Have a clear table policy, cutlery, glassware and condiments should be delivered to the table once the customers have been seated and removed after each customer group. Follow the recommended sanitising and hygiene procedures for these items, including menus, napkins, salt and pepper shakers etc.
- Encourage customers to order entrée and mains at the same time, to reduce additional visits to the table.
- Put the customer experience at the centre of your service, ensure they feel welcome and comfortable, and not rushed. Despite modifying your service to be more efficient, use nonverbal cues to anticipate the customer's needs.

### **Tips for training staff**

- Keep more experienced staff managing sections and use entry level staff to assist with stocking up, doing cutlery and prepping server stations. Consider having a pass controller to expedite and manage communication and kitchen and floor staff.
- Ensure all staff are trained on how to take orders correctly and clearly to minimise having to return to the table for further clarification.





- Train staff to have good knowledge of the menu and ingredients / allergens – minimising 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, if possible, reducing the 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 customers.
- 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 customers at the table in one trip, if possible.
- Review your establishment’s order of service and condense as many steps as possible to reduce the number of trips required for the staff member and table. Plan conversations before service but ensuring the customer does not feel rushed.

### **Optimised Order of Service for Level 2 Table Service**

1. Customer arrives, is met, greeted, completes customer register and is seated. Consider a space for your customer waiting area / queue, maintaining physical distancing requirements at all times. If you have a Maitre D’, they will be spending considerable time at the door and managing and directing customers, checking bookings system, and directing customers to their table with distancing from that customer and others at all times.
2. Drinks order and menu. Server goes with menu and 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 trip as possible. If any specific cutlery need to go out (e.g soup spoon or steak knife) 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 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 the check with any further drink 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 customer.





8. Delivery of dessert and / or coffee. Consider having dessert cutlery ready at the pass to take out with 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 sanitised (not taken back to table under the next customers are seated), tables and chairs sanitised, tablecloths and napkins replaced etc.



## Section 6: Managing Gathering Limits

### Definitions

The requirements of the COVID-19 Public Health Response (Alert Levels 3 and 2) Order 2020 are that the business must permit no more than 100 customers or clients to be in any one single defined space in the workplace at any one time. The 100 people occupancy limit excludes staff.

**The 100 people occupancy limits applies to each defined single indoor or outdoor space.**

**If there is more than one defined space in any premises, there must be systems and processes in operation that ensure, to the greatest extent practicable, that persons using each space (other than workers) do not intermingle at a distance closer than 2 metres with other persons using, entering, or leaving the premises**

### **Management of indoor occupancy limits**

The Building Act 2004 and associated Building Code contain the details for setting the normal maximum occupancy numbers for premises - every venue will have an occupancy limit but must adhere to either the permitted occupancy for the venue, or fewer than 100 customers (within each single defined space) whichever is less. At no time can you exceed your normal maximum occupancy limit.

Keep the numbers of customers in the venue, to fewer than 100 in each single defined space at any one time. Ensure you have appropriate customer facing signage stating the maximum limit. Taking bookings in advance will aid in reduced wait times in queues, managing customer congestion in the establishment, and ensuring that sections are evenly filled.

- Monitor entry and exit as you normally would to manage occupancy limits.
- Consider the use of a counter or clicker at the door. Make sure all staff know how to properly work these.
- Do a regular head count during business hours to maintain your occupancy limit.
- You may keep a count of guests in the reservation book or system, even if a group hasn't made a reservation.

Manage outdoor/indoor customer flow appropriately to ensure no more than 100 people are in any single defined indoor or outdoor space at any one time.

- 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 below).





## Section 7: Social Gatherings; Event Facilities

### Social Gatherings:

The Order retains the concept of “social gatherings” which are not subject to the usual “three S” rules for hospitality businesses.

