



Trade Aid Store COVID-19 Policy

**Operating within the New Zealand COVID-19
Protection Framework**

January 2022

Introduction

Trade Aid is committed to providing a safe workplace for employees. One aspect of this commitment is to ensure that staff understand their responsibilities regarding Covid-19. This requires clear policy and health guidelines relating to social distancing, cleaning schedules, deliveries, and our day to day retail activities. Trade Aid encourages worker participation in ensuring all Health & Safety requirements are met.

The COVID-19 Protection Framework (CPF), also known as the traffic light system, will replace the Alert Level system on at 11.59pm on 2 December 2021. It introduces a new flexible 3-level approach to managing COVID-19 in the community. Trade Aid Shops can continue to operate under the CPF, at any level with appropriate measures in place. This guidance has been developed for Trade Aid Shops to help us to transition to and operate under CPF.

This policy outlines general operating guidelines under the new framework for each of the traffic light settings and acts as a guide to the Shop Trust and Shop Manager to implement their COVID-19 Safety plan. The Health and Safety of the Shop employees and volunteers is the responsibility of the Shop Trust and Shop Manager. Please ensure you use this policy as a guide to implement a safe environment for your workers, volunteers, customers and contractors.

COVID-19 safety plan for your shop

It is important to work on a safety plan with your shop employees to get their ideas and make sure it works for them. Worker participation and feedback is always welcomed and encouraged. Share the plan with everyone in your business. This will ensure that your employees understand how you intend to manage the risks of COVID-19 safely as you resume business activity. We recommend using a [template created by WorkSafe](#) as a place to start your safety plan.

Once you have put your safety plan into action, make any necessary changes to your shop and staffing arrangements. It's important to have a process in which you regularly review your plan and seek feedback from your workers to ensure it is being followed and assess how it's working.

Sources of Information

Sources of official health information

- Worksafe www.worksafe.govt.nz
- Unite against COVID-19 website www.covid19.govt.nz
- Business www.business.govt.nz
- Ministry of Health www.health.govt.nz
- World Health Organisation www.who.int

Covid-19 Protection Framework

The COVID-19 Protection Framework (traffic light system) introduces a new flexible 3-level approach to managing COVID-19 in the community.

The measures may be updated on the basis of:

- new scientific knowledge about COVID-19
- information about the effectiveness of intervention measures in New Zealand and elsewhere.

The Protection Framework may be applied at a town, city, and territorial local authority, regional or national level.

The traffic light system is as follows:

- **Green**
Green is when there are some COVID-19 cases in the community, and sporadic imported cases. Community transmission will be limited and COVID-19 hospitalisations will be at a manageable level. The health system will be ready to respond, including primary care, public health, and hospitals.
- **Orange**
At Orange, there will be increasing community transmission that is putting pressure on our health system. The whole of health system will focus its resources, but can continue to manage primary care, public health, and hospitals. There may also be an increasing risk for at-risk people.
- **Red**
At Red, action will need to be taken to protect both at-risk people and protect our health system from an unsustainable number of hospitalisations.

See <https://covid19.govt.nz/alert-levels-and-updates/covid-19-protection/> for a full breakdown on the COVID-19 Protection Framework.

Vaccinations

Vaccination is New Zealand's key tool in protecting people and minimising the spread of COVID-19, and central to the settings in the COVID Protection Framework. A fully vaccinated workforce will help keep workplaces safe from COVID-19 by minimising the opportunity for a worker to be infected outside the workplace, and to transmit the virus within the workplace if a worker does become infected. In addition, the severity of illness will be less and unlikely to require hospitalisation. Some businesses must implement mandatory vaccinations of their workforce. Businesses not subject to a government mandate will be able to carry out a risk assessment of the health and business consequences of COVID-19 for their business to determine if work at their business needs to be done by vaccinated people.

Trade Aid Shops are not subject to mandatory vaccination as a business, however Worksafe's risk assessment tool has been provided to Trade Aid Shop Trusts to help them determine if any work in their shop requires a vaccinated employee.

Trade Aid is strongly recommending that all employees are vaccinated and will provide support by offering time off and additional leave to recover from the vaccine where necessary. See General Operating Guidelines [#3.8 COVID-19 Vaccines](#) for more information.

COVID-19 Protection Framework (traffic lights)

The new framework provides a guide to protecting one another, keeping our health system running well and businesses open.

Factors for considering a shift between levels

- vaccination coverage;
- capacity of the health and disability system;
- testing, contact tracing and case management capacity; and
- the transmission of COVID-19 within the community, including its impact on key populations.

Decisions will also include other factors, including economic and social impacts and operational considerations.

Localised protections and lockdowns: can be used as part of the public health response, in addition to other measures, where necessary to protect affected communities.

My Vaccine Pass: the official record of your COVID-19 vaccination status for use in Aotearoa New Zealand.

You will be legally required to provide your Vaccine Pass to enter places that have vaccination requirements in place in order to operate under the current traffic light setting. This may include hospitality venues, events, gatherings, and gyms.

You cannot be asked to provide your Vaccine Pass to access basic needs services, including supermarkets, dairies, petrol stations, public transport, pharmacies and essential health care. This also applies to specific education and housing services.

