

15 FEBRUARY 2021

FLOORING NZ STAKEHOLDER UPDATE

STAKEHOLDER UPDATE OPERATING IN LEVEL THREE AND LEVEL TWO

Dear FloorNZ Member

Auckland has been put into alert level 3 and the rest of the country into alert level 2 from midnight Sunday 14th February until midnight Wednesday 17th February. As we have been at alert level 1 for a number of months, we thought it might be useful to remind FloorNZ members what the level restrictions mean for the Flooring Industry.

LEVEL THREE OPERATING IN AUCKLAND REGION FROM MIDNIGHT SUNDAY 14TH UNTIL MIDNIGHT WEDNESDAY 17TH FEBRUARY- Wellsford in the North to Pukekohe in the South.

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 is also taken from the government website and details measures under L3 for workers visiting customer premises: <https://www.business.govt.nz/covid-19/operating-at-alert-levels/>

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. If it is possible to re-schedule customer visits when we enter L2 this would be preferable:

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 that no-one in the premises has symptoms or been in contact with anyone that has.
 - 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 you do not use customer facilities or accept offers of coffee or tea.
 - All surfaces touched must be cleaned, sanitised, 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. Masks must be worn by all in the premises.
 - 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 MIDNIGHT SUNDAY 14th UNTIL MIDNIGHT WEDNESDAY 17th

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 and do not visit premises where anyone has symptoms. Wash your hands and wear a mask.

We will keep you informed as further information comes to hand.

Regards

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