



TECNZ
COVID Ready
Program

How to use the ITO interactive COVID Ready checklist

Use the checklist to help modify your processes & physical layout. Once you've **reduced the risk** to as low as reasonably practicable, you will be able to complete your COVID Safe Plan.

Work with your staff to walk through the customer journey, from before they decide to book an experience with you, through their arrival, during the experience and after they leave.

Look for ways to inform customers (e.g. terms and conditions, managing expectations, recording information for contact tracing). Identify points in the journey where they may not be able to maintain physical distancing. Think about ways to manage patron density and touch points for enhanced cleaning. Ask yourself if there is good access to hand washing or sanitising? Are there tissues and bins available? Where can you be contactless (with contractors as well)? What opportunities can you take from the pandemic, such as improving your digital presence or going cashless?

Think about areas that may get crowded such as entry and exit points. Can you use floor markers

to direct people in and out? Can you use posters, announcements, timed or directed entry and exit to remind people to stay apart when entering, exiting, boarding or disembarking? Are there options for separate entry and exit points, or can you create barriers to separate customers as they entry or exit your business?

Consider how you would manage any aggression from customers to keep staff, crew or other customers safe and to support a safe working environment. For workplace psychological health considerations, [click here](#)

To make completing the COVID Ready Checklist easier and quicker, we've made it an interactive/ editable pdf. To complete simply save to your computer, then commence completing the checklist by either ticking the boxes or marking as Not Applicable (N/A)



Checklist for inbound tourism operators

COVID-19 will be with us for some time, so it's important that your business has a plan to keep your workplace healthy, safe and virus-free. As well as keeping your physical workplace safe, inbound tourism operators have a special role in monitoring the wellbeing of your customers. One of the most important tools in this role is to be assured that all of your contractors and suppliers have a COVID safe plan that complies with NZ Government protocols and tourism association guidelines that are approved by Ministry of Health.

All require service providers to create a plan. Regardless of the jurisdiction, the intent of the plan is always to:

- Keep staff, contractors and customers safe by minimising the likelihood of virus transmission,
- Meet government regulations and guidelines, and
- Maintain confidence in the product, experience or service offering

WorkSafe for guidance to ensure that workplaces are healthy and safe. These are the basis of this planning checklist.

Restrictions and conditions change and you should revisit your COVID Safe Plan frequently.



Managing risk

Your role as an ITO includes assessing what can go wrong (hazards) and implementing controls to reduce the likelihood of things going wrong, and/or minimise the impact if they do.

This risk management approach applies to COVID in the same way as it applies to other potential hazards; such as the restaurant you booked being full (or closed!), a tour guide falling ill, a road closed due to flooding, or an equipment break-down. It's these skills you need use to implement a COVID Safe touring experience.

Your most important tool to reduce COVID-19 risk is to be sure that all of your suppliers and contractors have their own COVID Safe Plan that meets their jurisdiction's requirements. You should ask to see a copy of their plan and compare it against the TECNZ COVID-Ready Checklist.



Your chain of care

As an ITO, your role is to arrange and coordinate your customers' experience.

This will include a mix of transfers, accommodation, meals and activities; most of which will be managed by different providers. Direct responsibility for your customers' well-being passes from operator to operator; for example, from the hotel to a tour operator to a restaurant and back to the hotel. This "chain of care" passes to the operator directly managing the customer; however, you retain an overall responsibility as the ultimate coordinator. Your role is make sure that your suppliers are following the rules.



What is the checklist?

The checklist is a planning tool. It is designed to help you make sure you've prepared your business operation (your workplace – including your staff and/or contractor) and to assure your business and customers that your suppliers have also done everything reasonable and practicable to minimise the risk of COVID-19 transmission.

Even though you may not have direct, face-to-face contact with your customers, your organisation has an obligation to meet workplace health and safety requirements, (including COVID-19 requirements)

and comply with industrial agreements. You should also seek advice from WorkSafe NZ and the COVID-19 Government website. Being able to demonstrate that your business has taken the legal and necessary steps to ensure that your business, staff, suppliers and contractors are COVID-19 safe will help to build and maintain customer confidence.