GREEN	COVID-19 across New Zealand, including sporadic imported cases.	General settings <ul style="list-style-type: none"> • Record keeping/scanning required • Face coverings mandatory on flights 	<ul style="list-style-type: none"> • Public facilities (e.g. libraries, museums, public pools) – open • Retail (including farmers markets) – open 	<ul style="list-style-type: none"> • Workplaces – open • Education (schools, ECE, tertiary) – open
	Limited community transmission.	No limits if My Vaccine Pass is used for: <ul style="list-style-type: none"> • Hospitality (e.g. cafes, restaurants, bars) • Gatherings at your home • Other gatherings (e.g. weddings, tangihanga, places of worship, marae, social sports) 	<ul style="list-style-type: none"> • Events (indoor/outdoor, e.g. concerts, cinemas) • Close-proximity businesses (e.g. hairdressers, beauty salons) • Outdoor community events (e.g. a community fair) • Gyms 	
	COVID-19 hospitalisations are at a manageable level.	If My Vaccine Pass is not used, the following restrictions apply: <ul style="list-style-type: none"> • Hospitality (e.g. cafes, restaurants, bars) – up to 100 people, based on 1m distancing, seated and separated • Gatherings at your home – up to 100 people • Other gatherings (e.g. weddings, tangihanga, places of worship, marae, social sports) – up to 100 people, based on 1m distancing 	<ul style="list-style-type: none"> • Events (indoor/outdoor, e.g. concerts, cinemas) – up to 100 people based on 1m distancing, seated and separated for service of food and drink • Close-proximity businesses (e.g. hairdressers, beauty salons) – face coverings for staff, 1m distancing between customers 	<ul style="list-style-type: none"> • Outdoor community events (with uncontrolled access, e.g. a public parade) – up to 100 people, based on 1m distancing • Gyms – up to 100 people, based on 1m distancing
ORANGE	Whole of health system is ready to respond – primary care, public health, and hospitals.	General settings <ul style="list-style-type: none"> • Record keeping/scanning required • Face coverings mandatory in some places (e.g. on flights, public transport, taxis, retail, public facilities) and encouraged elsewhere 	<ul style="list-style-type: none"> • Public facilities (e.g. libraries, museums, public pools) – open with capacity limits based on 1m distancing • Retail (including farmers markets) – open with capacity limits based on 1m distancing 	<ul style="list-style-type: none"> • Workplaces – open • Education (schools, ECE, tertiary) – open with public health measures in place
	Community transmission with pressure on health system.	No limits if My Vaccine Pass is used for: <ul style="list-style-type: none"> • Hospitality (e.g. cafes, restaurants, bars) • Gatherings at your home 	<ul style="list-style-type: none"> • Other gatherings (e.g. weddings, tangihanga, places of worship, marae, social sports) • Events (indoor/outdoor, e.g. concerts, cinemas) 	<ul style="list-style-type: none"> • Close-proximity businesses (e.g. hairdressers, beauty salons) • Outdoor community events (e.g. a community fair) • Gyms
	Whole of health system is focusing resources but can manage – primary care, public health, and hospitals.	If My Vaccine Pass is not used, the following restrictions apply: <ul style="list-style-type: none"> • Hospitality (e.g. cafes, restaurants, bars) – contactless only • Gatherings at your home – up to 50 people • Other gatherings (e.g. weddings, tangihanga, places of worship, marae, social sports) – up to 50 people, based on 1m distancing 	<ul style="list-style-type: none"> • Close-proximity businesses (e.g. hairdressers, beauty salons), events (indoor/outdoor, e.g. concerts, cinemas) and gyms are not able to operate 	<ul style="list-style-type: none"> • Outdoor community events (with uncontrolled access, e.g. a public parade) – up to 50 people, based on 1m distancing
RED	Increasing risk to at-risk populations.	General settings <ul style="list-style-type: none"> • Record keeping/scanning required • Face coverings mandatory in some places (e.g. on flights, public transport, taxis, retail, education (Year 4 and up, including tertiary), public facilities) and encouraged elsewhere 	<ul style="list-style-type: none"> • Public facilities (e.g. libraries, museums, public pools) – open with capacity limits based on 1m distancing • Retail (including farmers markets) – open with capacity limits based on 1m distancing 	<ul style="list-style-type: none"> • Education (schools & ECE) – open with public health measures in place • Workplaces – working from home may be appropriate for some staff
	Action needed to protect health system – system facing unsustainable number of hospitalisations.	With My Vaccine Pass, the following restrictions apply: <ul style="list-style-type: none"> • Hospitality (e.g. cafes, restaurants, bars) – up to 100 people, based on 1m distancing, seated and separated • Gatherings at your home – up to 100 people • Other gatherings (e.g. weddings, tangihanga, places of worship, marae, social sports) – up to 100 people, based on 1m distancing 	<ul style="list-style-type: none"> • Gyms – up to 100 people, based on 1m distancing • Events (indoor/outdoor, e.g. concerts, cinemas) – up to 100 people based on 1m distancing, seated and separated for service of food and drink • Close-proximity businesses (e.g. hairdressers, beauty salons) – public health requirements in place 	<ul style="list-style-type: none"> • Outdoor community events (e.g. a community fair) – up to 100 people, based on 1m distancing • Tertiary education – open onsite with capacity limits based on 1m distancing
	Action needed to protect at-risk populations.	If My Vaccine Pass is not used, the following restrictions apply: <ul style="list-style-type: none"> • Hospitality (e.g. cafes, restaurants, bars) – contactless only • Gatherings at your home – up to 25 people • Other gatherings (e.g. weddings, tangihanga, places of worship, marae, social sports) – up to 25 people, based on 1m distancing 	<ul style="list-style-type: none"> • Close-proximity businesses (e.g. hairdressers, beauty salons), events (indoor/outdoor, e.g. concerts, cinemas) and gyms are not able to operate • Tertiary education – distance learning only 	<ul style="list-style-type: none"> • Outdoor community events (with uncontrolled access, e.g. a public parade) – up to 25 people, based on 1m distancing

Operating at Green

At Green, all retail businesses can operate if they can do so safely. Retail is not required to use My Vaccine Passes. Retail may open without number limits.

