

**At All Levels**

Businesses and services must display QR tracer codes, and are required to ensure that, as much as possible, record keeping is undertaken (ie all those on premises must scan QR tracer codes, or other record keeping must be used).

| Green   | Orange  | Red  |
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| <b>Notification - Executive Team, Outlet Managers, HOD's</b>  | <b>Notification – The entire team</b>   | <b>Notification – The entire team</b>  |
| <p><b>Green</b> is when COVID-19 is across New Zealand, including sporadic imported cases. Community transmission is limited, and COVID-19 hospitalisations will be at a manageable level. The health system will be ready to respond, including primary care, public health, and hospitals.</p> <p><b>How we stay safe at Green</b></p> <ul style="list-style-type: none"> <li>Record keeping and scanning are required.</li> <li>Face coverings are mandatory on flights and encouraged indoors.</li> </ul> <p><b>Where we can go at Green</b></p> <ul style="list-style-type: none"> <li>Public facilities are open.</li> <li>Retail, including farmers markets, is open.</li> <li>Workplaces are open.</li> <li>ECEs, schools, kura and tertiary providers are open.</li> </ul> | <p>At <b>Orange</b>, there will be community transmission, with pressure on our health system. The whole of health system is focussing its resources, but can manage primary care, public health, and hospitals. There may also be an increasing risk for at-risk people.</p> <p><b>How we stay safe at Orange</b></p> <ul style="list-style-type: none"> <li>Record keeping and scanning are required.</li> <li>Face coverings are mandatory on flights, public transport, in taxis, retail, public venues, and encouraged elsewhere.</li> </ul> <p><b>Where we can go at Orange</b></p> <ul style="list-style-type: none"> <li>Public facilities are open with capacity limits based on 1-metre distancing.</li> <li>Retail, including farmers markets, is open with capacity limits based on 1-metre distancing.</li> <li>ECEs, schools, kura and tertiary providers, with public health measures in place.</li> <li>Workplaces are open.</li> </ul> | <p>At <b>Red</b>, action is needed to protect at-risk people and protect our health system from an unsustainable number of hospitalisations.</p> <p><b>How we stay safe at Red</b></p> <ul style="list-style-type: none"> <li>Record keeping and scanning are required.</li> <li>Face coverings are mandatory on flights, public transport, in taxis, retail, education (Year 4 and up, including tertiary), public venues, and encouraged elsewhere.</li> </ul> <p><b>Where we can go at Red</b></p> <ul style="list-style-type: none"> <li>Public facilities are open with capacity limits based on 1-metre distancing.</li> <li>Retail is open with capacity limits based on 1-metre distancing.</li> <li>Workplaces are open, with working from home appropriate for some staff.</li> <li>ECEs, schools, kura and tertiary are open with public health measures in place.</li> </ul> |

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| <p><b>Situational Awareness:</b><br/>Ministry of Health (MOH)<br/>Tourism Industry Aotearoa (TIA)<br/>Canterbury Employers Chamber of Commerce (CECC)<br/>Restaurant Association</p>  | <p><b>Situational Awareness:</b><br/>Ministry of Health (MOH)<br/>Tourism Industry Aotearoa (TIA)<br/>Canterbury Employers Chamber of Commerce (CECC)<br/>Restaurant Association</p>  | <p><b>Situational Awareness:</b><br/>Ministry of Health (MOH)<br/>Tourism Industry Aotearoa (TIA)<br/>Canterbury Employers Chamber of Commerce (CECC)<br/>Restaurant Association</p>  |
| <p><b>Advice</b> – Ministry of Health (MOH)<br/>Tourism Industry Aotearoa (TIA)<br/>Canterbury Employers Chamber of Commerce (CECC).</p>  | <p><b>Direction</b> – Managing Director and Hotel Manager to provide forward information to outlet managers and HOD's.</p> <p>Ministry of Health (MOH) to provide guidance on restrictions.</p>   | <p><b>Direction</b> – Managing Director and Hotel Manager to provide forward information to outlet managers and HOD's.</p> <p>Ministry of Health (MOH) to provide guidance on restrictions.</p>   |
| <p><b>Education – All Staff</b> - Annual staff education campaign relating to cold and flu season and importance of maintaining good hygiene and cleaning standards. Scheduled for March each year.</p>   | <p><b>All Staff - Alert and Action</b> – National/Local impact has occurred - communication providing clear direction to team members about the developing event and potential impact.</p>  | <p><b>All Staff - Alert and Action</b> – National/Local impact has occurred - communication providing clear direction to team members about the event and immediate actions to be taken to prevent exposure / spread.</p>   |
| <p><b>Staff, Visitors and Contractors</b> –</p> <p>Hotel staff working in ‘hospitality’ outlets are required to hold a valid vaccine pass. Hospitality is defined as restaurant and functions spaces. Once risk assessments are complete and depending on the outcome of the risk assessment all other staff are required to hold a valid vaccine pass.</p> <p>Vaccination passes required for all visitors to the premises. This includes hotel accommodation guests, visitors to functions and/or food and beverage outlets, contractors and suppliers.</p> <p>To include memo which outlines the importance of good hygiene.</p> | <p><b>Staff, Visitors and Contractors</b> –</p> <p>Hotel staff working in ‘hospitality’ outlets are required to hold a valid vaccine pass. Hospitality is defined as restaurant and functions spaces. Once risk assessments are complete and depending on the outcome of the risk assessment all other staff are required to hold a valid vaccine pass.</p> <p>Vaccination passes required for all visitors to the premises. This includes hotel accommodation guests, visitors to functions and/or food and beverage outlets, contractors and suppliers.</p> | <p><b>Staff, Visitors and Contractors</b> –</p> <p>Essential staffing levels only. Prepare for a period of disruption.</p> <p>Hotel staff working in ‘hospitality’ outlets are required to hold a valid vaccine pass. Hospitality is defined as food &amp; beverage, restaurant and functions spaces. Once risk assessments are complete and depending on the outcome of the risk assessment all other staff are required to hold a valid vaccine pass.</p> <p>Vaccination passes required for all visitors to the premises. This includes hotel accommodation guests, visitors to functions and/or food and beverage outlets, contractors and suppliers.</p> |