The four principles

for controlling coronavirus risks are **nationally consistent**:

01 Manage staff and customerwellbeing by:

- Engaging staff in developing your COVID-19 Safe Plan and procedures
- Providing staff with information and training on your COVID-19 policy, plan and procedures
- Making staff aware of their leave entitlements if they are sick or required to self-isolate
- Keeping customers informed by displaying conditions of entry (website, social media, venue entry)
- Having a plan to respond if staff or a customer tests positive to COVID-19

02 Maintain physical distancing and patron limits by:

- Maintaining physical distancing by keeping people at least 1m apart and adhering to jurisdictional density and capacity constraints
- Working remotely wherever possible and practical
- Using telephone or video platforms for essential staff meetings wherever possible and practical

03 Enhance hygiene and cleaning by:

- Washing hands regularly or sanitising with an alcohol-based rub
- Having sanitiser available at entry points and throughout a venue
- Sanitising frequently touched areas and surfaces several times per day
- Eliminating or sanitising items that may be passed from person to person
- Encouraging contactless payments

04 Keep records to facilitate contact tracing by:

- Recording details of all staff, customers and contractors (which adhere to Privacy Laws)
- Making staff and customers aware of the of the NZ COVID Tracer app and its benefits to support contact tracing if required
- Cooperating with public health authorities if contacted in relation to a positive case of COVID-19 at your or one of your contractors or suppliers' workplaces, and notifying your workplace health and safety authority where required



How to use the checklist

For your workplace

Work with staff to consider how your organisation will meet physical distancing requirements. Can staff work remotely? Do you need to re-configure your office space? Use the checklist to help modify processes and physical layout. Once you've reduced the risk to as low as possible (and as reasonably practicable for your business), you will be able to complete your jurisdiction's COVID Safe Plan.



For your tours

Work with your staff to think through your customers' journey, from before they decide to book with you, during the experience (from arrival to departure) and after they leave.

Your role is generally to coordinate the experience and to ensure it runs smoothly. Whilst you should ensure that suppliers and contractors are COVID-19 safe, it's not reasonable to expect that your organisation is responsible for all components of the experience delivered or equipment or venues used by your suppliers. For example, the coach operator you contract is responsible for vehicle maintenance and to ensure vehicles are safe and mechanically sound. They are responsible for managing a breakdown, including keeping their passengers safe. You might have to restructure the itinerary as a result of the coach being delayed, but it would be unreasonable to expect you to arrange a new coach – that should be the responsibility of the coach operator.

Similarly, it's not reasonable to expect an ITO (or their staff) to ensure there is sanitiser at the coach door – that's the role of the coach company as part of their COVID Safe plan. It is reasonable to expect your staff to monitor how your suppliers manage

physical distancing, hygiene and cleanliness and record-keeping, in the same way that they monitor other aspects of the customer experience..

You should confirm who is responsible for your customers at different points in their journey – in the coach, at the hotel, restaurant, or an experience. Clarify who is looking after your guests. Do you have a tour guide to coordinate the tour? Is the guide an employee (in which case you need to include them in your workplace plan) or a contractor (in which case they need their own COVID safe plan). What should your guides do if there is an issue; such as no hand sanitiser, or a venue not maintaining physical distancing? How much authority do your guides have to reschedule or change an itinerary? Who do they have to contact for decisions or advice, or to inform if/when a decision is made/changed?

Consider how you would manage any aggression from customers to keep your staff or other customers safe and to support a safe working environment. For workplace psychological health considerations, [click here](#).



Want to know more?

Check out the Ministry of Health approved tourism association guidelines according to the sector:

- [Accommodation](#)
- [Activity/Attraction Tour Operator](#)
- [Transport \(coach\)](#)
- [Hospitality \(food/beverage outlets\)](#)
- [Inbound Tour Operator](#)

Disclaimer: This disclaimer is to be interpreted in the natural and ordinary meaning of the words included herein. The Tourism Export Council of NZ (TECNZ) has prepared this document in good faith based on publicly available information for the guidance of the tourism industry generally. The actions suggested in checklist are based on current national and state government directives, guidelines, and advice. It is your responsibility to ensure your business complies with all updated national, state and local government directives and legislation. A COVID safe business plan developed using this checklist is not a guarantee that a business or individual is protected from COVID-19. TECNZ accepts no responsibility or liability whatsoever to any third party for any direct or indirect cost, loss, damage or expense by that party's reliance on this checklist's contents.