The amendment defines a Social Gathering as:

### Social gathering defined

In this order, social gathering—

- a. means people who are intermingling in a group; but
- b. does not include—
  - i. people remaining at least 2 metres away from each other to the greatest extent practicable and;
  - ii. an activity undertaken at a business or service in compliance with clauses 15 to 19; but
- c. does include a gathering of people if—
  - i. the gathering is held at the facilities or venue of a business or service that has been hired for the gathering; but
  - ii. the gathering is not held for the purpose of a business or service.

### Social Gathering alert level 2 Requirements

Persons must comply with social gathering alert level 2 requirements

1. A person—
  - a. must not participate in a social gathering that exceeds the number limit in clause 21(1); and
  - b. must, if participating in a social gathering, comply with the requirements in clause 22 to enable contact tracing records to be kept.
2. However, nothing in this subpart prevents people from residing together in their home or place of residence.

### Number limits for social gatherings

1. A social gathering that exceeds 100 people in a defined space at any 1 time (the number limit) is prohibited.
2. An organiser of a social gathering must ensure that the social gathering does not exceed, and is not likely to exceed, the number limit.





3. A person in control of any premises, or of any defined space in any premises, in which a social gathering is held must ensure that the social gathering does not exceed, and is not likely to exceed, the number limit.
4. Workers who are providing services in relation to a social gathering are not to be counted as part of the number limit.

### **Record-keeping requirements to enable contact tracing**

1. A social gathering in which the requirements in subclause (2) are not met is prohibited.
2. The organiser of a social gathering, and the person in control of the defined space or premises in which a social gathering is held, must ensure that at least 1 of the following people keep records to enable contact tracing in relation to the social gathering:
  - a. the organiser of the social gathering:
  - b. the person in control of the defined space or premises where the gathering is held:
  - c. a participant in the social gathering.
3. Subclause (2) does not apply if every person at the social gathering knows, and can identify for the purposes of contact tracing, every other person who is a participant in the social gathering.

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

- People hiring somewhere to hold a “social gathering” must hire out the entire venue, or an entire “single defined area” (e.g. a function room). Reserving part of a venue (that is not a single defined area) will not meet the criteria.
- We recommend hiring out the designated single defined area, or entire venue, in writing for set hours, on a set date, for a set price and expressly for the designated purpose.
- Guests of the social gathering must not mingle within 2 meters of other people from different spaces (including when in common areas like toilets, entrances and exits).
- Ensure the gathering does not exceed 100 people (not counting staff).
- Ensure that there is a clear and genuine purpose for the event (recorded as part of the agreement for venue hire).
- Insist a member of the gathering group agrees in advance in writing to be “organiser” of the gathering.
- Ensure the “organiser” of the gathering takes responsibility for contact tracing at the gathering (which is mandatory unless every person at the gathering can identify and trace every other person). The venue should keep a copy of the social tracing records.



## **Event Facilities and Conferences:**

*Please note this information is sourced from New Zealand Major Events on 12 August 2020 but and may be subject to change. Further information can be found here*

<https://www.majorevents.govt.nz/resource-bank/covid-19-advice-for-event-organisers/>

## **Event Facilities:**

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

The overall cap on attendance at event facilities remains at 100. Multiple groups of 100 are allowable in event facilities provided they are in separate 'defined spaces' with no ability to mingle between groups (discussed above).

Record-keeping for contact tracing is required for workers and clients / customers. The event facility still needs to do this even for people that know each other.

One metre physical distancing is required in event facilities, apart from groups of people who all know each other, or if the event facility has been hired for a social gathering.

If an event facility is providing food and drink for consumption at the facility, then the food and drink provisions apply, except where the event facility has been hired for a social gathering. If the part of the event facility serving food or drink is clearly separated from the rest of the event facility, then the food and drink provisions only apply to the part of the premises serving food and drink.

## **Conferences**

The overall cap is 100. Multiple groups of 100 are allowed provided they are in separate 'defined spaces'.

Record-keeping for contact tracing is required for workers and clients/customers.

People must keep 1 metre distancing from people they don't know where practicable.

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



## Section 8: Managing Physical Distancing on your Premises

Physical distancing is important to help protect you, your staff and customers from COVID-19, which can spread via droplets from coughing and sneezing.

