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Quality provider of flooring training

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FLOORING NZ STAKEHOLDER UPDATE

URGENT STAKEHOLDER UPDATE OPERATING IN LEVEL THREE AND LEVEL TWO

Dear FloorNZ Member

You will by now be very aware of the news that an outbreak of COVID19 has meant Auckland from midday today Wednesday 12th August will move to Level Three and the rest of the country to Level Two.

LEVEL THREE OPERATING IN AUCKLAND REGION FROM MIDDAY WEDNESDAY 12TH - Wellsford in the North to Pukekohe in the South.

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.

- *Workers are encouraged to work from home if they can*
- *Customers are not allowed on non-essential retail premises, so retail stores in the Auckland area should close from midday Wednesday.*
- *Supermarkets, dairies and petrol stations can continue to allow customers into their stores, with restrictions and measures in place.*
- *In home services can be offered if it is safe to do so (like tradespeople for repairs or installations) – keep two metre separation from those in the house*
- ***It is highly recommended that you wear a mask if you are out and about.***

In-home/business measures and quotes are permitted, so long as a business has in place the necessary **COVID19 Health and Safety measures, maintain a two-meter separation from customers, visits are pre-planned, scheduled and acceptable to the customer. It will also be necessary to complete a tracing record for each visit and we would encourage you to use the government tracing app details of which can be found here:**

<https://www.health.govt.nz/our-work/diseases-and-conditions/covid-19-novel-coronavirus/covid-19-novel-coronavirus-resources-and-tools/nz-covid-tracer-app>

Further information about alert level three can be found here: <https://covid19.govt.nz/covid-19/restrictions/alert-level-3/#work>

The following link has information to official posters that may be helpful: <https://covid19.govt.nz/updates-and-resources/posters/>

So, as we have learnt previously this is a good 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 or use the government tracing app (<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 use of customer facilities or accept offers of coffee or tea*
- *All surfaces touched must be cleaned and wiped down prior to departure*
- *Produce if required a letter from your business detailing COVID19 SAFE measures in place.*
- *Vehicles should be clean and clutter free*
- *Familiar with the site register and tracing app so this is completed fully for each visit.*
- *Hand sanitiser available in cars and wear a face mask.*
- *Complete the measure process quickly and efficiently*

LEVEL TWO OPERATING IN REST OF NEW ZEALAND FROM MIDDAY WEDNESDAY 12TH

Businesses are able to open to the public if they are following public health guidance, which include physical distancing and record keeping.

In summary this will require retail stores to undertake at least the following to ensure you comply with the measures relating to Alert Level Two:

- Maintain physical distancing of 2 metres between groups of customers and team members. The following link to the government website has further information: <https://covid19.govt.nz/covid-19/restrictions/alert-level-2/>
- Maintain hygiene measures, hand washing and regular cleaning of surfaces. It will be useful to have displayed in a prominent position a hand sanitiser dispenser for all to use regularly.
- Have a reliable contact tracing process in place for all customers, team members, contractors and delivery personal that visit your operation. The government tracing app details can be found here: <https://www.health.govt.nz/our-work/diseases-and-conditions/covid-19-novel-coronavirus/covid-19-novel-coronavirus-resources-and-tools/nz-covid-tracer-app>
- In-home sales consultations can also take place at customer premises providing you maintain good hygiene practices and minimise contact as much as possible.
- Ask everyone, workers, contractors, and customers, with cold or flu-like symptoms to stay away from your premises.
- Wash your hands. Wash your hands. Wash your hands.

Good luck, stay safe and we will keep you informed as further information comes to hand.

Regards

Kari Pearcey

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

Letterhead

Dear Customer,

As you are well aware Auckland 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*
- *All team members will wear a mask during there visit*

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