ITOs

My supplier will:



01 / 04

ITOs

My supplier will:



02 / 04

01 To manage staff and customer wellbeing my business will:

When Action Done N/A

Before	01	Clarify New Zealand requirements and establish a process to monitor changing requirements		
	02	Work with staff to develop a COVID Safe Plan, policy and supporting procedures including leave, sickness, data privacy and how to respond if a staff member, customer or contractor becomes unwell or tests positive to COVID-19		
	03	Train staff to follow your COVID Safe Plan policy and procedures		
	04	Train staff on infection control and hygiene		
	05	Review roles and rosters to minimise face-to-face staff interaction with one another and customers		
	06	Revise Terms and Conditions (e.g. rescheduling, cancellation and screening policies), publish new terms and conditions on your website and remind customers of your COVID Safe practices in booking confirmations		
	07	Implement a pre-work screening process to prevent potentially infected staff from attending work		
	08	Implement a pre-work screening process to prevent potentially infected staff from attending the workplace		
	09	Train staff to manage disgruntled or unhappy customers, contractors or suppliers (due to COVID Safe practices)		
	10	Ensure no one participates in a tour if they are unwell, (including staff, customers, suppliers and contractors).		
	11	Ensure all contractors and suppliers have a written COVID safe plan which is consistent with state or territory requirements		
During	01	Keep all customers, contractors and suppliers informed of your COVID safe plan and procedures		
	02	Empower staff (and contractors and suppliers) to make operational decisions regarding physical distancing, unwell patrons or program/activity cancellation or re-scheduling		
After	01	Regularly review our plans and procedures		

02 To maintain physical distancing and patron limits my business will:

When Action Done N/A

Before	01	Walk-through any customer journey to identify potential COVID risks, such as places where customers may congregate closely together		
	02	Modify customer traffic flow to minimise bottlenecks and ensure one-way flow wherever possible		
	03	Consider installing screens or other physical barriers where there is high-volume interaction between staff and customers		
	04	Display signage reminding staff and customers of maximum occupancy and physical distancing requirements		
	05	Modify staff working, eating, changing and rest areas to ensure physical distancing requirements are met		
	06	Use video or tele-conferencing for meetings wherever possible and practical		
	07	Encourage customers to use electronic payment and/or ticketing		
	08	Ensure all suppliers have implemented physical distancing measures; such as signage, movement/flow controls, queue management and have changed venue or vehicle layout in accordance with COVID Safe recommendations		
During	01	Monitor physical distancing to ensure your COVID Safe Plan and procedures are followed		
	02	Encourage face-masks where customers and/or staff cannot maintain 2m physical distance		
	03	Monitor that customer (group) numbers to ensure compliance with state jurisdictional density and capacity limits		
After	01	Review suppliers' physical distancing practices to ensure compliance with COVID Safe requirements		

ITOs

My supplier will:



03 / 04

03 To enhance hygiene and cleaning my business will:

When Action Done N/A

Before	01	Base our cleaning and sanitising routines on current national advice		
	02	Display signage promoting hand hygiene and cough etiquette for staff and customers		
	03	Ensure staff have access to hand washing and/or sanitiser on arrival and after any break		
	04	Ensure staff have access to cleaning and sanitising products with instructions on safe and effective use		
	05	Ensure staff have access to PPE to use while cleaning and sanitising		
	06	Ensure that all meal, washing and rest areas are thoroughly cleaned and sanitised at least daily and high-touch surfaces more frequently		
	07	Maximise fresh air flow throughout venues		
	08	Ensure sufficient supplies of sanitiser/handwashing material for customers' use		
	09	Encourage customers to bring their own hand sanitiser		
	10	Encourage suppliers to implement downloadable or audio guides		
	11	Ensure all suppliers have implemented enhanced COVID Safe hygiene and cleaning procedures		
During	01	Reschedule activities and operations where necessary to allow time for cleaning and sanitising, as per COVID Safe requirements		
	02	Monitor access to hand sanitiser at the entrance to vehicles, venues, attractions and other facilities		
	03	Monitor supplies of soap/handwash in toilets/washrooms together with a hygienic drying system		
	04	Monitor food service hygiene practices; e.g. ensure there are no buffet or self-service options		
	05	Monitor any equipment that is loaned to, or used by, customers is sanitised before and after use		
After	01	Review suppliers' cleaning and sanitation practices to ensure they comply with COVID Safe requirements		

