



## Workplace principles relating to COVID-19 Alert Levels

The table below describes the principles to apply to Government offices at the different Alert Levels, based on current information as at 12 August 2020.

For more information on COVID-19 Property updates for agencies, refer [here](#). Guidance on [health and safety](#) and [workforce](#) considerations for moving Alert Levels is available from the Government Health and Safety Lead and the State Services Commission.

	Business as Usual	Alert level 1 - Prepare	Alert level 2 - Reduce	Alert level 3 - Restrict	Alert level 4 – Lockdown
<b>Building access</b>	Open	Open	Reduced access to the public or visitors.  Access to workers who are not working from home.	Closed to the public and visitors (unless otherwise required as part of essential or emergency response workers).  Access to approved workers only.	Closed to the public and visitors (unless otherwise required as part of essential or emergency response workers).  Access to essential or emergency response workers only.
<b>Security</b>	Agencies normal business hours and procedures.  Be prepared should changes be required due to increased/decreased restrictions through Alert Levels.	Normal business hours and procedures.	Reduced access to the public or visitors, as determined by agency requirements.	Locked down and security patrol.  Access to approved personnel only.	Locked down and security patrol.  Access to essential or emergency personnel only.

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<b>Workplace access</b>	<p>Access to all workers.</p> <p>Be prepared should changes be required due to increased/decreased restrictions through Alert Levels.</p> <p><i>*Record keeping process is required for people who enter the workplace, or deliver or use relevant service, for the purposes of contact tracing if required.</i></p>	<p>Access to all workers.</p> <p>Whilst there is no requirement to maintain records to enable contact tracing, agencies are encouraged to enable contact tracing for workers, public and visitors (e.g. by displaying QR codes) as long as they protect peoples’ privacy and safety.</p>	<p>Access to workers not working from home.</p> <p>In person services can open providing they met the public health requirements, consult the <a href="#">covid-19 guidance</a> for more information.</p> <p>Encourage providing face to face services remotely where possible to help meet the physical distancing requirements.</p> <p>Implement robust record keeping* process.</p>	<p>Access to approved workers only to be in the workplace.</p> <p>Face-to-face or public facing services should be conducted remotely only.</p> <p>All other workers, working from home as per agency policy and ICT requirements dictate.</p> <p>Where possible utilise lower floors of the building to reduce movement through the building.</p> <p>Implement robust record keeping* process.</p>	<p>Access to essential or emergency response workers only should be in the workplace.</p> <p>Face-to-face or public facing services should be conducted remotely only.</p> <p>All other workers, working from home as per agency policy and ICT requirements dictate.</p> <p>Where possible utilise lower floors of the building to reduce movement through the building.</p> <p>Implement robust record keeping* process.</p>

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<b>Other occupants</b>	<p>Normal operations.</p> <p>Be prepared should changes be required due to increased/decreased restrictions through Alert Levels.</p> <p><i>*Record keeping is required for people who enter the workplace, or deliver or use relevant services, for the purposes of contact tracing if required.</i></p>	<p>Normal operations.</p>	<p>Access to approved occupants required to be onsite.</p> <p>Ensure a robust record keeping* process is in place.</p> <p>Ensure physical distancing is practiced where possible.</p>	<p>Access to occupants’ approved workers only, when required.</p> <p>Ensure a robust record keeping* process is in place.</p> <p>Ensure physical distancing is practiced where possible.</p>	<p>Access to occupants’ essential or emergency response workers only.</p> <p>Ensure a robust record keeping* process is in place.</p> <p>Ensure physical distancing is practiced where possible.</p>
<b>Workers in the workplace</b>	<p>Workers accessing and using the workplace under normal operations.</p> <p>Be prepared should changes be required due to increased/decreased restrictions through Alert Levels.</p>	<p>Workers accessing and using the workplace under normal operations.</p>	<p>Access to workers not working from home.</p> <p>Encourage alternative ways of working such as rostered teams, split shifts/meal breaks, working from home etc., to manage physical distancing requirements.</p> <p>People at higher-risk of severe illness from COVID-19 should consult the <a href="#">COVID-19 guidance</a> provided for the risks and how to mitigate them.</p>	<p>Approved workers only, when required.</p> <p>People at higher-risk of severe illness from COVID-19 should consult the <a href="#">COVID-19 guidance</a> provided for the risks and how to mitigate them.</p>	<p>Essential or emergency response workers only.</p> <p>People at higher-risk of severe illness from COVID-19 should consult the <a href="#">COVID-19 guidance</a> provided for the risks and how to mitigate them.</p>

