



Unite  
against  
COVID-19

# COVID-19 Alert Level 2

# **Safe Practice Guidance**

# **for Food Service and**

# **Retail Businesses**

---

This guidance provides New Zealand food service and retail businesses, operating under the Food Act 2014, with information on how to meet the safety requirements during COVID-19 Alert Level 2.

DISCLAIMER: Every effort has been made to ensure the information in this document is accurate. MPI does not accept any responsibility or liability whatsoever for any error of fact, omission, interpretation or opinion that may be present, however it may have occurred.

# MINIMUM REQUIREMENTS UNDER THE COVID-19 ALERT LEVELS

This checklist is to assist food businesses with what's needed to operate under the COVID-19 response.

	<b>Level 4 Eliminate*</b> Likely that disease is not contained	<b>Level 3 Restrict</b> Heightened risk that disease is not contained	<b>Level 2 Reduce</b> Disease is contained but risks of community transmission growing	<b>Level 1 Prepare</b> Disease is contained	<b>State of Emergency lifted</b>
<b>Minimum requirements for each Alert Level</b>					
Increased staff wellness and hygiene procedures	✓	✓	✓	✓	
Contact tracing	✓	✓	✓	✓	
Contactless payment/ ordering/ delivery	✓	✓	✓ <small>Note: this is recommended where possible</small>		
Masks worn at all times	✓	✓	✓ <small>Note: this is recommended where physical distancing can't be maintained</small>		
Staff/customers have physical distancing of 2 metres or more	✓	✓			
Staff/customers have physical distancing of 1 to 2 metres where unavoidable	✓	✓	✓	✳	

\* Level 4 would only apply to essential workers/workplaces



Refer to the [WorkSafe website](#) for physical distancing guidance.

# INTRODUCTION

The purpose of this guidance is to provide food businesses with the information they need to implement procedures that minimise the risk of COVID-19 transmission and protect the health and safety of staff and customers under Alert Level 2.

**To keep doing what you do best (making great safe and suitable food), you'll need to continue to follow your Food Control Plan or National Programme with some important additional procedures shown below.**

Click on the page numbers to go to each procedure.



Contact tracing for customers and staff

[Page 1](#)



Increased staff health and hygiene procedures

[Page 2](#)



Physical distancing requirements

[Page 3](#)



Creating and managing workplace bubbles

[Page 4](#)



Contactless payment/delivery/ordering where possible

[Page 5](#)



Increased cleaning and sanitising

[Page 6](#)



Wear personal protective equipment (PPE)

[Page 7](#)



Getting checked during COVID-19 Alert Level 2

[Page 8](#)

Owners/managers must make sure that the procedures they implement are checked daily to ensure these are working and adjust where necessary.

For the latest status updates and information about COVID-19, visit:

- [Unite against COVID-19](#) – NZ Government
- [COVID-19 \(novel coronavirus\)](#) – Ministry of Health
- [COVID-19 and food safety](#) – New Zealand Food Safety

# CONTACT TRACING

Contact tracing is a vital part to help prevent the further spread of COVID-19. All businesses must display a NZ COVID Tracer QR code and a Contact Tracing Register in a prominent place at or near the main entrance for each business location (multi-site businesses will need a separate poster for each location).

By using the app or signing a Contact Tracing Register, employees and visitors to your premises are confirming that they: don't have any COVID-19 symptoms; are not awaiting results from being tested for COVID-19; have not been in contact with any known or suspected cases of COVID-19 in the past 14 days; and have not returned or been in contact with anyone else who has returned, from overseas in the past 14 days.

To download your business poster/s, visit [Unite against COVID-19 Posters](#)



A contact tracing register must include the fields below:

Date	Name	Phone	Email	Time in	Time out	Signature
29/04	Calvin Chester	021 345 678	example@email.com	4:00pm	4:10pm	
29/04	Mon Garton	025 987 456	example@email.com	4:42pm	4:50pm	
30/04	Alesha Aldridge	027 675 849	example@email.com	9:12am	9:30am	

# STAFF WELLNESS & HYGIENE

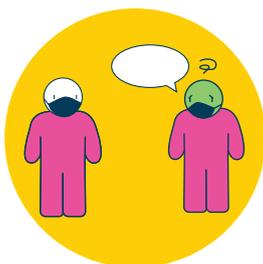
To help keep customers and staff safe during COVID-19 Level 2, owners/managers need to gather information on workers' wellness to ensure they are safe and well to work. This includes:

- Checking staff health daily before work
- Ensuring that any staff with symptoms, stay home until medical advice is obtained, and they are cleared to return to work.



## Sign in

Staff, contractors and suppliers should sign in to declare that they are feeling well upon entering the workplace



## Report

If staff feel unwell, they should report to management and go home. As needed, they should contact the Healthline on 0800 358 5453 or their local GP



## Stay home

Staff must not come to work if they, or others in their bubble, feel ill. If it's possible, staff should work from home

## How to correctly wash hands



Wet hands under running water



Rub hands together with soap for 20 secs



Rinse hands with water



Dry hands thoroughly with disposable towels

Staff need to remember to always wash their hands after blowing their nose, sneezing or coughing and after handling money. Refer to your Food Control Plan or National Programme for more information on hand washing.