ITOs

My supplier will:



04 / 04

04 To keep records that facilitate contact tracing my business will:

When Action Done N/A

Before	01	Confirm existing customer records can meet contact tracing requirements; if not create a system to facilitate contact tracing (preferably electronic however it can be paper-based)		
	02	Ensure applicable jurisdiction health authorities have access to contact tracing details if required		
	03	Implement a system to keep contact details secure (as per the Privacy Act)		
	04	Ensure that data gathered specifically for contact tracing is not used for any other purpose		
	05	Display signage and/or clarify in terms and conditions why contact details are being collected and may be used		
	06	Suggest that staff and customers download the COVIDSafe app		
During	01	Ensure paper-based records can be completed without sharing pens or sanitise/clean pens after each use		
	02	Monitor and report all variations from the original planned itinerary if/when variations are necessary on-tour		
After	01	Make contact details available to public health authorities on request		
	02	Securely destroy contact details in accordance with jurisdiction requirements		



Response plans

Staff or customers becoming unwell in the workplace

Anyone who is unwell should not be at a workplace. If anyone develops symptoms at work such as fever, cough, sore throat or shortness of breath, they should be advised to return to their home and to seek medical advice. It is important to remember that if a person becomes sick with these symptoms they may be suffering from a cold, the flu or other respiratory illness and not COVID-19.

If a member of staff, guest or customer shows COVID-19 symptoms in the workplace you should:

01 Isolate the person

If the person has serious symptoms such as difficulty breathing, call 111 for urgent medical help. Otherwise, prevent the spread. Isolate the person from others and provide a disposable surgical mask, if available, for the person to wear.

02 Seek advice

Seek government health advice by calling Ministry of Health helpline. Follow the advice of your Ministry of Health personnel.

Ensure that you have current contact details for the person and make a note about where they have been in the workplace, who they have been in close contact with and for how long. This will help you to understand the potential risk to others and work out areas to clean and disinfect. This information may also assist your Ministry of Health if they need to follow up later.

03 Transport

Ensure the person has transport home, to a location in which they can isolate, or to a medical facility if necessary. Wherever possible they should use personal transport to minimise exposure to others. If the person needs to use a taxi, ride share service or public transport they then they should:

- wear a surgical mask, if available
- avoid direct contact with the driver, including sitting in the back seat
- pay using a debit or credit card

04 Clean and disinfect

Clean and disinfect the areas where the person and close contacts have been. Do not use those areas until this process is complete. Use PPE when cleaning.

Ministry of Health may also provide further information about how and where to clean. You must follow those instructions.

05 Identify and inform

Consider who the person has had close contact with. If instructed by public health officials, advise close contacts they may have been exposed and that they must follow advice on quarantine requirements.

06 Review risk management controls

Review your COVID-19 Safe Plan and risk management controls, in consultation with your workers and decide whether any changes or additional control measures are required.



A person previously in the workplace

If you become aware that a person previously in the workplace (staff or customer) may have tested positive to COVID-19 you should follow the steps below:

01 Seek advice

If the person has serious symptoms such as difficulty breathing, call 111 for urgent medical help. Otherwise, prevent the spread. Isolate the person from others and provide a disposable surgical mask, if available, for the person to wear.

02 Identify and inform

Identify who at the workplace had close contact with the affected person. If instructed by public health officials, advise close contacts they may have been exposed and that they must follow advice on quarantine requirements.

03 Clean

Follow public health official's advice to clean and disinfect the areas where the person and their close contacts have been. Do not use those areas until this process is complete. Use PPE when cleaning.

04 Review risk management controls

Review your COVID-19 Safe Plan risk management controls, in consultation with your workers and decide whether any changes or additional control measures are required.



Thank you for completing your Checklist, please complete your personal details below.

Completed by:

Contact Email:

Company:

Date of completion: