

ATI

Allied Trades Institute Ltd
Quality provider of flooring training

FLOORTMNZ

SUPPORT | LEAD | EDUCATE

FLOORING NZ STAKEHOLDER UPDATE

URGENT STAKEHOLDER UPDATE OPERATING IN LEVEL THREE

Dear FloorNZ Member

We hope this update finds you well and safe in your bubble. We have potentially some particularly good news to share with many of you.

Over the past two days we have had multiple discussions with MBIE representatives regarding operating criteria in Level Three. As you are aware from our previous comms in Level Three in home services e.g. tradespeople can operate so long as they maintain a two-meter separation from those in the household and abide by appropriate COVID19 health and safety precautions.

The following is an excerpt taken from the government website detailing this:

Most, but not all businesses can start to open under Alert Level 3. They must take health measures to keep their workers safe.

- *Workers must work from home if they can*
- *Workplaces must operate safely – maintain physical distance between workers, recording who is working together, limiting interaction between groups of workers, disinfecting surfaces, and maintaining high hygiene standards*
- *Retail and hospitality businesses can only open for delivery and contactless pre-ordered pick up – customers cannot enter stores*
- *Supermarkets, dairies and petrol stations can continue to allow customers into their stores, with the same restrictions and measures in place as Alert Level 4*
- *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)*
- *Other in home services can be delivered if it is safe to do so (like tradespeople for repairs or installations) – keep two metre separation from those in the house*
- *Most workers will not require PPE to stay safe at work. Incorrectly used PPE can create more risk. Good hygiene measures like hand washing with soap and water, physical distancing, sneeze and cough etiquette, and wiping down surfaces is the best defence against COVID-19.*

It states above that **door-to-door salespeople** cannot operate however you may be aware that Real Estate Agents are now able to show homes so long as they abide by the two-meter rule, only have one representative at a time present and comply to the COVID health and Safety measures.

So, with this example we approached MBIE to ascertain whether sales people in our industry could apply the **same strict criteria** and visit homes to conduct a measure and quote.

The following is our query in black italics and MBIE's response in red:

Good morning Lynda,

*Thanks very much for your reply to our query regarding our staff being able to complete measures and quotes in a customer's homes under Level 3. In order to ensure we clearly communicate this to our stakeholders **could you please provide a letter from MBIE** that these folk can produce when visiting customer premises.*

Like the real estate industry under L3 we would only have one person at a time in homes and obviously practise all the social distancing requirements along with other H&S measures in relation to COVID19. The site register Rob provided you previously would be used to ensure we have a record of home visits, and contact information.

We really appreciate your prompt response to these queries and for clarifying the position around this for us.

Kia ora

Unfortunately, the Ministry does not provide formal accreditation or approval for businesses operating throughout the Alert Levels. The Ministry's role in Level 3 is to provide information and guidance, rather than provide outright approval for businesses (like it did in Alert Level 4), so it's up to businesses to make the final judgement whether they believe they can satisfy the safety requirements for businesses operating in Level 3.

*As for your query, there is no specific guidance. However, I would say that because staff are part of the **supply chain to installing these products, that they would be allowed to undertake measurement/quote work, only if the business can ensure health and safety practices are met when undertaking this work.***

*That being said, businesses can create its own letter outlining the particular health and safety measures that it has put in place to undertake the work in customers' homes (i.e. PPE, your site register etc.) , and that the business is completely confident that it meets government guidelines to operate, in order to keep all parties safe. **You could mention that it's been discussed with the Ministry, but it's important that the reassurance comes directly from the business, rather than a letter from the Ministry, as the business is the one interacting directly with the customer in their homes, not us.***

I appreciate that this isn't what you were after, but let me know if you have any questions by the end of the day today (I'm resuming my BAU role from next week so any questions will have to be redirected to our 'essentials' email) J

*Thanks!
Lynda*

So while we initially thought in-home/business measures and quotes were not permitted, so long as a business has in place the necessary **COVID19 Health and Safety measures, maintains a two-meter separation from customers, only permits one representative at a time in a home, visits are pre-planned, scheduled and acceptable to the customer you will be able to perform this function. It will also be necessary to complete a tracing record for each visit**

We cannot stress the above points strongly enough, as one business that does not follow these procedures may jeopardise the ability for all to perform these functions, so ensure you have the measures in place.

As we have detailed previously information on operating safely in Level Three is available at the following link: **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/>**

This link 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 again, at the risk of repetition this is a great opportunity to enhance your business and community standing by ensuring great communication and encouraging feedback from any customer who requires a scheduled measure and quote. The following is an example of some measures you will need to have in place but please ensure you familiarise yourself with the requirements on the government website and it is better to be over prepared than under.

Customers, residential and commercial

Contact all customers **scheduled** for a measure and quote and talk them through the process you have in place

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

Example:

- *Ask who will be home during the visit 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 <http://floornz.org.nz/wp-content/uploads/2020/04/COVID-19-Site-Register.docx>*
- *If customers will be home during the measure, ensure the two-meter rule is followed*
- *We suggest no salespeople to use customer facilities or accept offers of coffee or tea*
- *Have them carry to produce if required a letter from your business detailing COVID19 SAFE measures in place.*

Sales Team

- SAFETY for this team is important and so is customer confidence that this person has had no association with any COVID19 cases

Example:

- *Vehicles should be clean and clutter free*
- *Familiar with the site register and tracing record so this is completed fully for each visit.*
- *Hand sanitiser available in cars and if the customer would like them to wear a face mask do so*
- *Complete the measure process quickly and efficiently*

This then is good news and we are pleased we have been able to provide this. Thanks again to all that have responded to us about these updates and remember if you are not a member yet maybe its time to join. You can do so by completing the below membership form and email to admin@floornz.org.nz
[FloorNZ Membership Form 2020](#)

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

Regards

Kari Pearcey

CEO FloorNZ & ATI

Kari@floornz.org.nz +64 21 810320

Example of a letter for sales people to carry. Please amend as you see fit on your letterhead.

Letterhead

Dear Customer,

As you well aware New Zealand is currently operating under alert level three and at this level many businesses are able to operate.

We are fortunatly one of these and can assure you we have in place the nessesary measures to ensure the safety of all our team, customers and contractors.

To this end the following is in place within our operation:

- *(Detail here the measures you have in place such as)*
- *No member of the team has been in contact with any COVID19 case*
- *All hand cleaning and sanitising programs are practiced by all members of the team*
- *We have in place a site register to ensure contact tracing should any instance of COVID19 occur*
- *All team members are operating social distancing measures and we will operate a two meter rule when on-site*
- *See the full list of measures you can take on the GOVT website*

We have had communiaction from MBIE the Government Agency monitoring the various levels during this lockdown period that we are able to visit home and businesses to conduct measures and quotes as is detailed in the following response from them:

MBIE comment

Because staff are part of the supply chain to installing these products, that they would be allowed to undertake measurement/quote work, only if the business can ensure health and safety practices are met when undertaking this work.

We thankyou for your business at this time and look forward to confirming our install date with you:
