Information for Businesses – Alert Level 3

All this information and more can be found at www.covid19.govt.nz. Businesses should carefully consider how to safely operate at each alert level based on their individual circumstances. Industry organisations will also be issuing specific guidance for certain sectors and kinds of workplaces. If in doubt, you can contact WorkSafe, your industry organisation or your local chamber of commerce or Business NZ.

General Information

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

- Workers must work from home if they can
- Workplaces must operate safely – keeping one metre 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 sales people)
- 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
- At all alert levels, businesses need to meet all public health guidelines. These include the following, although they may change over time:
  - Regular disinfecting of surfaces.
  - Encouraging good hand hygiene by allowing frequent hand washing and sanitising.
  - Not having sick people in the workplace.
  - Meeting physical distancing requirements.

Where Can I Find More Information?

Information on workplace operations at different COVID-19 alert levels
WorkSafe information about transitioning from Alert Level 4
MPI guidelines for Alert Level 3 (General)
MPI guidelines for Alert Level 3 for re-opening food businesses
Beef and Lamb NZ information
Frequently Asked Questions

What are some “alternative ways of working” businesses can use?
Alternative ways of working could include remote working, shift-based working to limit the number of people on site, staggering meal breaks, or flexible work arrangements. If this involves changes to contracted hours or conditions, this should be mutually agreed and negotiated in good faith.

I can technically work from home, but it’s really inconvenient, e.g. because my IT services are too slow, or I want access to printing. Can I go into the office at Alert Level 3?
You must work from home at Alert Level 3 unless that is not possible. We understand this isn’t always very convenient, and may result in people being less productive than they otherwise would have been in an office. However we all need to play our part in stopping the spread of COVID-19. Even if it is inconvenient, people still need to work from home wherever possible.

Can I travel for work?
At Alert Level 4, only essential workers can travel within or outside of their regions for work, where it is necessary to do so. There are additional, limited reasons for travel between regions, such as medical reasons.
At Alert Level 3, everyone can travel for work within their region, or to a neighbouring region. You should only travel if it is necessary. Essential workers can travel outside of their regions, where it is necessary to do so.
At Alert Level 2, you can travel for work anywhere in New Zealand, but should only do so if necessary.

When can I meet with new or existing clients?
At Alert Levels 3 and 4, you should only meet with existing or new clients remotely, unless this is in the course of providing an essential service. You can meet clients in person at Levels 1 and 2.

I operate a retail store. What do the different alert levels mean for me?
At Alert Level 4, you can only sell essential non-food goods to customers by contactless delivery if you are registered to do so with the Ministry of Business, Innovation and Employment. Supermarkets, dairies and petrol stations can keep their stores open for customers, but food/drink cannot be consumed on-site.
At Alert Level 3, you can sell any goods to customers by phone/online order and contactless delivery or collection. You cannot open your physical retail storefront to customers unless you are 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.

At Alert Levels 1 and 2, you may open for customers to come in to your physical store, subject to the public health measures required at those alert levels. Restrictions on gatherings will also apply.

If you run a dairy or petrol station, note there are additional requirements you must comply with at Alert Levels 3 and 4.

Can takeaway booths serve pedestrian-only customers?
Takeaway booths can operate if they meet public health guidelines (e.g. physical distancing).
For example, a coffee booth may accept online or phone-based orders and place coffees on a table for customers to collect. This should only be done if their physical environment allows for sufficient physical distancing by customers.
Can people without banking facilities pay in cash?
Cash should only be accepted where the customer has no alternative, and the business has measures in place to ensure the cash is handled safely (such as only accepting cash using self-check-out kiosks, or appropriate sanitization measures).

What are the specific rules for supermarkets, dairies and petrol stations at the different alert levels?
Supermarkets can remain open at all alert levels. Public health measures may mean there are some changes to how they operate, such as a capacity limit.

Dairies can remain open at all alert levels. At Alert Levels 3 and 4, customers can only go into dairies on a one-in-one-out basis. At Alert Level 4, dairies cannot sell food or drink that has been prepared or cooked on-site (e.g. coffee, milkshakes, or made-to-order sandwiches), but they can sell food that has been prepared and packaged off-site by a supplier (even if it needs heating, e.g. pies, sausage rolls). At Alert Level 3, prepared food and drink can be bought and sold, but cannot be consumed by customers on-site.

Petrol stations can remain open at all alert levels. At Alert Level 4, prepared food cannot be sold at petrol stations (e.g. coffees) but they can sell food that has been prepared and packaged off-site by a supplier (even if it needs heating, e.g. pies, sausage rolls). At Alert Level 3, prepared food can be bought and sold, but cannot be consumed by customers on-site.

When will restaurants, bars and cafes open?
Restaurants, bars and cafes can open at Alert Levels 1 and 2, subject to the public health measures required at both of those alert levels and restrictions on gatherings, for example distancing between tables.