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<b>Physical distancing*</b>	Common sense approach. Be prepared should changes be required due to increased/decreased restrictions through Alert Levels.	Physical distancing is not required, but is encouraged. Consider areas or situations where physical distancing may be needed; for example, public reception entries or where large groups where attendees are unknown to each other.	The general physical distancing requirement is one metre in the workplace, where practicable.	Physical distance of one metre minimum must be adhered to. One person to two workstations where required to maintain appropriate distancing.	Physical distance two metres minimum must be adhered to.
<p><i>* Agencies should conduct their own risk assessments and engage with unions and workers to determine the most appropriate measures across different work sites and operations. Always refer to <a href="https://www.covid19.govt.nz">covid19.govt.nz</a> for more information and to <a href="https://www.worksafe.govt.nz">worksafe.govt.nz</a> for workplace health and safety guidance.</i></p>					
<b>Lifts and stairs</b>	Agencies normal operations. Be prepared should changes be required due to increased/decreased restrictions through Alert Levels.	Normal procedures.	Common sense approach to physical distancing and the numbers in the lift. Implement one direction of travel in stairwells, if practical.	Adhere to the physical distancing protocols. Implement one direction of travel in stairwells, if practical.	Adhere to the physical distancing protocols. Implement one direction of travel in stairwells, if practical.

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<p><b>General meetings</b> (internal or small number of attendees)</p>	<p>Agencies normal operations.</p> <p>Be prepared should changes be required due to increased/decreased restrictions through Alert Levels.</p>	<p>All meeting rooms available.</p> <p>Technology* available for meetings.</p> <p><i>*technology available as per agency ICT Policy</i></p>	<p>Consider whether external meetings can be conducted virtually rather than in-person.</p> <p>Recommend using large meeting rooms only to maintain physical distancing.</p> <p>Encourage use of technology* available.</p> <p>Small meeting room for single use only, e.g. Zoom* meeting, phone call.</p>	<p>All external meetings to be conducted via technology, unless required by essential services.</p> <p>Small meeting room for single use only e.g. Zoom* meeting, phone call.</p> <p>Face to face meetings must adhere to physical distancing.</p> <p>Use technology* available.</p>	<p>Where onsite workers are required to meet face to face, use large meeting rooms or open areas of the workplace to ensure physical distancing is maintained.</p> <p>Conducted remotely via technology* available.</p>

	Business as Usual	Alert level 1 - Prepare	Alert level 2 - Reduce	Alert level 3 - Restrict	Alert level 4 – Lockdown
<b>Hui events – hosted</b>	<p>Agencies normal procedures.</p> <p>Observe common sense approach.</p> <p>Be prepared should changes be required due to increased/decreased restrictions through Alert Levels.</p>	<p>Normal procedures.</p> <p>However, for events with large numbers that includes attendees who may not be known to each other, consider if there are any additional measures required.</p>	<p>Workplaces are not gatherings.</p> <p>However, for events with large numbers that includes attendees who may not be known to each other, consider if there is the ability to maintain physical distancing and contact tracing requirements.</p> <p>Use available technology* if unable to meet requirements.</p> <p><i>*technology available as per agency ICT Policy</i></p>	<p>All external meetings, roadshows, etc. cancelled.</p>	<p>All external meetings, roadshows, etc. cancelled.</p>

	Business as Usual	Alert level 1 - Prepare	Alert level 2 - Reduce	Alert level 3 - Restrict	Alert level 4 – Lockdown
<b>Hui events – by 3<sup>rd</sup> party</b>	<p>Agencies normal procedures.</p> <p>Observe common sense approach.</p> <p>Be prepared should changes be required due to increased/decreased restrictions through Alert Levels.</p>	<p>Normal procedures.</p> <p>Common sense approach.</p>	<p>Workplaces are not gatherings.</p> <p>However, workers may wish to consider not attending externally hosted events in person, especially with large numbers who may not be known to each other, and use available technology instead, if the host cannot meet physical distancing and contact tracing requirements.</p>	<p>Workers advised not to attend in person and use available technology instead.</p>	<p>Workers advised not to attend in person and use available technology instead.</p>