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| <p>Front line / customer facing staff operate at normal levels.</p> <p>Contractors to be engaged as required without restriction.</p> <p>Contact tracing measures must be in place for all suppliers and contactors.</p> <p>Buffets are allowed at this level.</p>   | <p>Reinforce measures such as hygiene standards. Air purification units placed in guest rooms on departure, prior to cleaning.</p> <p>Reinforce importance of good hygiene. Front Line / customer facing staff operate at normal levels.</p> <p>Contractors to be engaged as required without restriction.</p> <p>Unwell staff excluded from work until given medical clearance. Seek advice from the Ministry of Health.</p> <p>Contact tracing measures must be in place for all suppliers and contactors.</p> <p>Buffets are allowed at this level.</p> | <p>Reinforce measures such as hygiene standards, limits on number of guests to be served in the restaurant or functions spaces. A maximum of 100 for each 'space'. Each space must be operated separately practicing social distancing between guests from each space. One-metre social distancing between tables in the restaurant. All guests in food and beverage outlets to be seated and served individually. <b>No</b> buffets allowed at this level.</p> <p>Guest rooms serviced daily. On departure after air purification units have been in place in the room for a minimum of one hour guest rooms to be cleaned normally.</p> <p>Unwell staff excluded from work until given medical clearance. Seek advise from the Ministry of Health.</p> <p>Contact tracing measures must be in place for all suppliers and contactors.</p> |
| <p><b>Staff Areas and Supplies –</b><br/>Cleaning services employed for offices and outlets (anti-bacterial hand sanitiser provided in offices, restaurants and functions spaces. Also included in kitchen wall mounted dispensers)</p> <p>Outlets to have available resources to act as a Pandemic kit:<br/>hand sanitisers, protective face masks, disposable gloves, disposable tissues, disinfectant sprays</p> <p>Note: Masks with an 'air flow' vent are NOT suitable.</p> | <p><b>Staff Areas and Supplies –</b><br/>Introduce additional cleaning standards which include additional cleaning of all public and back of house areas. Additional disinfecting to occur. Machinery, cooking equipment, AV equipment etc must be thoroughly cleaned/disinfected between uses.</p> <p>Hand sanitiser stations at staff entrance/exits. These are to be used by all when entering the leaving the building.</p>  | <p><b>Staff Areas and Supplies –</b><br/>Maintain additional cleaning standards and practices as outlined at 'Orange'.</p> <p>Mandatory hand sanitiser application when moving between areas. For example, when moving from a back of house area such as the kitchen into a front of house area such as the restaurant or front office.</p> <p>Hand sanitiser stations at staff entrance/exits.</p> <p>Protective masks available to staff and guests.</p>  |