The information below will help guide you with your Green traffic light Safety Plan.

For your shop

- Display NZ COVID Tracer app QR codes at the entry to your shop and in other highly visible and accessible locations such as your POS or customer service counter
- Have an alternative ballot box contract tracing system (see [here](#) for further information around collecting and holding private customers information.)
- Have a sanitizing station with good supplies of sanitizer available for staff and customers
- Have a regular cleaning schedule in place for 'high touch' objects and surfaces that are used by many people – door handles, EFTPOS machines, etc
- You must use a Contractor/Visitor sign in sheet
- Ask anyone who has cold, flu or COVID-19 symptoms not to enter your workplace.
- There are no requirements for physical distancing at Green, but the more space there is between people, the harder it is for COVID-19 and other viruses like the flu to spread. You can help reduce the risk of COVID-19 through physical distancing.
- Customer face coverings are not required (the general view is that they are recommended for indoors but not mandated).
- Follow all other health and safety obligations.

Signage in shop

- Display NZ COVID Tracer app QR codes
- Please wear a mask signage
- Sanitise on your way in and out posters
- Protect yourselves and others poster on door
- Ballot box alternative tracing system privacy statement
- Display signs at entrances to let people know they should not enter if they feel unwell.

For your team

- Face coverings are not required, but are recommended for indoors
- Keep contact tracing records for workers, contractors, and volunteers, no matter how long they are there for
- Keep good stocks of soap and paper towels available in bathroom
- Have a team/staff briefing regularly which includes – Encouraging the team to stay home if they're sick and seek advice from Healthline or their doctor about a COVID-19 test
- Encourage team to have their Bluetooth turned on
- Encouraging workers to keep up good hygiene practices by: washing their hands, coughing and sneezing into their elbow, keeping shared surfaces clean, avoiding sharing tools or personal objects. If workers do share objects, clean or sanitise between uses.
- Provide sanitisers for all workers and handwashing facilities
- Regularly clean and disinfect shared spaces
- Put up posters encouraging good hygiene and protecting yourself against COVID-19

For people leaders and managers

- Implement your COVID-19 Safety plan for Green
- Have systems in place to support contract tracing in your workplace
- Have policies in place to support sick team members to stay home

Events held in store or staff events

Gatherings can go ahead at Green, with and without My Vaccine Pass requirements, but with different restrictions for each.

With My Vaccine Pass

If a gathering chooses to follow My Vaccine Pass requirements, only people with My Vaccine Pass are allowed to be there.

- There is no limit to the number of people who can attend.

This applies to gatherings at your home, and gatherings at other venues. This also applies to both indoor and outdoor venues.

Children under the age of 12 years and 3 months do not need to provide a My Vaccine Pass to enter places with a vaccination requirement.

Without My Vaccine Pass

If a venue for a gathering chooses not to operate with vaccine pass requirements:

- At a gathering at your home, there can be up to 100 people.
- At gatherings held at other venues, there can be up to 100 people based on 1-metre physical distancing in a single defined space at the venue at any time.

They can be a mix of people with and without My Vaccine Pass. The limit applies to both indoor and outdoor venues. It includes children under 12, but does not include staff.

Before planning an event please read further here - <https://covid19.govt.nz/traffic-lights/life-at-green/gatherings-and-visits-at-green/public-and-private-gatherings-at-green/>

There is signage which can be used for your event depending if you are operating an event with vaccine passes. These can be accessed by your Shop Manager on the S Drive. S:\Managers Manual\Health and Safety\COVID 19\Signs and Posters

Operating at Orange

At Orange businesses can operate if they're able to do so safely. Retail is not required to use My Vaccine Passes. Retail may open with capacity limits based on 1m distancing (not including workers). Face coverings are mandatory (unless a person is exempt).

The information below will help guide you with your Orange Safety Plan.

For your shop

- Display NZ COVID Tracer app QR codes at the entry to your shop and in other highly visible and accessible locations such as your POS or customer service counter
- Have an alternative ballot box contract tracing system (see [here](#) for further information around collecting and holding private customers information.)
- It is mandatory for all staff, volunteers and customers to wear masks in the store (unless they have a mask exemption).
- Ask anyone who has cold, flu or COVID-19 symptoms not to enter your workplace.
- Keep workers 1m apart
- Your shop capacity is capped at the number you can have safely inside your shop while keeping customers 1m apart. Retail business should manage customer entry and exit to achieve a 1m physical distancing.
- Reduce the number of shared surfaces, and regularly disinfect them.
- Have a sanitizing station with good supplies of sanitizer available for staff and customers
- Have a regular cleaning schedule in place for 'high touch' objects and surfaces that are used by many people – door handles, EFTPOS machines, etc.
- Mark out safe physical distancing spaces, particularly around service desks.
- A 'one way' system around the store (marked out with signs or tape on the floor) might help people maintain distancing if aisles are too narrow.
- Only have one person behind the counter or change workflows so staff can stay away from each other while working.
- Include regular reminders about physical distancing with signage throughout store
- You must use a Contractor/Visitor sign in sheet
- Follow all other health and safety obligations.

Signage in shop

- Display NZ COVID Tracer app QR codes
- Please wear a mask signage
- Sanitise on your way in and out posters
- Protect yourselves and others poster on door
- Ballot box alternative tracing system privacy statement
- Social distancing signage
- Social distancing floor markings

For your team

- Keep contact tracing records for workers, contractors, and volunteers, no matter how long they are there for
- It is mandatory for all staff, volunteers and customers to wear masks in the store (unless they are exempt)
- Celebrations and shared morning teas - as an organisation we want to be able to continue celebrations while operating at orange but we are asking everyone to get a little creative in this space and be accountable for any celebrations that you may wish hold. Here's some suggestions for celebrating safely:

- Have one person serving the food.
 - Ensure 1 metre distancing can be achieved. If this is not possible spread the celebration out into several rooms or take the celebration outside.
 - Avoid celebrations where everyone brings a plate and creates a buffet style celebration as this can increase the risk of COVID-19 transmission.
 - Where possible provide individual servings or packets of food.
- Keep workers 1m apart
 - Keep good stocks of soap and paper towels available in bathroom
 - Have a team/staff briefing regularly which includes – Encouraging the team to stay home if they're sick and seek advice from Healthline or their doctor about a COVID-19 test. Talk with your workers about how you will keep them and others safe from exposure to COVID-19.
 - Ask everyone — workers, contractors and customers — with cold or flu-like symptoms to stay away from your premises.
 - Encourage team to have their Bluetooth turned on
 - Encouraging hand hygiene
 - Magazine, newspapers removed from staff area
 - Chairs in communal areas spaced apart for social distancing
 - Sanitising stations and hand washing posters up
 - Protect yourself against COVID-19 posters up

For people leaders and managers

- Implement your COVID-19 Safety plan for Orange.
- Have systems in place to support contact tracing in your workplace
- Have policies in place to support sick team members to stay home

Events held in store or staff events

Gatherings can go ahead at Orange, with and without My Vaccine Pass requirements, but with different restrictions for each.

With My Vaccine Pass

If a gathering chooses to follow My Vaccine Pass requirements, only people with a My Vaccine Pass are allowed to be there. Children under the age of 12 years and 3 months do not need to provide a My Vaccine Pass to enter places with a vaccination requirement.

You will be asked to show your My Vaccine Pass when you are at the venue. There is no limit to how many people can be at the venue.

Without My Vaccine Pass

If a venue for a gathering chooses not to follow My Vaccine Pass requirements:

- At a gathering at your home, there can be up to 50 people.
- At gatherings held at other venues, there can be up to 50 people based on 1-metre physical distancing in a single defined space at the venue at any time.

They can be a mix of people with and without My Vaccine Pass. The limit applies to both indoor and outdoor venues.

Before planning an event please read further here - <https://covid19.govt.nz/traffic-lights/life-at-orange/gatherings-and-visits-at-orange/public-and-private-gatherings-at-orange/>

There is signage which can be used for your event depending if you are operating an event with vaccine passes. These can be accessed by your Shop Manager on the S Drive. S:\Managers Manual\Health and Safety\COVID 19\Signs and Posters

Operating at Red

At Red businesses can operate if they're able to do so safely. Retail is not required to use My Vaccine Passes. Retail may open with capacity limits based on 1m distancing (not including workers). Face coverings are mandatory (unless a person is exempt).

The information below will help guide you with your Red Safety Plan.

For your shop

- Display NZ COVID Tracer app QR codes at the entry to your shop and in other highly visible and accessible locations such as your POS or customer service counter
- Have an alternative ballot box contract tracing system (see [here](#) for further information around collecting and holding private customers information.)
- It is mandatory for all staff, volunteers and customers to wear masks in the store (unless they are exempt).
- Ask anyone who has cold, flu or COVID-19 symptoms not to enter your workplace.
- Keep workers 1m apart
- Your shop capacity is capped at the number you can have safely inside your shop while keeping customers 1m apart. Retail business should manage customer entry and exit to achieve a 1m physical distancing.
- Reduce the number of shared surfaces, and regularly disinfect them.
- Have a sanitizing station with good supplies of sanitizer available for staff and customers
- Have a regular cleaning schedule in place for 'high touch' objects and surfaces that are used by many people – door handles, EFTPOS machines, etc.
- Mark out safe physical distancing spaces, particularly around service desks.
- A 'one way' system around the store (marked out with signs or tape on the floor) might help people maintain distancing if aisles are too narrow.
- Only have one person behind the counter or change workflows so staff can stay away from each other while working.
- Include regular reminders about physical distancing with signage throughout store
- You must use a Contractor/Visitor sign in sheet
- Follow all other health and safety obligations.

Signage in shop

- Display NZ COVID Tracer app QR codes
- Please wear a mask signage
- Sanitise on your way in and out posters
- Protect yourselves and others poster on door
- Ballot box alternative tracing system privacy statement
- Social distancing signage
- Social distancing floor markings

For your team

- Keep contact tracing records for workers, contractors, and volunteers, no matter how long they are there for
- It is mandatory for all staff, volunteers and customers to wear masks in the store (unless they are exempt)
- Keep workers 1m apart
- Keep good stocks of soap and paper towels available in bathroom
- Celebrations and shared morning teas - Morning teas and celebrations should be avoided while operating at red.

- Have a team/staff briefing regularly which includes – Encouraging the team to stay home if they're sick and seek advice from Healthline or their doctor about a COVID-19 test. Talk with your workers about how you will keep them and others safe from exposure to COVID-19.
- Ask everyone — workers, contractors and customers — with cold or flu-like symptoms to stay away from your premises.
- Encourage team to have their Bluetooth turned on
- Encouraging hand hygiene
- Magazine, newspapers removed from staff area
- Chairs in communal areas spaced apart for social distancing
- Sanitising stations and hand washing posters up
- Protect yourself against COVID-19 posters up

For people leaders and managers

- Implement your COVID-19 Safety plan for Red.
- Have systems in place to support contact tracing in your workplace
- Have policies in place to support sick team members to stay home

Events held in store or staff events

Gatherings can go ahead at Red, with and without My Vaccine Pass requirements, but with different restrictions for each.