**Measures that have been put in place as a result of the COVID-19 Public Health Response (Alert Levels 3 and 2) Order 2020 mean that:**

- You must ensure that all customers who come onto your premises for takeaway order must remain 2 metres away from each other and from staff (to the greatest extent practicable)
- Customers on your premises that will consume food / drink on your premises must be seated and you will need to ensure that adjacent tables are arranged so there is at least 1 metre separation between the customers at adjacent tables.
- If there is more than one defined space in any premises, there must be systems and processes in operation that ensure, to the greatest extent practicable, that persons using each space (other than workers) do not intermingle at a distance closer than 2 metres with other persons using, entering, or leaving the premises

The physical distancing requirement applies to staff and customers.

### Management of physical distancing – customers

Customers who are consuming food/drink 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

Part of your Health and Safety / Covid-19 Safety plan should include information on how you will implement and manage customer physical distancing and seating.

Ensure all staff are aware of your policy and are empowered to manage as appropriate.

It is important to communicate the changes to your operation to your customers. Talk to your customers but also consider having appropriate customer-facing visible signs on physical distancing guidance, and that customers also have responsibility for this.

### To help manage physical distancing requirements, review your venue floorplan.

- Consider working with a space planning expert to rework the layout is required to maintain both customer occupancy limits and 1 metre physical distancing requirements for seated customers. Bear in mind that in the future you may be able to set your layout back to the way it was, so new permanent fixtures to help you with Level 2 aren't recommended if they will require a lot of effort and expense to revert back at Level 1 and beyond.





- Assess the placement of furniture and equipment – removing tables, chairs, bar stools, entertainment equipment and anything else that may result in people clustering in small spaces without maintaining required distance.
  - Tables should have a minimum 1 metre distance between the occupied chair back to the chair back of the closest table, or 1m between table edges if seated side by side.
  - Fixed, allocated outside dining would also need to follow the above guidance.
  - Temporary pavement dining, where there is public thoroughfare, will need to ensure a 2m gap between either back of the occupied chair or table edge and the thoroughfare.
  - **If you have separate defined spaces (including outdoor spaces), as outlined in the Order, each group of up to 100 should remain 2 meters apart from other groups, including when using shared exits**
- If you are operating counter service for takeaway customers, or in unlicensed premises, measures must be put in place to minimise queues and maintain 2 metre physical distancing between waiting customers (See the Managing Orders and Payment section for more information).
- If you are also operating a takeaway pickup service - consider marking customer service lanes at the counter / bar area for takeaway order/pickup. (e.g: floor stickers or tape on the floor, signs etc). Move tables and chairs at least 1 metre away from the takeaway/pickup area(s) or from areas marked off for those waiting for takeaway pickup. Those waiting for pick up need to also maintain 2 metre distancing from each other.
- Consider if you can create semi private or private dining areas for groups through room layout changes and the use of moveable partitions or screens.
- Consider walkways – particularly the walkways to the bathrooms, and walkways for service staff to and from the kitchen and bar areas. Will physical distancing requirements still be able to be maintained with customers walking to the bathrooms? Will physical distancing requirements still be able to be maintained by staff as they move through service?
- Add hand sanitizing stations throughout the venue, specifically at the entrance, and near each server station.
- Moving an indoor event outdoors may also help maintain physical distancing.

### **Management of physical distancing – staff**

Review your kitchen and venue floor plan to evaluate, identify and implement operational changes that maintain the required physical separation of 1 metre between staff.

- It is recommended as a measure to maintain physical distancing in the kitchen that you mark off sections in staff service areas and kitchens and assign a staff member to each section. You should consult with your staff on this to ensure that it is appropriate and practical for service while still maintaining 1 metre distancing.