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<b>Traditional environments</b> (assigned workstations)	<p>Agencies existing workstation arrangements can be maintained.</p> <p>Consider clear workstation policy to allow for cleaning.</p> <p>Consider assigned ICT peripherals (Wireless keyboard, mouse, headsets).</p> <p>Be prepared should changes be required due to increased/decreased restrictions through Alert Levels.</p>	<p>Existing workstations arrangements can be maintained. Establish and/or enforce clear workstation policy to allow for cleaning.</p> <p>Assigned ICT peripherals (Wireless keyboard, mouse, headsets).</p>	<p>Enforce clear workstation policy to allow for cleaning.</p> <p>Assigned ICT peripherals (Wireless keyboard, mouse, headsets) for those in the workplace.</p>	<p>One person to two workstations where practical to maintain appropriate distancing.</p> <p>Enforce clear workstation policy to allow for cleaning.</p> <p>Assigned ICT peripherals (Wireless keyboard, mouse, headsets) for those in the workplace.</p>	<p>Physical distancing must be adhered to.</p> <p>Enforce clear workstation policy to allow for cleaning.</p> <p>Assigned ICT peripherals (Wireless keyboard, mouse, headsets) for those in the workplace.</p>



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<p><b>Flexible / ABW environment</b> (non-assigned workstations &amp; general workspaces)</p>	<p>Agencies existing workstation and workspace policies can be maintained.</p> <p>Ensure clear workstation policy is maintained.</p> <p>Consider assigned ICT peripherals (Wireless keyboard, Mouse, headsets).</p> <p>Be prepared should changes be required due to increased/decreased restrictions through Alert Levels.</p>	<p>Existing workstations arrangements can be maintained.</p> <p>Enforce clear workstation policy to allow for cleaning.</p> <p>Assigned ICT peripherals (Wireless keyboard, Mouse, headsets).</p>	<p>Remove occupancy time limits.*</p> <p>Enforce clear workstation policy to allow for cleaning.</p> <p>Assigned ICT peripherals (Wireless keyboard, Mouse, headsets) for those in the workplace.</p> <p><i>*timeframe that workers are expected to clear workspaces when not in use</i></p>	<p>One person to two workstations where practical to maintain appropriate distancing.</p> <p>Recommend allocating workstations to workers.</p> <p>Remove occupancy time limits.*</p> <p>Enforce clear workstation policy to allow for cleaning.</p> <p>Assigned ICT peripherals (Wireless keyboard, Mouse, headsets) for those in the workplace.</p>	<p>Physical distancing must be adhered to.</p> <p>Remove occupancy time limits*</p> <p>Enforce clear workstation policy to allow for cleaning.</p> <p>Assigned ICT peripherals (Wireless keyboard, Mouse, headsets) for those in the workplace.</p>
<p><b>Facilities</b> (mail, tea/coffee, reception, etc.)</p>	<p>Agencies normal procedures and services.</p> <p>Be prepared should changes be required due to increased/decreased restrictions through Alert Levels.</p>	<p>Normal operations.</p> <p>Mail* services operate as normal.</p> <p><i>*there is no risk associated with the handling of packages, including overseas countries.</i></p>	<p>Reduced services.</p> <p>Operating hours of reception reduced.</p> <p>Frequency of topping up kitchen (tea/coffee etc.) supplies reduced.</p> <p>Additional HVAC maintenance.</p> <p>Mail* services continue.</p>	<p>Approved workers only.</p> <p>Reception closed.</p> <p>Additional HVAC maintenance.</p> <p>Mail* services continue for essential services only.</p>	<p>Essential or emergency response workers only.</p> <p>Reception closed.</p> <p>Additional HVAC maintenance.</p> <p>Mail* services continue emergency response only.</p>