With My Vaccine Pass

If a gathering chooses to follow My Vaccine Pass requirements, only people with My Vaccine Pass are allowed to be there. Children under the age of 12 years and 3 months do not need to provide a My Vaccine Pass to enter places with a vaccination requirement.

- At a gathering at your home or private dwelling, there can be up to 100 people.
- At gatherings held at other venues, there can be up to 100 people based on 1-metre physical distancing in a single defined space at the venue at any time.

The limit applies to both indoor and outdoor venues.

Without My Vaccine Pass

If a venue for a gathering chooses not to operate with vaccine pass requirements:

- at a gathering at your home, there can be up to 25 people.
- at gatherings held at other venues, there can be up to 25 people based on 1-metre physical distancing in a single defined space at the venue at any time.

They can be a mix of people with and without My Vaccine Pass. The limit applies to both indoor and outdoor venues.

Before planning an event please read further here - <https://covid19.govt.nz/traffic-lights/life-at-red/gatherings-and-visits-at-red/public-and-private-gatherings-at-red/>

There is signage which can be used for your event depending if you are operating an event with vaccine passes. These can be accessed by your Shop Manager on the S Drive. S:\Managers Manual\Health and Safety\COVID 19\Signs and Posters

General Operating Guidelines

Staff working arrangements

You will need to put in place all the necessary health and safety precautions to operate on site for each of the traffic light settings using this policy, your safety plan and the sources of information listed on p.2. The expectation is that all staff except those in the vulnerable category outlined below will be able to work whilst adhering to all health and safety and legal requirements outlined under each level. If there are circumstances preventing any staff member from working on site this should be discussed with your Trust and the National Retail Manager and alternative working arrangements agreed.

Vulnerable or at risk people

People at higher-risk of severe illness from COVID-19 (e.g. those with diagnosed underlying medical conditions, or pregnant women) are encouraged to take additional precautions. A list of at risk people can found [here](#)

If you have paid staff fitting this category then please discuss options with your Trust and the National Retail Manager.

Volunteers

Shop Trusts will complete a risk assessment for their store, this will guide your stores decision on during which/or all traffic lights volunteers are able to work in store. All physical distancing, hygiene measures and measures for those at risk/ vulnerable categories also apply to volunteers. This may also mean reduced numbers of volunteers will be allowed on site.

Contractors and Visitors

All contractors and visitors will be required to sign in for contact tracing purposes.

Looking after your Customers

Along with our staff and volunteers, the wellbeing and safety of our customers is paramount. Ensure you follow all of the procedures and processes that have been put in place that are relevant to each traffic light to keep our staff and customers safe. These include:

- Ensure your safety plan for each traffic light is current and ready to roll out as required
- Ensuring physical distancing is possible within your store and that all signage is in place as appropriate for each traffic light
- Cleaning and sanitising processes are in place
- Make sure the flow and layout of your store allows for physical distancing of 1 metres at all traffic lights – keeping in mind this mandatory during Orange and Red
- Have your floor markings laid out to ensure social distancing during Orange and Red
- Use contactless payment where possible
- Provide your customers with all information needed to make these processes and expectations easy
- Make sure all contractors and staff fill out the sign in and out forms as required

Shop capacity limits:

The number of people allowed at a retail outlet depends on how large the premises is. It is the responsibility of the business to ensure it complies with capacity limits based on its defined space and 1-metre physical distancing.

- The simplest way to find out this number is take the sqm measurement of your store and divide it by 2. This tells you the maximum number of people allowed in your store (not including staff). E.g: a 30sqm store = 15 people.
- If you have a small store and it is likely you will reach your capacity, please ensure you have up your capacity limit sign in your window or door.

Mask Use

Mask use is mandatory at traffic lights Orange and Red and encouraged indoors in Green. Please see the COVID-19 Government website for guidance on face coverings – <https://covid19.govt.nz/health-and-wellbeing/protect-yourself-and-others/wear-a-face-covering/>

Mask exemptions:***For customers:***

- It is mandatory at the Orange and Red Alert Level to wear a face mask inside a retail business. We also know that some people who have a disability or health condition may not be able to wear a face mask. It is reasonable for you to approach a customer and ask if they are able to wear a mask or if they are exempt from having to wear a mask (keep in mind however that mask exemption cards are not mandatory). It is inappropriate to enquire about the nature of a disability or condition.
- Only customers aged 12 years or older are required to wear a face covering.
- Be kind and respectful of privacy when approaching a customer who isn't wearing a face covering. While it's not always obvious why a face covering is unsuitable, it's inappropriate to enquire about the nature of a person's disability or condition.
- Businesses and services do not need to stop people without face coverings from entering their premises.
- Businesses may wish to require face coverings at their premises. They need to take care when doing so, to ensure they do not discriminate against people with disabilities that prevent them from wearing a face mask.
- Face coverings are just one of the tools we have for helping to stop the spread of COVID-19. When a face covering is unsuitable for one of your customers, it is always important to enable other good health, hygiene and safety practices at your place of business to help keep your workers and customers safe. This includes displaying the official QR codes for people to scan in and encourage physical distancing where possible.

Your Staff and Volunteers:

- Some customers and visitors may not feel comfortable if workers are not wearing a face covering. We recommend asking staff or volunteers with mask exemptions to wear their exemption card, please also use the signage previously provided.

