



Unite
against
COVID-19

COVID-19

Guidance for Food Service, Food Retail & Food Manufacturing Businesses

This guidance provides New Zealand food businesses working under the Food Act 2014, with information to help keep their customers and staff safe.

(Updated: September 2022)

INTRODUCTION

The purpose of this guidance is to provide food businesses with the information they need to implement procedures that minimise the risks of the more transmissible variants of COVID-19. This guidance provides ways to protect the health and safety of staff and customers.

With the rapid and widespread transmission of highly contagious COVID-19 variants, it pays to plan for a worst-case scenario. Train staff in other tasks as back-ups, and ensure that all procedures are well documented. Stock up on raw materials and supplies if necessary, and identify potential compliance issues which might result from changes to supply chains and mitigation strategies.

You'll need to continue following your Food Control Plan or National Programme. Additional measures to that can help ensure the health and safety of staff and customers are shown below.



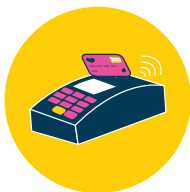
Increase staff health and hygiene procedures

[Page 1](#)



Create and manage workplace groups

[Page 2](#)



Contactless payment/delivery/ordering

[Page 3](#)



Increase cleaning and sanitising

[Page 4](#)



Wear personal protective equipment (PPE)

[Page 5](#)

Owners/managers are responsible for ensuring that the procedures are working, and adjusting when necessary.

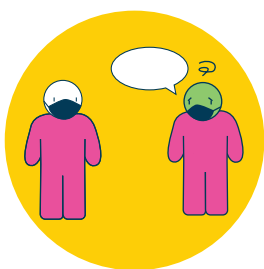
For the latest status updates and information about COVID-19, visit:

- [Unite against COVID-19](#) – New Zealand Government
- [COVID-19 \(novel coronavirus\)](#) – Ministry of Health
- [COVID-19 and food safety](#) – New Zealand Food Safety.

STAFF WELLNESS & HYGIENE

Owners/managers need to ensure workers are well to work. This includes:

- Ensuring any staff who have been isolating return a negative test before coming back to work.
- Reducing the likelihood of sick staff feeling they need to come to work. It is important that staff can take paid sick leave if they are feeling unwell.



Report

If staff feel unwell or have an elevated temperature, they should report to management, go home and take a test.



Stay home

Staff must not come to work if they feel unwell. If possible, staff should work from home until they return a negative test.

How to correctly wash hands



Wet hands under running water



Rub hands together with soap for 20 seconds



Rinse hands with water



Dry hands thoroughly with disposable towels

Remind staff to always wash their hands after blowing their nose, sneezing or coughing. Refer to your Food Control Plan or National Programme for more information on hand washing.



Cough or sneeze into your elbow or by covering your mouth and nose with tissues



Avoid touching your face

WORKPLACE 'GROUPS'

Workplace groups

Workplace groups are groups or teams of workers that work together without contact with other workplace groups. This means that if a person in one group gets sick it's only that group that will need to isolate.

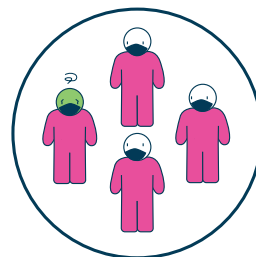
Workplace groups should be kept small to reduce the number of people in close range and therefore the number that need to isolate. Note: It's not compulsory for businesses to have workplace groups, but it is recommended.

- Think about how staff travel to work, to minimise the risk of exposure to COVID-19.
- Do not mix workplace groups.
- The size of a group will need to be determined by the business.
- If a case or suspected case arises, all workers in the group should be managed as specified in the [Guidelines for businesses and services](#).
- Keep records of who is in which group, so you can quickly contact the most 'at-risk' staff if someone becomes sick.
- Workplace supervisors should continuously monitor group arrangements.
- The Ministry for Business Innovation and Employment (MBIE) has developed guidance on the Close Contact Exemption Scheme (for Critical Workers) and Ministry of Health has developed guidance on the use of Rapid Antigen Tests. These can be found [here](#).

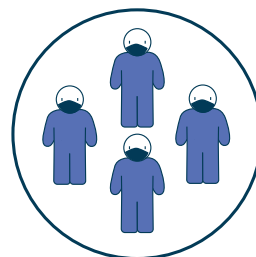
Home workplace groups

If you can operate your food business from home, you can use the above information to form workplace groups wherever practical.