Cough or sneeze into your elbow or by covering your mouth and nose with tissues



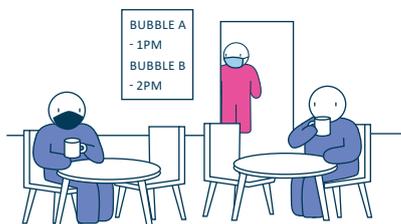
Avoid touching your face unless you have washed your hands

# PHYSICAL DISTANCING

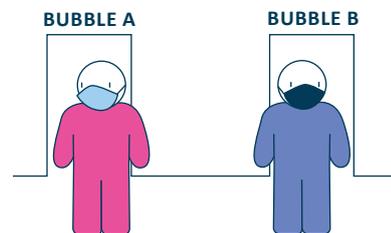
Food businesses must protect their workers and the public by avoiding face-to-face contact and reducing the potential spread of COVID-19. If a food business can't maintain physical distancing they shouldn't be opening.

## Here are some ways to support physical distancing:

Use staggered breaks and change over times for different work bubbles



Create separate walkways and entry/exits for different work bubbles



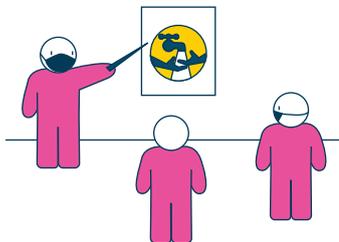
People pass 'side by side' or 'back to back' instead of facing each other in narrow passageways



Use additional personal protective equipment (PPE) such as masks.



Train staff and have clear communication about the additional procedures



Ensure customers are seated at all times and tables are arranged so there is at least one metre separation between tables. Only one worker serves at any table.



Physical distancing of staff and any visitors/ customers to the business should be:

- 2 metres or more where reasonably achievable
- Between 1 and 2 metres where unavoidable e.g. because of layout.

Businesses can operate with defined, separated areas. The 100 person maximum applies per area, as long as intermingling in common spaces, like entrances, exits and toilets, can be prevented. This also applies to separate businesses that operate from the same location.

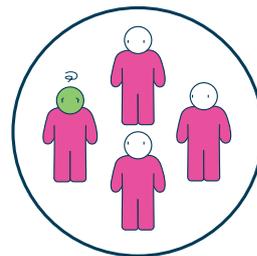
# WORKPLACE ‘BUBBLES’

## Workplace bubbles

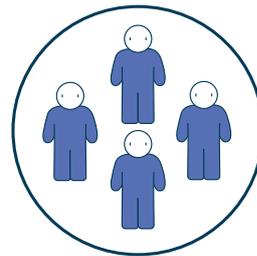
Workplace bubbles are groups or teams of workers that work together without physical contact with other workplace bubbles. This means that if a person in one bubble gets sick, it's only that bubble that will need to be quarantined and the other bubble/s can continue working and your business won't need to shut down.

- Do not mix workplace bubbles. Each work team bubble must work in clearly separated areas of the business and with staggered breaks
- The size of a bubble will need to be determined by the business considering how many people are needed to operate
- If a case or suspected case arises, all workers in the bubble should be managed as specified by MoH's [Guidelines for businesses and services](#)
- Keep records of those in whose bubble so you can quickly contact the most at risk staff if someone becomes sick
- Workplace supervisors should continuously monitor bubble arrangements
- Note: It's not compulsory for businesses to have workplace bubbles but it is recommended

WORKPLACE BUBBLE A



WORKPLACE BUBBLE B



*In the above example Workplace Bubble B is not affected by an illness in Workplace Bubble A.*

## Home workplace bubbles

If you can operate your food business from home, you can use the above guidance for workplace bubbles.

# CONTACTLESS PICK UP & DELIVERY

Under Alert Level 2 we encourage you to remain contactless where possible. Your customers can pay online or over the phone and you should be delivering food in a contactless manner.

## Examples of contactless pick up or delivery



Customers using paywave at the point of purchase (EFTPOS/cash is still ok but staff should sanitise the EFTPOS machines and their hands after contact)



Make sure hand sanitiser is made available for staff and customers



Food deliveries should be left at a place agreed with the customer with no contact made



At the drive-thru: maintain physical distancing measures



Customers can make and pay for their order online via credit or debit and be given an estimated pick up time



Businesses can decide if they will allow customers to use reusable cups and containers

For more information, visit:

- [Unite against COVID-19 Alert Level 2.](#)
- [Business.govt.nz Workplace operations at COVID-19 Alert Levels.](#)

# CLEANING AND SANITISING

COVID-19 survives on hard surfaces, so it's important to frequently clean and sanitise the surfaces in your business to kill the virus on them and help stop the spread.