- If it is not possible to maintain physical distancing between employees at all times, employers will need to consider how to address and manage this risk in another way. This may include, but will not be limited to, the measures they can put in place to minimise the amount of time that employees need to be working at a distance of less than 1 metre.
- Signage reminding staff about physical distancing should be in place.
- Keep the number of people involved in the preparation of each menu item at minimum levels to ensure traceability and assurance.
- In dining areas, you may need to set up individual server stations and ensure you have additional supplies for each staff member close at hand at each marked off section (e.g lemons, ice, napkins, pens, order pads etc) to minimise additional movement and any time spent closer than 1 metre. If possible allocate one staff member to one POS system. However, if this is not possible, you will need to address how you can safely manage this risk. Staff members must practice hygiene practices, sanitising their hands each time they handle the eftpos machine, or cash. Regularly clean cash register and payment area(s).

## **Review shift arrangements and rostering**

Changes to limit contact between workers will be effective in slowing down the spread of novel coronavirus.

- 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.
- Will you need to reconfigure your rosters to adjust to the requirement for a single server?
- 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, where possible. 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.





## Section 9: Queue Management

### Inside your business

#### Counter area – for takeaway and unlicensed premises

Customers waiting to order takeaway food/drink at the counter must maintain a distance of 2 metres from each other and at least 1 metre from seated customers at all times. Use floor markings to assist customers to comply with physical distancing requirements and make regular announcements to remind customers of their requirements.

**In on-licence and club licence 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 make their order and those waiting to pick up their takeaway order. Arrangements previously set up at Level 3 could be utilised at Level 2 operation as well.

Your takeaway pick up location inside of your premises will need to be carefully managed to ensure, as much as possible, no queuing and that physical distancing is maintained. Mark out physical distancing floor spots so that customers can maintain physical distancing while waiting to pick up their food or drink order.

Add a hand sanitiser station near to the pick up areas, for customers to use before handling packaging.

Have a separate pick up area for delivery drivers if applicable.

Customers coming onto the premises for the purposes of picking up their takeaway order only would still be counted in the maximum 100 customer limit for the “defined area”.

### Outside your premises

With gathering limits in place there may be a need to control and manage customers who may need to queue up for entry to your premises. People waiting in queues will need to be appropriately spaced to maintain physical distancing requirements (2 metres between each other in the queue, and 2 metres from people who are passing by on footpaths / through a public thoroughfare).

Queues should not impede pedestrian traffic, other businesses, or block footpaths or driveways etc.

Orderly, well managed queues allow door staff to walk up and down the outside of the line and keep order and control – door staff can also use the time to check ID, assess for signs of intoxication, assess for signs of illness, monitor behaviour, inform guests of approximate waiting time, inform and educate on customer contact tracing register requirements, physical distancing requirements, and any other venue requirements.





No alcohol should be consumed by patrons waiting to enter.

Any person showing signs of illness or flu-like symptoms must not be permitted to enter the premises. Customer facing signage noting this requirement should be implemented. These measures help inform guests that they are about to enter a responsible, safe, and well run premises.

### **Local Council:**

You should first check with your local Council to ensure any queue measures that you want to put in place meet any requirements and bylaws they may have in place.

For example: Some Councils have rules around what type of barriers can be used, and how much footpath must be kept clear at all times.

### **Barriers:**

Rope and post barriers are often used outside venues – but you need to consider something functional, attractive, and in keeping with the environment and any Council requirements. Important features are the sturdiness of the barriers (if possible, choose a heavier base with a larger diameter), and the ability to be easily cleaned.

Barriers should be cleaned regularly throughout the period of use (paying particular attention to possible touch areas) and thoroughly cleaned at the end of each period of use.

Barriers should not impede pedestrian traffic, other businesses, or block footpaths or driveways etc and should be safely stored inside when not in use.

### **Other factors:**

- If you have a queue of people, your Manager and door staff should regularly liaise about the venue occupancy limits and operating times.
- Consideration and attention needs to be paid to numbers of people in the queue, in particular when approaching closing time. If it is unlikely that some people will be able to gain entry before closing, then be realistic and tell them in advance to help avoid any conflict later.
- For licensed premises - the usual requirements of the Sale and Supply of Alcohol Act 2012 still apply.
- 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.