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| <p>Face masks are not required for guests or staff at this level.</p>  | <p>Protective masks available should people (staff or guests) request them and provided to persons showing symptoms.</p> <p>Outlet managers and HOD's to ensure stock maintenance and continuous supply of items deployed.</p> <p>Purchasing Manager to ensure stocks are monitored, maintain a line of communication with suppliers to ensure lead in times for re-order are clear.</p> <p>Staff meals to be supplied on an individual basis.</p> <p>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.</p> <p>Use of face masks <u>encouraged but not required</u> for guests at this level.</p> <p>Face masks required for all hospitality staff and by all staff in guest areas.</p> <p>Masks will be available for visitors and staff.</p> | <p>Maintain close monitoring and maintenance of stock and supply lines.</p> <p>Contact tracing measures must be in place for all suppliers and contactors. No person(s) can enter the property without completing the contact tracing register.</p> <p>Staff meals to be supplied on an individual basis.</p> <p>Use of masks <u>is</u> required for all visitors and guests at this level unless they hold a valid exemption. Guests may remove masks for eating and drinking when seated.</p> <p>Face masks required for all hospitality staff and by all staff in guest areas.</p> <p>Masks will be available for visitors and staff.</p> |
| <p><b>Education - Front Line team</b> - Provision of training covering:<br/>Good personal hygiene etiquette, Dealing with guests who become unwell during their stay and additional cleaning and sanitising standards to be applied if a guest has been unwell during a stay</p> | <p><b>Alert and Action –</b><br/>Outlet Managers and HOD's briefed on response arrangements.</p> <p>Outlet Managers and HOD's to brief individual teams.</p>  | <p><b>Alert and Action –</b><br/>Outlet Managers and HOD's briefed on response arrangements and to brief the individual teams.</p>   |
| <p><b>Public Areas</b> – General cleaning standards.</p>   | <p><b>Public Areas</b> – General cleaning standards.</p>  | <p><b>Public Areas</b> – Heightened level of cleaning.</p>   |