- Some workers may have personal reasons for not wearing a face covering, for example they have a beard that prevents one from being worn. There is no exemption for face covering requirements for personal reasons.
- Businesses may also have policies on face coverings to meet obligations under the Health and Safety at Work Act. In these cases, workers may need to wear face coverings, even if they ordinarily wouldn't under the Public Health Order.
- If you have staff or volunteers who can't wear a mask due to a disability or health condition, there are face shields which may be a more usable option you could discuss with any staff or volunteers with a mask exemption.
- If you have staff or volunteers who cannot wear a mask or face shield, you still have obligations under the Health and Safety at Work Act to ensure their safety, so please ensure you have other measures in place to keep them safe –consider and detail this in your COVID-19 Safety plan for your store.

Record keeping

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

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

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

Your system for recording customers and visitors can include:

- asking people to scan in using the NZ COVID Tracer app
- recording your customers' and visitors' details manually
- providing paper forms for customers and visitors to fill in with their details and place in a collection box

General Hygiene and Social Distancing

- Please be mindful of physical distancing requirements.
- All staff are required to sanitise and sign in on entering and exiting the building.
- Staff only are permitted to use amenities. Delivery drivers are not permitted to use amenities.
- Please adhere to signs and notices provided.
- There are also general hygiene and cleaning protocols in place for the shop area which is covered under Cleaning requirements
- Avoid touching your face
- Cough or sneeze into your elbow or use a tissue
- Stay home if you are sick.
- Get yourself tested for COVID 19 if you are presenting with symptoms. Symptoms are defined by the Ministry of Health (MOH) as:
 - a cough
 - a high temperature (at least 38°C)
 - shortness of breath.
 - sore throat
 - sneezing and runny nose
 - temporary loss of smell

- You can read the full list of symptoms [here](#)
- Regularly wash hands following MOH guidelines for hand washing as outlined below



Bathroom Facilities

Please ensure you clean your bathroom facilities regularly and ensure there is soap, sanitiser and clean towels or paper towels available at all times.

Communal Staff Areas

- Ensure that social distancing is observed in any communal staff areas as required during each Alert Level
- Everyone should wash and sanitise hands their before and after eating.
- All shared cups, plates and cutlery should be cleaned thoroughly.
- Cleaning brushes should be regularly cleaned.

Meetings

Required Physical distancing for the appropriate traffic light must also be maintained if you hold any meetings. Shared equipment such as key boards, remote controls etc. should be cleaned and sanitized after use.

Where physical distancing is not possible meetings should be conducted remotely using Zoom or Skype.

Cleaning Requirements

You will need to instigate a regular cleaning regime in an attempt to further minimize any chances of transmitting the Covid-19 virus. Use the cleaning checklist outlining items which need to be included in your cleaning, you will need to adapt this further for your shop. All items will be cleaned when entering the shop, with items that are in use to be also cleaned after breaks. (i.e., twice in a 3 hour shift.).

Please refer to the cleaning record checklist you have been provided with and adapt it for use in your Shop.

Helpful Hints before Starting Your Day

Here are some things to keep in mind at the start of your day:

- Has the previous end of day sanitising and cleaning been completed?
- Are there appropriate stocks of PPE, Sanitiser and Cleaning Chemicals on site?
- Is your QR code visible and your ballot box in place for signing in?
- If required for the traffic light are signage and floor markings still in the correct place?
- Check in with other staff about how well protocols were followed from the previous day

Managing Suspected Cases of COVID-19

Below is the protocol for managing suspected cases of COVID-19 for staff members at work and cases not at work. It is really important that all suspected cases are taken seriously and communicated by the staff member to the Shop Manager and Trust H&S representative, along with the Shop Retail Manager or Trust Liaison at Trade Aid Importers.

Protocol for managing suspected cases of COVID-19 at work

If an employee, customer or visitor becomes a confirmed or probable COVID-19 case, and has been at your workplace while potentially infectious, there are standard processes that will be followed. You may be told by an employee directly, or notified by the local Public Health Unit (PHU) and then you should:

- inform any Health and Safety Managers within the organisation; they are usually the best people to have contact with the PHU
- isolate spaces that this person may have spent significant time in and ensure cleaning is undertaken before they are able to be used (see [General cleaning](#) for more information)
- specific or additional advice will be given by public health officials of any cleaning requirements based on the extent of exposure
- assist as required with the PHU's [contact tracing process](#) and support any staff identified as a contact of a confirmed case who needs to [self-isolate](#) or [stay at home](#)
- follow PHU advice on communication with your [employees](#) and [customers](#)
- consider store or site closure – this decision should be made on the advice of a public health official based on information on the extent of the exposure
- follow PHU advice on any additional requirements that are specific to your type of business.

Remember, at any time, an employee who feels unwell with symptoms of COVID-19 should be encouraged to go home and to seek help by calling their GP (doctor) or call Healthline, for free, on [0800 358 5453](tel:08003585453).

COVID-19 Testing and Return to Work Process for Staff

Testing

If you have been tested for COVID-19 follow advice from testing staff. They will tell you what to do next and if you need to self-isolate while you wait for your test results. Always stay home if you are feeling unwell or have symptoms of COVID-19. Contact your Shop Manager, Trust and the Shop Retail Manager or Trust Liaison at Trade Aid Importers to keep them updated.

What is the process if the result is positive?

If you test positive, the Ministry of Health and your local public health unit will call you to discuss your results. They will advise you what to do next. Contact your Shop Manager, Trust and the Shop Retail Manager or Trust Liaison at Trade Aid Importers to keep them updated.

COVID-19 Leave Support Scheme

If you need to self-isolate and you cannot work from home, your employer can apply for the COVID-19 Leave Support Scheme. The scheme means employees and self-employed people receive an income if they cannot work from home while they're self-isolating. This includes employees on casual contracts.

What happens if the result is negative?