## Section 10: Alcohol and Host Responsibility

The Sale and Supply of Alcohol Act 2012 legislation, the conditions of your licence, and Host Responsibility requirements are still in force and need to be adhered to.

These include:

- Review your [Host Responsibility Policy](#) and ensure that all staff are aware of, trained in, and given a refresher of the Policy
- Ensure you have a good range of low and non-alcohol drinks available and promoted
- A reasonable range of food items must be available at all times of operating, and these should be actively promoted
- Ensure that there is readily available to customers, free, comprehensive, and accurate information about the forms of transport from the premises that are available, that staff can help with information about transport options, and that these are actively promoted
- The law around alcohol promotion is adhered to. The Guidance can be found [here](#)
- That all staff are aware of the need to check for ID, and how to [properly check ID](#)
- That all staff are aware of and are trained in the [Intoxication Assessment Tool](#).

### Intoxication assessment tool

Indicators may include but are not limited to:

|                     | Sober   | Influenced   | Intoxicated  |
|---------------------|---|--|--|
| <b>Speech</b>       | Coherent, clear speech, normal tone/volume, may be talkative. | May be overly talkative, opinionated and interrupts, may stumble over words, becoming loud, inappropriate language, jokes, comments. | Slurring, difficulty forming words, loud, repetitive, loses train of thought, nonsensical, unintelligible.                 |
| <b>Coordination</b> | Coordinated, balanced, standing without help or support.      | Slowed or delayed reactions, swagger or occasional staggers or sways.  | Spills drinks, stumbles, trips, weaves, walks into objects, unable to stand unaided or sit straight.                       |
| <b>Appearance</b>   | Tidy, clear eyes, alert.                                      | Vacant or blank expression, smell of alcohol on breath, may look untidy.   | Bloodshot eyes, eyes glazed, inability to focus, tired, asleep, dishevelled.   |
| <b>Behaviour</b>    | Behaving sensibly but may be more relaxed.                    | Overly friendly or withdrawn, inappropriate or risky actions, argumentative, annoying, fading attention, increased consumption rate. | Seriously inappropriate actions or language, aggressive, rude, belligerent, obnoxious behaviour affecting other customers. |
|                     | <b>Monitor &amp; serve responsibly</b>                        | <b>Intervene</b>   | <b>Deny &amp; remove</b>   |

#### Intoxication definition

INTOXICATED means observably affected by alcohol, other drugs, or other substances (or a combination of two or all of those things) to such a degree that two or more of the following are evident: (a) appearance is affected; (b) behaviour is impaired; (c) coordination is impaired; (d) speech is impaired.



AUGUST 2019



## Section 11: Gambling Area Guidelines

The COVID-19 Public Health Response (Alert Levels 3 and 2) Order 2020 does not specifically address Class 4 Gambling or TAB use in hospitality venues, however, it is our view that other Clauses of the Order will apply to those people who are on the premises for gaming machine or TAB entertainment use.

**\* Note when people are on the premises consuming food and drinks, the requirements outlined in other sections of these guidelines apply (Clause 18 of the Order)**

Business.govt.nz previously stated:

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.

**We recommend operators seek their own independent advice regarding allowing patrons into their gaming rooms, or opening TAB terminals, under Level 2.**

### Gambling area within a hospitality venue – in a separate room

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

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

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





- Players must be seated and remain at least 1 metre apart in a Class 4 gaming room unless physically separated by a fixed partition, barrier or screen of at least 1.2m<sup>2</sup>.
- 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 meter apart.
- Adhere to all Harm Minimisation Requirements

## Contact Tracing

All hospitality venues including Class 4 venues must have systems and processes in place to support contact tracing of all persons entering the premises. (See Contact Tracing Section of these Guidelines).

## Limits on the Number of Customers

The maximum number of customers in any one 'single defined area' at any given time cannot exceed 100 - including those in the Gaming Area. (Excluding staff).

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

## Single Server

The gaming room must be serviced wherever possible by a single staff member with services delivered to the seated customer. A record must be maintained of what staff member serviced or entered the gaming room on any given shift or day.

## Physical Distancing

Gaming rooms must comply with physical distancing requirements.

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

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

Staff servicing the gaming machines and customers in a gaming room must ensure safe distances of at least 1 metre are being maintained especially when managing machine related tasks like hopper refills and clearing lock-ups and coin jams.





## **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 to ensure 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 we recommend masks are worn when using note sorters and counters.

## **Clear Communication with Staff and Customers**

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

## **COVID-19 SAFETY PLAN FOR CLASS 4 GAMBLING - Checklist**

- Best Practice Guidelines for Staff
- Cleaning and Sanitising Protocols
- Hand Sanitiser
- Posters
- Physical Distancing of one meter, can include Isolation Screens
- COVID-19 Alert Level 2 Guidelines for Hospitality Venues

## **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.

- One server should be allocated to the TAB terminal
- Terminal cleaned between staff change-overs
- Customers must be seated, except when actually placing a bet.
- Physical distancing rules must be adhered to, including any queues.





## Section 12: Looking After your Employees and the Workplace

### Staff requirements & health

All participating businesses must have a health & safety policy and COVID-19 Safety Plan, as outlined in the Health and Safety section of this guide.

Employers will need to self-assess their ability to operate safely. This includes thinking and documenting how you're going to manage risks and protect workers and customers under Alert Level 2. Include your staff in developing plans and make sure they will be able to provide feedback so the plan can continue to improve.

Specific Hospitality New Zealand health & safety policy guidance is available to assist in this area and further information is available on the Worksafe website, [here](#).

The plan must 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 and asked to contact Healthline.
- Advise staff who may have come into contact with someone who has COVID-19 to self-isolate for 14 days and contact the Healthline or the Ministry of Health.
- Ensure staff self-isolate if required, following MOH guidance.

Also develop a plan if someone becomes ill at your workplace and it is suspected they may have COVID-19.

- Isolate the employee immediately and make sure that they have transport home.
- Provide the person with a disposable mask if there is one available.
- The employee should be told that they need to ring Healthline (0800 358 5453), or their GP and they will receive advice on what to do and/or if they need a test for COVID-19.
- The business should also call the Ministry of Health and/or Healthline to advise them of the situation.

### Staff and Workplace Hygiene measures:

Ensure your staff are following your established food control plan cleaning list along with a supplementary list of extra tasks.

- **Surface disinfectants** - use suitable surface disinfectants and continue to adequately clean any food preparation surfaces and equipment using detergent and hot water.





- **Reinforce hand hygiene** amongst staff and make sure they wash their hands before and after they have had their breaks and everyone is taking necessary precautions. Provide hand sanitisers for staff, including delivery drivers who come to pick up the food for delivery.
- **Hand washing** - Regardless of the availability of hand sanitisers, all staff should regularly wash their hands using warm running water, hand soap and drying with disposable towels. For food handlers, hand washing in a separate sink, also using a nail brush to brush under nails. Ensure all staff (including door staff) have frequent opportunities to wash their hands.
- **Cleaning and sanitising products** are required for food safety and for infection control by all sectors at this time. Businesses must ensure they have sufficient access to sanitisers and cleaning supplies.
- **Monitor sanitiser concentrations** to ensure effective, but not excessive, product is being used.
- **Reduce the amount of space** used in the business, where possible, to reduce cleaning and sanitising needs in both front of house and back of house.

## 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 the COVID-19 Safety Plan**
- **Provide official posters** reinforcing best handwashing practices located in the kitchen and other staff areas.

### Dining areas

- **Be pro-active in cleaning surfaces**, including phones, touch- screen monitors, doorknobs other high-touch point items. (Use a cleaning checklist for guidance on timing).
- **Have a clear table policy** where items like cutlery, glassware, condiments are brought to the table after the customer is seated and removed and cleaned 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.
- **Change utensils** as often as possible.
- **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.