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| <p>No restrictions on the number of guests served or the service of guests in restaurant or functions spaces.</p> <p><u>Contact tracing either via manual forms or via the NZ Govt. QR codes is mandatory for people 12 or over at all Alert Levels and is mandatory for all areas where guests and/or staff mingle. The following is provided for:</u></p> <p>Contact tracing in all areas gaining contact details of all attendees to either in the hotel lobby, The Regent Room Restaurant &amp; Bar, functions and of suppliers/contractors.</p> <p>Contact tracing registers provided:</p> <ol style="list-style-type: none"> <li>1. Accommodation guests complete a registration form which acts as a 'contact tracing register', a QR code is also provided for hotel guests. Hotel guests encouraged to use the QR codes displayed as they come and go from the hotel as this will provide a better record of times on the premises.</li> <li>2. A guest register and QR code is held/displayed at the concierge desk. This is for all visitors.</li> <li>3. A guest/function visitor register and QR code is provided for each function. The registration desk must allow for social distancing.</li> </ol> | <p>No restrictions on the number of guests served or the service of guests in restaurant or functions spaces.</p> <p>Maintain additional cleaning standards, hand sanitiser stations in all office spaces, all outlets and at the reception desk and concierge desks. Hand sanitiser held on all housekeeping trollies.</p> <p>General awareness posters as provided by MOH, supplies of disposable tissues, gloves and protective masks available.</p> <p>Protective masks available should people (staff or guests) request them, provided to persons showing symptoms and provided to staff assisting symptomatic persons. Use of face masks by guests is not mandatory.</p> <p>Additional information provided reinforces importance of good hygiene etiquette.</p> <p><u>Contact tracing either via manual forms or via the NZ Govt. QR codes is mandatory at all Alert Levels and is mandatory for all areas where guests and/or staff mingle. The following is provided for:</u></p> <p>Contact tracing in all areas gaining contact details of all attendees to either in the hotel lobby, The Regent Room Restaurant &amp; Bar, functions and of suppliers/contractors.</p> <p>Contact tracing registers provided:</p> | <p>Restrictions apply to service of guests in all public spaces including the restaurant or functions spaces.</p> <p><u>Wearing face masks is mandatory for guests and staff in service areas at all times when at 'Red'. Face masks may be removed when guests are either in their accommodation room or when they are seated and consuming food and/or beverage in either the restaurant or in one of the functions rooms.</u></p> <p>Maintain additional cleaning standards, hand sanitiser stations in all office spaces, all outlets and at the reception desk and concierge desks. Hand sanitiser held on all housekeeping trollies.</p> <p><u>Contact tracing either via manual forms or via the NZ Govt. QR codes is mandatory at all Alert Levels and is mandatory for all areas.</u></p> <p>Contact tracing required for all guests and suppliers/contractors. All suppliers/contractors and guests entering the property must complete the register. Contact tracing registers provided:</p> <ol style="list-style-type: none"> <li>1. At check in all guests complete a registration form which acts as a 'contact tracing register', a QR code is also provided for hotel guests. Hotel guests encouraged to use the QR codes displayed as they come and go from the hotel as this will provide a better record of times on the premises.</li> <li>2. A register is to be held in the kitchen/inwards goods entrance for suppliers.</li> <li>3. A register is to be held at the maintenance shed for any contractors. Contractors must report to</li> </ol> |
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| <p>4. A guest register and QR code is displayed at the bar prior to entering The Regent Room Restaurant &amp; Bar.</p> <p>5. A QR code and register is displayed/held at the Kitchen/inwards goods entrance for suppliers.</p> <p>6. A QR code and register is displayed/held at the Maintenance shed for contractors.</p> <p>7. Entry to staff room and linkway corridor has QR code specific to Regent of Rotorua Staff.</p> <p>Contact Tracing is done in the following ways:</p> <ol style="list-style-type: none"> <li>1. Scan the QR code and register (system provided by NZ Govt)</li> <li>2. Registering by searching for the NZ COVID TRACER app on Apple Store or Google Play.</li> <li>3. Complete the relevant contact tracing form (Manual)</li> <li>4. For hotel accommodation guests, complete guest registration form</li> <li>5. Hotel staff records via time sheets provide for contact tracing (manual) and in addition to this QR codes are displayed for Regent of Rotorua Staff at the entry to the staff room and linkway corridor.</li> </ol> <p><b>Guests Self Isolating – refer to guidelines under ‘Red’</b></p> | <ol style="list-style-type: none"> <li>1. Accommodation guests complete a registration form which acts as a ‘contact tracing register’ a QR code is also provided for hotel guests.</li> <li>2. A guest register and QR code is held/displayed at the concierge desk. This is for all visitors.</li> <li>3. A guest/function visitor register and QR code is provided for each function. The registration desk must allow for social distancing.</li> <li>4. A guest register and QR code is displayed at the bar prior to entering The Regent Room Restaurant &amp; Bar.</li> <li>5. A QR code and register is displayed/held at the Kitchen/inwards goods entrance for suppliers.</li> <li>6. A QR code and register is displayed/held at the Maintenance shed for contractors.</li> <li>7. Entry to staff room and linkway corridor has QR code specific to Regent of Rotorua Staff.</li> </ol> <p>Contact Tracing is done in the following ways:</p> <ol style="list-style-type: none"> <li>1. Scan the QR code and register (system provided by NZ Govt)</li> <li>2. Registering by searching for the NZ COVID TRACER app on Apple Store or Google Play.</li> <li>3. Complete the relevant contact tracing form (manual).</li> <li>4. For hotel accommodation guests, complete guest registration form. Hotel guests encouraged to also use the QR codes displayed as they come and go from the hotel as this will provide a better record of times on the premises.</li> </ol> | <p>the sign in area as usual but only for essential tasks. Contractors must also complete the register prior to commencing any work.</p> <p><b>Guests Self Isolating</b></p> <p>Rooms Service only available.</p> <ol style="list-style-type: none"> <li>1. Room service available. Guests to call The Regent Room Restaurant &amp; Bar/Room Service to order. Front of House to place order. Once the order is complete, The Regent Room Restaurant &amp; Bar to call the guest advising the order is ready. The staff member is to use gloves which are removed once returning from the room. The order will be delivered to the room. The bell will be called. The staff member is to leave the room entrance prior to the guest opening the door. The guest removes the plates leaving the tray. The The Regent Room Restaurant &amp; Bar attendant removes the tray once the guest retrieves the order and closes the door. The The Regent Room Restaurant &amp; Bar attendant returns to the restaurant disinfecting the tray etc.</li> <li>2. Housekeeping of rooms only on departure. Guests may call to request for a ‘housekeeping pack’ and self-service.</li> <li>3. After the air purification units have been in place for a minimum of 1 hour the room can be serviced by housekeeping. Thorough cleaning using 360 Hygiene disinfecting product.</li> </ol> |
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5. Hotel staff records via time sheets provide for contact tracing (manual) and in addition to this QR codes are displayed for Regent of Rotorua Staff at the entry to the staff room and linkway corridor.

**Guests Self Isolating – refer to guidelines under 'Red'**