

FLOORING NZ STAKEHOLDER UPDATE

STAKEHOLDER UPDATE

Dear FloorNZ Member

As we discussed in the update this morning we contacted MBIE to gain further clarity around what is acceptable in Level Three for our industry. While we expect further information next week we felt it important to keep you informed as information comes to hand.

The following details correspondence sent in *black* and the corresponding reply in *red*:

Good morning Lynda,

You may remember I contacted you last week about some queries for the industry I am involved in FloorNZ. While I understand level three timing has not been confirmed, our stakeholders are now considering what they will be required to do to operate safely in this level for both themselves and customers. We have on our website a number of links to information that members can easily source in order to operate safely and with confidence, an example of which follows: <https://floornz.org.nz/wp-content/uploads/2020/04/COVID-19-Stakeholder-Update-.pdf>

At the Prime Minister's briefing yesterday, she indicated construction contractors such as plumbers, electricians, flooring installers will be able to visit sites so long as it was done safely so our stakeholders are using this information to prepare for this.

My question relates to stakeholders that operate showrooms where customers are able to select product they wish to be installed. In the majority of cases these are reasonably large premises and can be staffed effectively with two to three individuals. The opportunity to maintain social distancing is excellent, even more so than a supermarket or pharmacy. If we are able to demonstrate that we have appropriate health, hygiene and safety measures are in place,

and we can minimise physical interactions amongst staff and with and between customers along with ensuring we have robust tracking registers in place can these premises be opened limited hours, or by appointment only basis, or by only letting one or two customers inside at once.

I appreciate your attention to this query at what I am sure is a busy time for all. Stay safe and thanks in advance.

Warm Regards

Nga mihi na

Kia ora

Thank you for getting in touch, I appreciate the proactive approach you are taking to ensure you are prepared for de-escalation. As a decision to move to Alert Level 3 has not been made, we remain under lockdown and people should stay home, save lives. The Prime Minister will let us know on Monday 20 April when we are moving to Alert Level 3.

You are correct, at Alert Level 3, tradespeople can provide in-home services for repairs or installations, but must keep two metre separation from those in the house (whilst adhering to other measures to limit risk).

Unfortunately, retail and hospitality businesses can only open for delivery and contactless pre-ordered pick up under Alert Level 3. Businesses cannot open their physical retail storefront to customers unless it is a supermarket, dairy or petrol station. Customers can also collect goods through drive-through or contact-less pick-up, such as click and collect, instead of delivery. This is currently outlined on the COVID-19 website: <https://covid19.govt.nz/alert-system/alert-level-3/#workers-and-businesses>

At this stage I cannot provide further guidance than what has been released publically. The information above will answer some of your questions outlined in your email dated 7 April, but I aim to provide a more direct response to your earlier questions on Monday.

Ngā mihi,

Lynda

Essential Services COVID-19 Response Team – <https://covid19.govt.nz>

15 Stout Street, Wellington 6140 | New Zealand



On the government website <https://covid19.govt.nz/alert-system/alert-level-3/#workers-and-businesses> it states clearly as below that while we can visit residential and commercial sites to install we cannot conduct door-to-door sales, so at this point prepare for installation only.

- **Businesses cannot offer services which involve face-to-face contact or sustained close contact (e.g. hairdressing, massage, house cleaning, or door-to-door salespeople)**

We are all operating in challenging times and if you have any information you would like us to share with other stakeholders that may help us all get through these please contact me on kari@floornz.org.nz

Regards

Kari Pearcey

CEO FloorNZ & ATI

kari@floornz.org.nz +64 21 810320