



Unite
against
COVID-19

COVID-19 Protection Framework

Guidance for Food Service, Food Retail & Food Manufacturing Businesses



ORANGE



RED

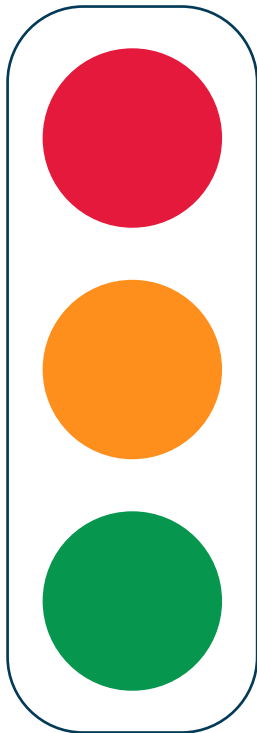
This guidance provides New Zealand food businesses working under the Food Act 2014, with information to help keep their customers and staff safe under the COVID-19 Protection Framework.

(Updated: 9 December 2021)

COVID-19 PROTECTION FRAMEWORK

The COVID-19 Protection Framework (CPF), also known as the traffic light system, replaced the Alert Level system at 11.59pm on 2 December 2021. It is a flexible 3-level approach to managing COVID-19 in the community.

Food service, food retail and food manufacturers need to follow this guidance to protect the health and safety of staff and customers. A summary of the settings under each of the traffic lights is provided below. To find more detailed information about the settings go to covid19.govt.nz/traffic-lights/.



RED

RED is used when action is needed to protect the health system and to protect at-risk populations. Face coverings must be worn only when staff are working with customers or clients on the premises of the food business.

ORANGE

ORANGE is used when there's increasing community transmission of COVID-19, the whole health system has focused its resources but can manage the outbreak, and there is an increasing risk to the public. Face coverings must be worn only when staff are working with customers or clients on the premises of the food business.

GREEN

GREEN is used when there's limited COVID-19 in the community, hospitalisations are at a manageable level, and the health system is ready to respond. Face coverings must be worn if staff are working in a business displaying a sign stating the premises are operating under no vaccination requirement.

INTRODUCTION

The purpose of this guidance is to provide food businesses with the information they need to implement procedures that minimise the risk of the more transmissible variants of COVID-19. This guidance provides ways to protect the health and safety of staff and customers under the ORANGE and RED levels of the COVID-19 Protection Framework.

You'll need to continue following your Food Control Plan or National Programme with some important additional steps shown below.

Click on the page numbers to go to each procedure.



Contact tracing and record keeping is your responsibility

[Page 1](#)



Increase staff health and hygiene procedures

[Page 2](#)



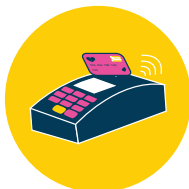
Implement physical distancing rules

[Page 3](#)



Create and manage workplace groups

[Page 4](#)



Contactless payment/delivery/ordering

[Page 5](#)



Increase cleaning and sanitising

[Page 6](#)



Wear personal protective equipment (PPE)

[Page 7](#)

Owners/managers must use this guidance with their existing plans. They are responsible for ensuring that the procedures are working, and adjusting when necessary.

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

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

VACCINATION STATUS, CONTACT TRACING AND RECORD KEEPING

Vaccination status, contact tracing and record keeping is a vital part in helping prevent the further spread of COVID-19. Customers need to know if the business requires only vaccinated people on their premises. For businesses requiring customers to be fully vaccinated, systems and processes should be implemented to ensure people entering the premise can verify their vaccination status.

All food businesses must display a NZ COVID Tracer QR code in a prominent place at or near your main entrance.

You also must offer a protected and private alternative method of collecting and storing contact records for customers that do not use the NZ COVID Tracer App. This alternative method should include a simple privacy statement alongside your alternative record keeping system to let people know why the information is needed and how long you will keep it for.



Record keeping slips

Please cut out and provide to customers alongside your record keeping box.