Restaurants, bars and cafes cannot open their premises to customers at Alert Level 3 and 4. At Alert Level 3, they can sell prepared food and non-alcoholic beverages by contactless delivery and collection (including drive-through). At Alert Level 4, they cannot sell any prepared food or beverages.

Will restaurants, bars and cafes be able to supply alcohol under Alert Level 3?
Most liquor licenses for these premises require alcoholic beverages to be consumed on-site, and are not allowed to be taken away. These laws remain the same under Alert Level 3.

What counts as a drive-through?
Drive-throughs include already established facilities (such as at fast food outlets), and temporary drive-throughs (such as ones set up in retail car parks). Businesses can only use or establish drive-through facilities if they can meet the public health requirements. This would include physical distancing, only accepting contactless payment methods wherever possible, and contact tracing.

For example, a café can allow phone-based ordering and payment, and then deliver the food or drinks to a customer parked in their car park in a way that avoids contact.

Temporary drive-through facilities should only be established where it is appropriate. Businesses should ensure they have the necessary permits and operate any drive-through safely.
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<thead>
<tr>
<th>Alert Level 2</th>
<th>Alert Level 3</th>
<th>Alert Level 4</th>
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<tbody>
<tr>
<td>Supermarkets can open.</td>
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<td>Dairies can open.</td>
<td>Dairies can open, but must operate a one-in-one-out policy. Note other small retailers, except petrol stations, cannot have customers on premises.</td>
<td>Dairies can open but cannot sell food and drink that is prepared on-site (i.e. no milkshakes or made-to-order sandwiches, but pre-packaged pies and sausage rolls can be sold). They must also operate on a one-in-one-out basis.</td>
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<td>Petrol stations can open.</td>
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<td>Petrol stations can open but cannot sell prepared food/coffee.</td>
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<td>Hardware and DIY stores can open.</td>
<td>Hardware and DIY stores can operate and sell all of their goods to any customers via contact-less delivery or pick-up.</td>
<td>Hardware and DIY stores can open storefronts only to sell to trade customers who are doing essential work, without in-store browsing. They can also sell essential products with contactless delivery if registered to do so with MBIE.</td>
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<td>Agricultural supply stores and pet stores can open.</td>
<td>Agricultural supply stores and pet stores can offer contactless delivery or drive-through.</td>
<td>Agricultural supply stores and pet stores can only sell essentials (e.g. animal feed), and must register with MPI.</td>
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<td>Animal and pet care services, such as dog walking and pet grooming, can operate.</td>
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<td>Clothing stores can open.</td>
<td>Clothing stores can operate through contactless delivery or pick-up. They cannot have physical storefronts open to the public.</td>
<td>Clothing stores cannot open, unless they are registered with MBIE to sell essential goods online or by phone.</td>
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<td>Bars, cafes and restaurants can open, subject to physical distancing and conditions on gatherings (e.g. no more than 100 people indoors) being met.</td>
<td>Bars, cafes and restaurants can offer contactless delivery or collection of food and non-alcoholic drinks. They can also operate drive-throughs. They cannot have physical storefronts open to the public, and customers cannot dine on-site.</td>
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Together we thrive! E ora ngātahi ana!
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<td>Entertainment and tourist facilities (such as cinema, theatres, art galleries, mini golf, arcades, bungee jumping, or bowling alleys) can open, subject to physical distancing and conditions on gatherings (e.g. no more than 100 people indoors) being met.</td>
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<td>Licensed supermarkets can sell alcohol. Other alcohol off-licence holders can also sell alcohol. Sellers must meet all requirements of the Sale and Supply of Alcohol Act.</td>
<td>Licensed supermarkets and the liquor stores in the four Licensing Trust areas with a monopoly can sell alcohol. Open liquor store premises must operate with a one-in-one-out rule.</td>
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<td>General retail stores (e.g. selling books, toys, or sports goods, charity and second-hand stores) can open.</td>
<td>General retail stores can operate, as long as they deliver goods or offer contact-less pick-up. They cannot have physical storefronts open to the public.</td>
<td>General retail stores cannot open, unless they are registered with MBIE to sell essential goods online or by phone.</td>
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<td>Second-hand stores should pay attention to cleaning guidance.</td>
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<td>Shopping centres/malls can open.</td>
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<td>Hairdressers, barbers, nail salons and non-medical massage services can open.</td>
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<td>Exercise facilities and classes (e.g. gyms, yoga studios and dance school) can open.</td>
<td>Exercise facilities and classes can offer lessons remotely (e.g. by video), but cannot open their premises.</td>
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*Head to the Shop CHB Facebook page for information on what businesses are operating in Central Hawke's Bay under Alert Level 3.*