## Section 13: Sample Cleaning Checklist

It is important to ensure everyone is working together and clear steps are followed. Industry Association health & safety guidance and detailed cleaning checklists are available to assist.

The previous section of these guidelines provides information on hygiene practices for your staff and the workplace. This section provides an outline of what a business can do to ensure your business is doing all it can to protect and promote good hygiene practices through Alert Level 2, however your cleaning checklist must be tailored to your individual business.

### General Service Area / Waiting area

- Have sanitizer available to customers on arrival to establishment
- Clean and sanitise tables and chairs (top and under) - before service and sanitise between customer groups
- Clean and sanitise high-tops and bars - between services
- 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 & 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.
- 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
- Sanitise pencils, pens, crayons provided to children after each use, or use single-use activity packs that the children take away with them.
- Remove any reading materials, magazines etc in waiting area
- Close children's play areas.





## **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 - daily
- 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 - 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 areas are visibly soiled, or in high-use**

- Clean and sanitise inside, around and under the sink - between services
- Clean and sanitise soap dispenser/ handwash bottle - every 2 hours
- Clean and sanitise toilets (inside and outside the bowl) - between services
- Clean and sanitise toilet brush handle - between services
- Clean and sanitise taps - every 2 hours
- 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





## Payment

- Sanitise Eftpos Machine - between each use (unless a contactless transaction has occurred) and between different staff members using
- Mobile Eftpos terminals are recommended but not compulsory
- Ensure that the eftpos terminal is sanitised regularly, using recommended cleaning methods to ensure no damage to the terminal. Eftpos NZ have some guidance on cleaning your terminal (<https://support.eftpos.co.nz/2020/03/12/preventing-transmission-of-covid-19-coronavirus/>)



## Section 14: Customer Resources

### Frequently Asked Questions for customers (used on website, social platforms etc)

#### How do I know that the food was prepared safely?

For your reassurance, we are taking a number of additional measures, including the following steps:

- Along with our routine cleaning, we are taking extra steps to sanitise all surfaces, increasing the cleaning intervals and monitoring the regularity and cleanliness of our premises.
- Washing and sanitising food contact surfaces and equipment on a more frequent basis.
- Changing out utensils frequently.
- Our staff are trained appropriately in food hygiene practices, but we have been reinforcing hygiene measures, including hand hygiene, and ramping up our practices to stay vigilant, particularly in sanitising and disinfecting procedures. Professionally cleaning the venue as often as possible.
- As part of our strategy, our teams know to take sick leave and that they must stay away from the business if they are unwell. We are requiring staff to self-isolate if applicable, following MOH guidance.
- All food businesses must have a current Food Control Plan, registered with MPI.

#### When will the hospitality sector return to business as usual?

All Government restrictions must be followed at each level:

Restaurants, bars and cafes can open at Alert Levels 1 and 2, subject to the public health measures required at both of those alert levels and restrictions on gatherings, for example distancing between tables. At Level 2 we have reopened but with extra measures in place, so you will notice some differences from when you've visited us before.

We have to follow a number of requirements at Alert Level 2 that are outlined in the COVID-19 Public Health Response (Alert Levels 3 and 2) Order 2020

#### Who can businesses turn to for further information relevant to the sector?

If you are a business in the hospitality sector, please reach out to the Industry Associations for further advice and support. [Hospitality New Zealand](#).

#### Sample communication for businesses to use with Customers

We would like to take the time to share with you the measures we have put in place while we operate at alert level 2. We take the safety of our customers, employees, and suppliers, very seriously and have a position on the virus that is based on the current advice from the Ministry of Health (MOH) and other Government Agencies. Currently, we have to follow a number of requirements at Alert Level 2 that are outlined in the COVID-19 Public Health Response (Alert Levels 3 and 2) Order 2020.





Please note that our business has reopened and at Alert Level 2, customers are allowed to enter the premises again [add in if also still doing takeaway and delivery].