Date: _____ Time: _____ Name: _____ Contact number: _____	Date: _____ Time: _____ Name: _____ Contact number: _____
Date: _____ Time: _____ Name: _____ Contact number: _____	Date: _____ Time: _____ Name: _____ Contact number: _____
Date: _____ Time: _____ Name: _____ Contact number: _____	Date: _____ Time: _____ Name: _____ Contact number: _____
Date: _____ Time: _____ Name: _____ Contact number: _____	Date: _____ Time: _____ Name: _____ Contact number: _____

Te Kōwhiriatanga o Aotearoa
New Zealand Government

Unite against COVID-19

You can download posters and record keeping slips, box stickers and box templates from covid19.govt.nz/posters/

STAFF WELLNESS & HYGIENE

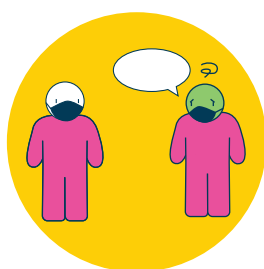
Owners/managers need to gather information on workers' wellness to ensure they are well to work. This includes:

- Ensuring staff have not been at any 'locations of interest' at relevant dates and times.
- Checking daily that staff do not have any COVID-19 symptoms before and during work. This includes regular temperature checks. Any staff or visitors with elevated temperatures should not be permitted on-site or should be sent home immediately.
- Ensuring that any staff with symptoms stay home until medical advice is obtained, and they are cleared to return to work.
- Reducing the likelihood of sick staff feeling they need to come to work. It is important that staff can take paid sick leave if they are feeling unwell.



Sign in

You must have a system and process to check the vaccination status of staff and customers. People entering food businesses should scan a QR code or provide a contact record.



Report

If staff feel unwell or have an elevated temperature, they should report to management and go home. They should also contact Healthline on 0800 358 5453 or their local GP for advice.



Stay home

Staff must not come to work if they, or others in their group, feel unwell. If possible, staff should work from home. If identified as a close contact of a suspected or confirmed COVID-19 case, staff should self-isolate and not come to work for 14 days. Refer to [Ministry of Health guidance](#).

How to correctly wash hands



Wet hands under running water



Rub hands together with soap for 20 seconds



Rinse hands with water



Dry hands thoroughly with disposable towels

Remind staff to always wash their hands after blowing their nose, sneezing or coughing. 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



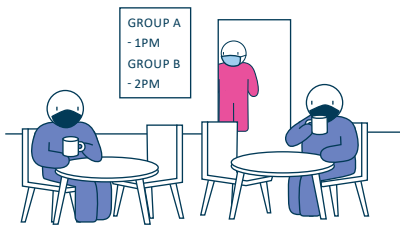
Avoid touching your face

PHYSICAL DISTANCING

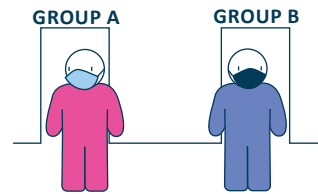
Food businesses must protect their workers and the public by avoiding face-to-face contact and reducing the potential spread of COVID-19.

Here are some ways to support physical distancing:

Use staggered breaks and/or change over times for different work groups.



Create separate walkways and entry/exits for different work groups. If you are a larger site, you should be able to trace movements and interactions of staff on-site.



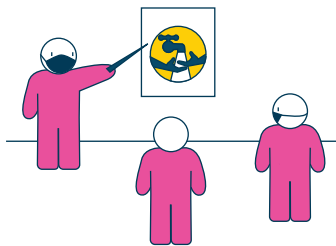
Where a 1 metre distance is not possible, people pass 'side by side' or 'back to back' instead of facing each other in narrow passageways.



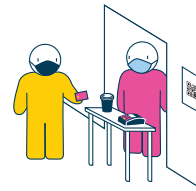
Where a 1 metre distance is not possible' use additional personal protective equipment (PPE).



Train staff and have clear communication about the additional procedures.



For premises where vaccination certificates are not used, consumers are not allowed to consume food and drink inside your premises. They must take food and drink away.



At RED, the maximum number of vaccinated people in a fixed space is 100 (excluding staff).

Where possible, consider airflow across the workspace, maximising airflow and directing it away from workers.