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<b>Fleet and pool vehicles</b>	<p>Normal operations.</p> <p>Suitable cleaning products should be available in vehicles for use.</p> <p>Be prepared should changes be required due to increased/decreased restrictions through Alert Levels.</p>	<p>Suitable cleaning products should be available in vehicle for use.</p> <p>If required, wipe down steering wheel, door handle and other common touchpoints.</p>	<p>Consider if the need to use a fleet or pool vehicle is necessary.</p> <p>Suitable cleaning products should be available in vehicles for use.</p> <p>Wipe down steering wheel, door handle and other common touchpoints.</p>	<p>Recommend that fleet or pool vehicles are not shared.</p> <p>Suitable cleaning products should be available in vehicles for use.</p> <p>Wipe down steering wheel, door handle and other common touchpoints.</p>	<p>Recommend that fleet or pool vehicles are not shared.</p> <p>Suitable cleaning products should be available in vehicles for use.</p> <p>Wipe down steering wheel, door handle and other common touchpoints.</p>

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<b>Visitor recording</b>	<p>Agencies normal procedures.</p> <p>Be prepared should changes be required due to increased/decreased restrictions through Alert Levels.</p>	<p>All external workers and visitors should register with Reception, as normal.</p>	<p>All external workers and visitors are required to register with Reception for the purposes of contact tracing.</p> <p>Where there is no registration method, no entry allowed.</p> <p>Workers visiting another office must register*.</p> <p><i>*where workers are leaving their main building and visiting another, a process must be in place to register this movement. If unable to meet requirements, restrict movement between buildings.</i></p>	<p>All external workers and visitors are required to register with Reception.</p> <p>Where there is no registration method, no entry allowed.</p> <p>Workers visiting another office must register*.</p>	<p>All external workers and visitors are required to register with Reception.</p> <p>Where there is no registration method, no entry allowed.</p> <p>Workers visiting another office must register*.</p>

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<b>Cleaning</b>	<p>Agencies normal procedures.</p> <p>Be prepared should changes be required due to increased/decreased restrictions through Alert Levels.</p>	<p>Consider appropriate cleaning regime.</p> <p>Conduct due diligence to ensure safety measures by contracted cleaning company meets expectations of Alert Levels.</p>	<p>Cleaning to continue, with increased frequency.</p> <p>Conduct due diligence to ensure safety measures by contracted cleaning company meets expectations of Alert Levels.</p>	<p>Nil for closed buildings.</p> <p>Cleaning to continue with increased frequency for occupied buildings.</p> <p>Cleaners will require special access.</p> <p>Conduct due diligence to ensure safety measures by contracted cleaning company meets expectations of Alert Levels.</p>	<p>Nil for closed buildings.</p> <p>Cleaning to continue with increased frequency for occupied buildings.</p> <p>Cleaners will require special access.</p> <p>Conduct due diligence to ensure safety measures by contracted cleaning company meets expectations of Alert Levels.</p>
<b>Travelling* for work</b> (other than home to workplace)	<p>Agencies normal procedures.</p> <p>In accordance with agency travel policy.</p> <p>Be prepared should changes be required due to increased/decreased restrictions through Alert Levels.</p>	<p>Domestic travel in accordance with agency travel policy.</p> <p>International border restrictions in place.</p>	<p>Tier two approval required.</p> <p>Consider whether travel is required or if inter-regional meetings can be held remotely with the use of technology.</p>	<p>Restrictions on travel. Tier two approval required.</p>	<p>No travel.</p>

\* Where there are restrictions on travel between regions, agencies should ensure any business travel complies with these restrictions. Always refer to [covid19.govt.nz](https://www.covid19.govt.nz) for more information on Alert Levels

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<b>Equipment to enable remote working</b>	<p>Agencies normal procedures.</p> <p>Be prepared should changes be required due to increased/decreased restrictions through Alert Levels.</p>	<p>Normal procedures.</p> <p>Establish a process for workers to request equipment. Include a process for the approval, tracking and return of equipment.</p>	<p>Allocated times for workers to collect items.</p> <p>Prepare for Alert level escalation and determine needs of essential and emergency response workers.</p> <p>Implement a process for workers to request equipment. Include a process for the approval, tracking and return of equipment.</p>	<p>Allocated times for essential or emergency response workers only to collect items – one in one out and contactless handover.</p> <p>Prepare for Alert Level escalation and essential or emergency response workers who may need to work from home.</p> <p>Implement a process for workers to request equipment. Include a process for the approval, tracking and return of equipment.</p>	<p>Only under exceptional circumstances for essential or emergency response workers.</p> <p>Implement a process for workers to request equipment. Include a process for the approval, tracking and return of equipment.</p>