[\*\*business to insert ordering and payment methods it is using]

We request of our customers:

- For everyone's health and safety, that if you are unwell, or self-isolating that you do not come onto our premises.
  - To observe all signage and instructions from our staff when completing your transaction.
  - That you complete our Customer Contact Tracing Register if you are going to have your food or drink, or partake in other activities, on our premises.
  - To maintain physical distancing from all others of at least 1 metre when you are dining in on the premises, and 2 metres if you are a takeaway customer.
  - That you follow our guidance around the payment methods.
- Insert information on takeaway / deliveries if necessary.

### **For your reassurance, we are taking at a minimum the following steps:**

- Following Government requirements by ensuring all customers are:
  - Seated when they are visiting our premises to consume food and drink.
  - Separated, by ensuring we are following Ministry Of Health guidance around physical distancing between our staff and customers, and between groups of customers, and between groups of customers.
  - Ensuring that when seated, you and the group you are with will have one server, to the greatest extent practicable, and that they observe the physical distancing guidelines.
- We have rearranged the layout of our premises to maintain the requirements outlined by the Ministry of Health and to ensure where possible no-one is queuing as they wait to order, go to the bathroom, pay, or at any other time.
- Ensuring that our staff maintain good hygiene, particularly hand hygiene and good cough/ sneeze etiquette.
- **A contact tracing register will be kept for all staff and suppliers that interact with our business. This is in order to maintain records to enable contact tracing, and we will provide these records to the MOH and/or the relevant District Health Board on request.**
- **A customer register will also be maintained for all customers dining in and socialising on the premises.**
- Along with our routine cleaning, we are taking extra steps to sanitise all surfaces, increasing the cleaning intervals and monitoring the regularity and cleanliness of our premises.





- Cleaning all high touch surfaces - the high-touch surfaces are surfaces where we touch the most. These include, but are not limited to door handles, doorknobs, and Eftpos machines.
- Washing and sanitizing food contact surfaces and equipment on a more frequent basis.
- Our staff are trained appropriately in food hygiene practices, but we have been reinforcing and ramping up our practices to stay vigilant, particularly in sanitizing and disinfecting procedures, which reinforces a clean environment for us all.
- Ensuring all customers have access to hand sanitiser at the point of pick up.
- Ensuring that our delivery drivers sanitise their hands before and after they make a delivery.
- Professionally cleaning the venue as often as possible.
- Ensuring that our suppliers observe the physical distancing guidelines.
- As part of our strategy, our teams know to take sick leave and stay away from the business if they are unwell or have any underlying health conditions that put them at risk. In addition to this, we are requiring staff to self-isolate if applicable, following MOH guidance.
- We also request, for everyone's health and safety, that if you are unwell, or self-isolating that you do not come in to pick up your contactless order.

I hope that this confirms our commitment to our people – our staff and suppliers, and you, our customers.

Thank you for your ongoing support. Your understanding is greatly appreciated. We welcome your feedback and wish to thank you for supporting us.

## Central Government Contacts

### If you or your whanau are unwell:

Call Healthline free on 0800 611 776. Healthline is staffed by an experienced team that includes registered nurses, paramedics and health advisors, who can provide you with health information and advice on care.

### Questions about the Government's COVID-19 response:

If you are unable to find what you need on [www.covid19.govt.nz](http://www.covid19.govt.nz) and are not sure who to contact for help, call the free government helpline on 0800 779 997 or on 0800 22 66 57 (8am-1am, 7 days a week).

### Questions related to Primary Industries:

Representatives at MPI are available to answer queries related to Primary industries, including food and beverage production and processing. Contact:

[info@mpi.govt.nz](mailto:info@mpi.govt.nz) for general questions [foodactinfo@mpi.govt.nz](mailto:foodactinfo@mpi.govt.nz) for food specific questions

### Information on Health and Safety:

For information about Health and Safety requirements, visit the WorkSafe website [here](#).

### General information about Health:

You will find information about health from the Ministry of Health [here](#).

