

# ATI

Allied Trades Institute Ltd  
Quality provider of flooring training

# FLOOR<sup>TM</sup>NZ

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## FLOORING NZ STAKEHOLDER UPDATE

### STAKEHOLDER UPDATE MOVING TO LEVEL THREE

Dear FloorNZ Member

Like most businesses you will be pleased we have now received some clarity around dates of moving down a level and we are sure you will be using this period to plan for operation at Level three.

We are receiving a lot of positive feedback about our updates so apologies up front if you are tired of seeing continual information about COVID19, however, we thought it would be good to update you on the latest information from MBIE we received after the official notification of the move to L3 next Tuesday. Our questions are in **black** and **MBIE answers are in red**:

**Looking at the criteria for level three it would appear most of our stakeholders could operate but will we be required to wear PPE to visit customer homes and how do we give customers comfort that those visiting a home are not infected**

– Information on what health and safety measures are required is available at **CHASNZ**: <https://www.chasnz.org/covid19> or at **WorkSafe**: <https://worksafe.govt.nz/managing-health-and-safety/novel-coronavirus-covid-19/advice-for-essential-businesses/>

**Will retail shops only be allowed to let limited numbers into the store at a time**

– as outlined in my earlier email. Retail businesses can only undertake phone and online orders and allow deliver and click-and-collect options. Door-to-door sales is not allowed. Please note, at Alert level 3, all products can be sold to tradespeople. Physical presence in the store must be restricted to tradespeople obtaining supplies for essential services only. When providing supplies to tradespeople, suppliers and retailers are encouraged put in place additional safety measures such as online ordering and contactless pickup.

**Will manufactures be able to operate and what restrictions will be on them**

- A manufacturing plant can operate for staff who cannot work from home and export goods (all freight can be distributed, including entering and leaving the country, at Alert Level 3). Tradespeople are allowed on premises, as long as there is the ability to contact trace. Manufacturers will need to undertake the necessary health and safety measures.

The link in the first MBIE response **CHASNZ** has some useful information especially from page six in the **latest standards document**. The key word to remember under level three is **SAFE** and this applies to yourselves, your team and clients.

So without telling you how to suck eggs you may want to consider some of the following points this week as you prepare to move to L3, if for instance you are a retailer that has installation jobs in the system that you will install from Tuesday next week. This list is not exhaustive but a thought starter and examples, if you have not already begun this process.

This could be a great opportunity to enhance your business and community standing by ensuring great communication and encouraging feedback once the install is complete:

### Customers

Contact all customers scheduled for an install in advance and talk them through the process you have in place and let them know names of those doing the install

- Ensure customers are aware of **their** responsibility and what you are doing to keep them safe

*Example:*

- *Ask who will be home during the install and especially young children or dogs and have in place processes to mitigate if this is the case*
- *Customers will be asked to sign a register as example attached and explain why [COVID-19-Site-Register](#)*
- *If customers will be home during the install have them prepared to not be in the same room as the installers*
- *Uplift and lay flooring initially in a room the customer can easily vacate and then return to for the duration of the install*
- *Who is moving furniture and where will it be stored?*
- *No cups of tea/coffee or food to be given to installers*
- *A rest room that can be used, but installers to have their own towel to dry hands*

### Installers

- Installers will be the face of your operation during this period so again SAFETY for them, and customer confidence is the key

*Example:*

- *Vehicles should be clean and clutter free*
- *Where possible use safety bollards to block off the area being worked in*
- *If there are young children on-site ensure special attention is taken to tools, knives, expended blades etc*
- *Be self sufficient ie own food and water*
- *Bring their own towel for use if the bathroom is required*
- *Hand sanitiser and face masks*
- *Vacuum after the install preferably with their own vacuum*

Have the installer take photos of before and after and post along with customer comments to your social media sites. Remember this is an opportunity to control the narrative and use in a positive way.

Good luck, stay safe and keep the feedback coming, it is appreciated by the entire FloorNZ team.

Regards

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