WORKPLACE 'GROUPS'

Workplace groups

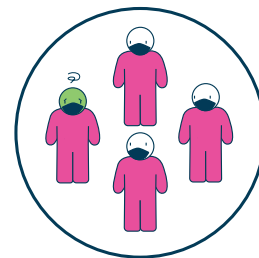
Workplace groups are groups or teams of workers that work together without physical contact with other workplace groups. This means that if a person in one group gets sick, it's only that group that will need to be quarantined and the other group(s) can continue working and your business won't need to shut down. Note: It's not compulsory for businesses to have workplace groups, but it is recommended.

- Think about how staff travel to work, to minimise the risk of exposure to COVID-19.
- Do not mix workplace groups.
- The size of a group will need to be determined by the business.
- If a case or suspected case arises, all workers in the group should be managed as specified in the [Guidelines for businesses and services](#).
- Keep records of who is in which group, so you can quickly contact the most 'at-risk' staff if someone becomes sick.
- Workplace supervisors should continuously monitor group arrangements.

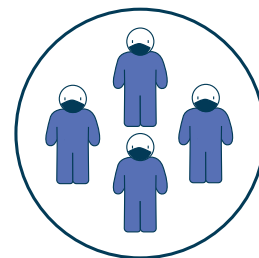
Home workplace groups

If you can operate your food business from home, you can use the above information to form workplace groups wherever practical.

WORKPLACE GROUP A



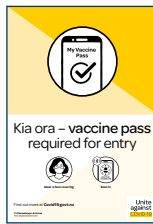
WORKPLACE GROUP B



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

CONTACTLESS PICK-UP AND DELIVERY

For premises where vaccination certificates are not used, customers can pay online, over the phone or in a contactless way to stop the spread of COVID-19.



Entering regulated premises

Customers that are not vaccinated cannot enter regulated premises that require vaccine certificates, unless they are doing contactless collection.

When operating with contactless delivery



Customers use paywave at the point of purchase (EFTPOS is ok but the machines need to be sanitised in between use).



Have hand sanitiser available for staff and customers.



The customer's order can be delivered to the car.



Place the food order on a counter or area for customers to pick up.



Let customers make and pay for their order over the phone or online via credit or debit, and be given an estimated pick up time.

CLEANING AND SANITISING

It is important to frequently clean and sanitise the ‘high-touch’ contact surfaces in your business to help stop the spread of COVID-19.

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 product and follow the instructions on the label.



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



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

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)



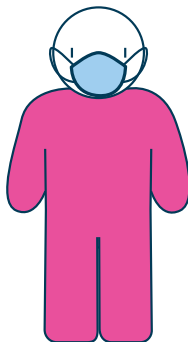
Masks

Masks must be worn only when staff are working with customers or clients on the premises of the food business. Masks are highly recommended for all other staff and customers who are 12 years or older.



Gloves

Gloves are not mandatory, but all staff must remember to wash and dry their hands thoroughly, regularly.

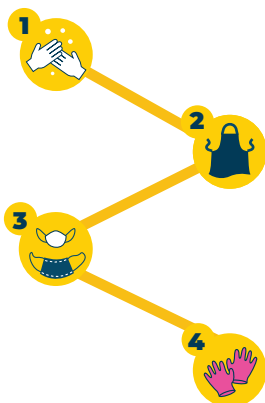


How do I use my mask?

- Put on mask with clean hands.
- Do not touch the mask whilst wearing it.
- Masks should be replaced immediately if these become inoperable, wet or contaminated.
- Wash hands after touching the mask.
- For up-to-date advice on wearing masks, see: [Face coverings](#).

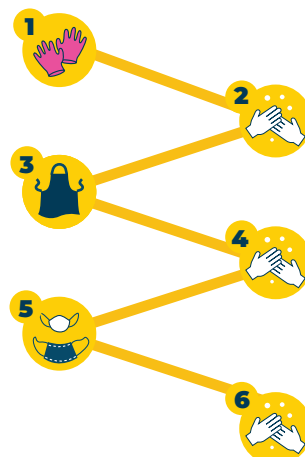
How do I use PPE?

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