## Sanitise work area surfaces

Work areas include common rooms, break rooms, and shared equipment (e.g. coffee machines)



Frequently clean and sanitise surfaces, such as tables, benches and chairs



Identify all frequently-touched surfaces, such as door handles and touch-pads, and make sure these are regularly cleaned and sanitised



Frequently wash utensils, such as tongs and serving spoons

## Sanitiser product



Make sure you are using an anti-viral disinfectant and follow the instructions



Read instructions, how long the cleaning product should be left on different surface types before wiping to be most effective



Sanitising doesn't work unless things have been cleaned first. So wash surfaces with hot soapy water, rinse with clean water, then sanitise

For more information, visit [Unite against COVID-19 Clean surfaces](#)

## Signage

Signage on safety hygiene should be prominently displayed in work areas and amenities. Find posters at [Unite against COVID-19 Posters](#)



# PERSONAL PROTECTIVE EQUIPMENT (PPE)

These are general guidelines. For the latest advice on using PPE correctly, refer to the MoH's COVID-19: [Personal protective equipment for workers](#).



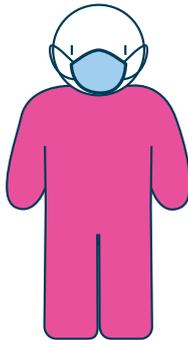
Mask

At Alert Level 2 face masks are required. For up-to-date advice on masks, visit MoH's COVID-19: [Use of masks in the community](#).



Gloves

Only use gloves if you normally use these in your business. Gloves are not mandatory, as regular washing of hands is okay.

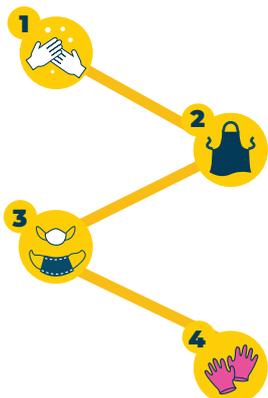


## When should I use masks?

- **Masks must be worn at all times**
- Put on mask with clean hands
- Do not touch the mask whilst wearing it
- Masks must be replaced if they become inoperable, wet or contaminated
- Wash hands after touching the mask
- For up-to-date advice on wearing masks see: [Face coverings](#)

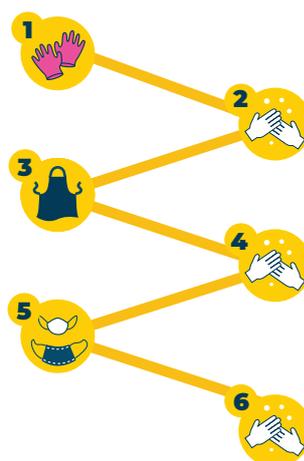
## How do I use PPE?

PPE is only effective against reducing the risk of COVID-19 transmission when the correct equipment is used properly. Basic hygiene is still required. For more information on how to use PPE, please refer to [PPE use for non-health essential workers](#).



### Putting on PPE

1. Wash hands
2. Put on protective clothing
3. Put on mask
4. Put on gloves



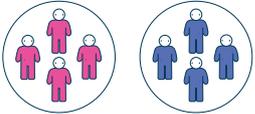
### Taking off PPE

1. Remove gloves
2. Wash hands
3. Take off protective clothing
4. Wash hands
5. Take off mask
6. Wash hands

# CHECKING YOUR PROCEDURES ARE WORKING

You should perform a daily check-in with your staff to ensure that your COVID-19 safety procedures are working.

You may be asked to show how you've implemented these procedures if a COVID-19 safe practice check is undertaken at your business:

<p><b>Staff are monitored for signs of illness daily</b> when they begin work. Staff must not come to work if they, or others in their bubble, feel ill. For contact tracing, there is a record of all people in the premises.</p>	<p><b>You have printed your QR code</b> and have it displayed at all entrances of your business.</p> 	<p><b>You have increased staff hygiene and cleaning procedures.</b></p> 
<p><b>Workplace supervisors continuously monitor bubble arrangements</b> to minimise contact during Level 2.</p> 	<p><b>You are using staggered breaks for different work bubbles,</b> to reduce possible contact in common areas.</p> 	<p><b>You are providing contactless ordering, pick up, delivery and payment</b> where possible, keeping your customers and staff safe.</p> 
<p><b>Your staff have access to and are using adequate PPE.</b></p> 	<p><b>Safety requirements are reinforced through the display of signage</b> and use of information sheets.</p> 	<p><b>You are following your Food Control Plan or National Programme as usual with the extra procedures to manage COVID-19.</b></p> 

**Physical distancing is maintained at all times between staff, customers and suppliers.** You may need to:

- Create 'walkways' so that people are separated when moving through and around their work area
- Create separate entry and exit zones and staggered change over times
- Ensure that when people pass in passageways they will face away from each other.



If you are due for your food safety verification during COVID-19 Alert levels – we 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.