If the result is negative the staff member will generally be notified by text or email. If the staff member is without symptoms by the time they receive the results they can return to work immediately. However if the staff member is still presenting with symptoms they should remain at home for at least another 48 hours or until they are symptom free as they may be carrying another virus like influenza.

My COVID test is negative but I am still displaying symptoms such as sneezing, runny nose, cough etc.

- Anyone who has returned a negative test but is still displaying symptoms should not come to work until 48hrs after their symptoms have cleared as you may be displaying symptoms of another virus such as influenza or the common cold. Where people return to work symptomatic there is a possibility of transmitting a virus to someone else and it can lead to other people in your department or in the building taking time off to be tested for COVID-19.
- **My partner, child or other household member is waiting on a COVID test result. Should I come to work?**
No. Please stay home and isolate if anyone in your household is waiting on a COVID test result. If you are able to work from home, please do so. If you are in a role where you are unable to work from home you will continue to be paid as normal. If the person in your household returns a positive test result please follow all Public Health Unit (PHU) advice and please stay in regular communication with your Manager during this time.

Protocol if you have been at an identified Location of Interest

Locations of interest for people who may be contacts of COVID-19 cases in the community. Contacts who attended one of the locations in New Zealand during the relevant timeframes are asked to

follow the directions below. Depending on the circumstances, you're considered a contact if you were at a location of interest at the same time. There are different levels of contact — the Ministry of Health lists locations of interest and has advice on what you need to do if you are a contact.

<https://www.health.govt.nz/our-work/diseases-and-conditions/covid-19-novel-coronavirus/covid-19-health-advice-public/contact-tracing-covid-19/covid-19-contact-tracing-locations-interest>

If you are a contact - what you need to do

For contact tracing purposes, anyone who attended one of the locations listed during the relevant timeframes is considered to be a contact. Please check:

- The full location and address details
- Date and the relevant times
- The instructions on 'what to do'
- Still unsure? Contact Healthline for advice on [0800 358 5453](tel:08003585453).

Communication with your Trust, Shop Manager and Trade Aid Importers

If you have been in an identified location of interest follow all of the guidelines outlined by the Ministry of Health. In addition to this please contact your Shop Manager, Trust and the Shop Retail Manager or Trust Liaison at Trade Aid Importers to keep them updated.

Travel and Transport

Commuting to work

Minimise exposure during commute by practising physical distancing, mask wearing and good hygiene on public transport. Follow Government advice for public transport requirements [here](#).

Visiting external sites

All sites visited should have formal health and safety and public health plans in place. The plans should also be consistent with your Shop plan. For example, hand sanitiser or other appropriate PPE should be available and used, a contact tracing plan should also be in place.

COVID-19 Vaccines - Covid-19 Vaccinations and Business Responsibility

Am I allowed time off during work hours to be vaccinated?

Yes. All staff will be allowed to access vaccination during work hours without using annual leave or losing pay.

Can I return to work straight after being vaccinated?

Yes you can return to work after being vaccinated. If you develop any side effects or begin to feel unwell please advise your Manager, especially if you are in a safety sensitive role such as forklift or machinery operation.

If I feel unwell after receiving the vaccination and require some time off to recover do I need to use my annual leave or sick leave?

Staff can apply to their Manager for additional leave where required and will not be asked to use their sick leave or annual leave. Approval of additional leave is at the discretion of the Manager.

If I travel internationally for personal reasons and contract COVID-19 will I be required to use sick leave or annual leave while isolating and recovering?

Yes. All international travel carried out for personal reasons is done at the risk of the individual.

I am concerned that other workers are choosing not to be vaccinated

Generally workers do not need to disclose whether they are vaccinated or not. It is a personal choice. Employees cannot be redeployed or disadvantaged for refusing to disclose their vaccination status, unless particular work cannot be done by unvaccinated employee, for instance International travel.

I am concerned that there is misinformation about the vaccine in the workplace

Trade Aid will only provide guidance to employees about the vaccine using information sourced from official Government websites and resources.

Where can I find more information about the vaccination process and employment rights?

For more information please visit:

www.employment.govt.nz

www.health.govt.nz

medsafe.govt

<https://covid19.govt.nz/covid-19-vaccines/how-to-get-a-covid-19-vaccination/>

I have other concerns about the vaccine that have not been addressed by this FAQ

If you have any other questions or concerns please bring these to the attention of your Manager or Health and Safety Representative.

Wellbeing

We understand that anxiety and stress levels may be higher than normal for many people during COVID-19 and for that reason we want to reassure everyone that staff wellbeing is also a priority for Trade Aid.

There are tools and resources available to all staff during this time if they need some additional help or support. Below is a list of some of those support tools Trade Aid has in place for staff.

Employee Assistance Programme (EAP)

Employee Assistance Program (EAP) is a confidential counselling service offered by employers to their employees to support their well-being in the workplace and in their personal lives. Trade Aid is signed up to EAP and offers this service to its staff. If you would like to contact EAP, the details are below.

Website: <https://www.eapservices.co.nz/>

Phone: 0800 327 669

Be kind

During these times being kind has never been so important. Remember to look out for your team mates and check in on each other now and then.

Your Shop

Don't forget to think of ways you can continue to utilise the existing wellbeing activities you have in place with your staff and volunteers, be it social gatherings or just taking the time to pick up the phone and check in.