WORKPLACE GROUP A



WORKPLACE GROUP B



In the above example Workplace Group B is not affected by an illness in Workplace Group A.

CONTACTLESS PICK-UP AND DELIVERY

Customers can pay online, over the phone or in a contactless way to stop the spread of COVID-19.

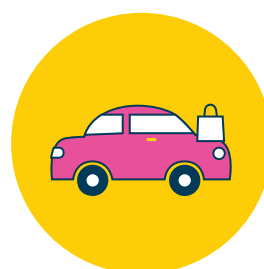
When operating with contactless delivery



Customers use paywave at the point of purchase (EFTPOS is ok but the machines need to be sanitised in between use).



Have hand sanitiser available for staff and customers.



The customer's order can be delivered to the car.



Place the food order on a counter or area for customers to pick up.



Let customers make and pay for their order over the phone or online via credit or debit, and be given an estimated pick up time.

CLEANING AND SANITISING

It is important to frequently clean and sanitise the ‘high-touch’ contact surfaces in your business to help stop the spread of COVID-19.

Sanitise work area surfaces

Work areas include common rooms, break rooms, and shared equipment (e.g. coffee machines).



Frequently clean and sanitise surfaces, such as tables, benches and chairs.



Identify all frequently-touched surfaces, such as door handles and touch-pads, and make sure these are regularly cleaned and sanitised.



Frequently wash utensils, such as tongs and serving spoons.

Sanitiser product



Make sure you are using an anti-viral product and follow the instructions on the label.



Sanitising doesn't work unless things have been cleaned first. So, wash surfaces with hot soapy water, rinse with clean water, then sanitise.



Read instructions on how long the sanitiser product should be left on different surface types before wiping to be most effective.

For more information, visit [Unite against COVID-19 Clean surfaces](#).

Signage

Signage on safety hygiene should be prominently displayed in work areas and amenities. Find posters at [Unite against COVID-19 Posters](#).



Wash & dry your hands



Cough or sneeze into your elbow



Clean and disinfect all surfaces and objects



PERSONAL PROTECTIVE EQUIPMENT (PPE)



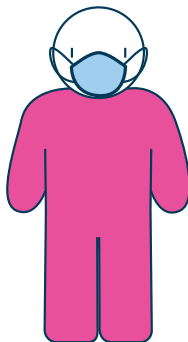
Masks

Masks are not mandatory for staff but the use of masks may be considered, particularly for staff in public-facing roles.



Gloves

Gloves are not mandatory, but all staff must remember to wash and dry their hands thoroughly, regularly.

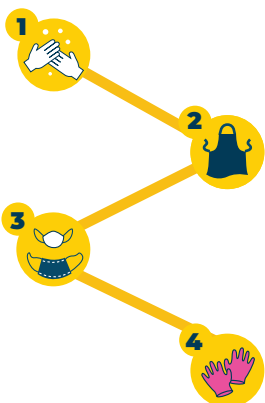


How do I use my mask?

- Put on mask with clean hands.
- Do not touch the mask whilst wearing it.
- Masks should be replaced immediately if these become inoperable, wet or contaminated.
- Wash hands after touching the mask.
- For up-to-date advice on wearing masks, see: [face masks](#)

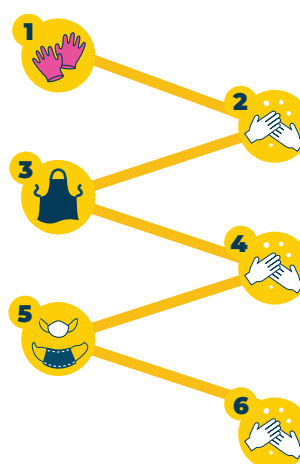
How do I use PPE?

PPE is only effective against reducing the risk of COVID-19 transmission when the correct equipment is used properly. Basic hygiene is still required.



Putting on PPE

1. Wash hands
2. Put on protective clothing
3. Put on mask
4. Put on gloves



Taking off PPE

1. Remove gloves
2. Wash hands
3. Take off protective clothing
4. Wash hands
5. Take off mask
6. Wash hands