Additional wellbeing resources

<https://covid19.govt.nz/health-and-wellbeing/mental-wellbeing/free-tools-resources-and-apps/>

Appendix 1

Printable Posters and Signage for your Shop

All Trade Aid shops have been provided with signage for their stores, you can find all of the Government provided signage here: <https://covid19.govt.nz/posters/>

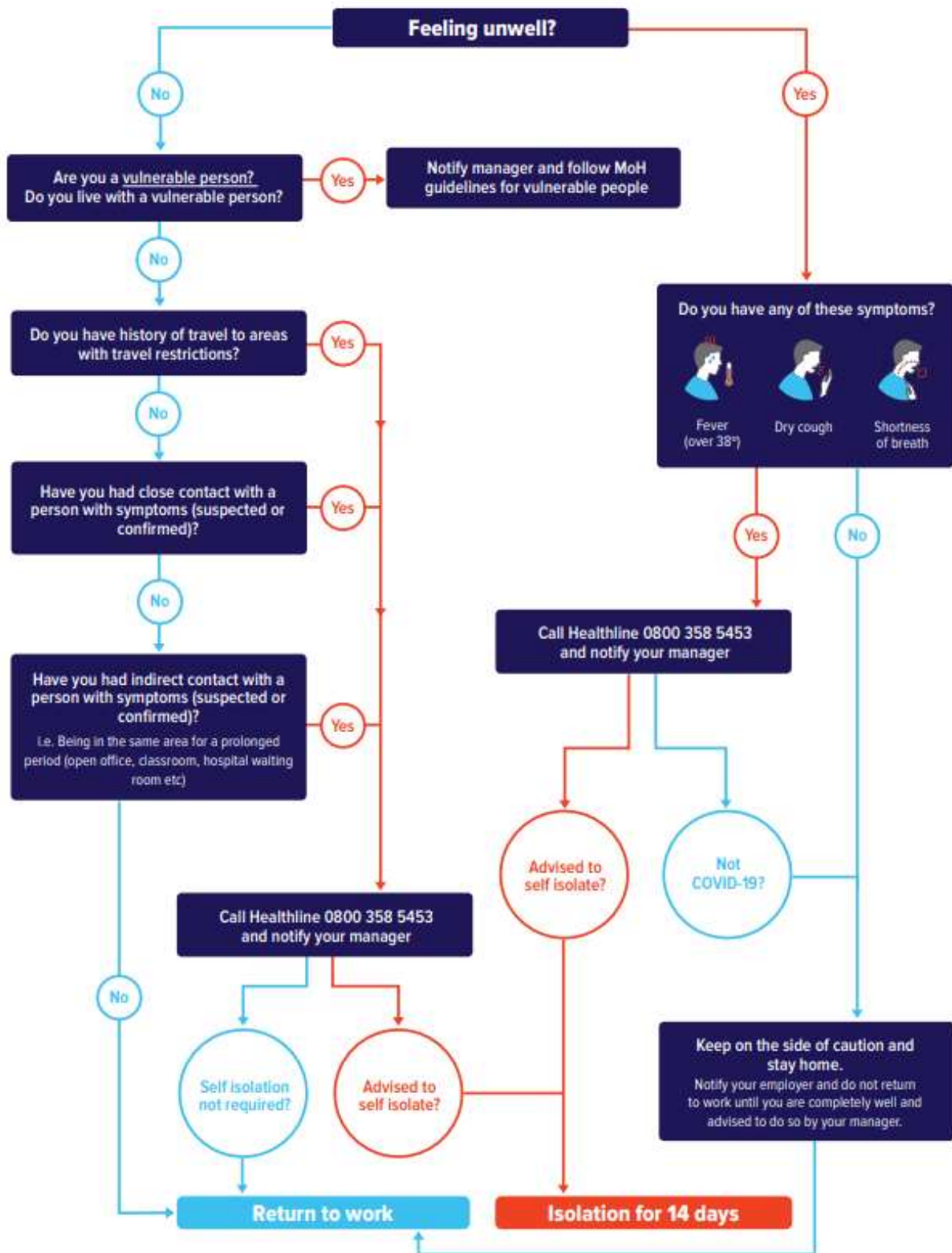
Privacy Statement for Contact tracing ballot box

This information is being collected to assist in the management of COVID-19. It will be given to the Ministry of Health and/or the District Health Board on request if it is required for contact tracing purposes. We will not use it for any other purpose, and will destroy it after 30 days.

It will be kept here at [name of the establishment].

You have a right to access and correct any information we hold about you.

Appendix 2



Appendix 3

Information on your Cleaning and PPE Pack

This pack is sourced from Trade Aid Importers.

THIS PACK CONTAINS

2 X Impress Cleaner/ Sanitiser with concentrated chemical
2 x Gelex Hand Sanitisers
Safety data sheets for the Gelex and Impress
1 x Box of gloves

PREPARING THE IMPRESS

The bottles you have received contain concentrated Impress. All you need to do is top up the bottles with **cold** water to the 1 litre mark. Keep the tap turned on low as it will foam as you fill. Please wear gloves when preparing the cleaning chemical. We taped up the neck of the bottles in case of leakage during transport so just remove the tape before you fill.



USING IMPRESS

- Please use gloves
- Just spray and wipe away with a clean wet cloth. The chemical does not need to be left on the surface for a contact period to be effective.

SAFETY DATA SHEETS

Also included in the pack is safety data sheets for the Impress and Gelex sanitiser which outlines measures for storage and handling and safety precautions. Please keep on file.

Appendix 4

Shop Cleaning record.

We will be implementing a regular cleaning regime in an attempt to further minimize any chances of transmitting the Covid-19 virus. The following items have been included in the regime. All items will be cleaned when entering the shop, with items that are in use to be also cleaned after break. (ie, twice in a 3 hour shift.)

Additionally the display table at the door will be cleaned after every after each transaction.

Cleaning completed by:	Date:	Time:	Access Key	Door handles	Fridge handle	Bathroom	Kitchen	Computers	Vacuum cleaner	Flag	Eftpos handset	Phones	Counter	Display table	Flag			