

**Back to work procedures.**

**Covid19 Level 2 UPDATED 7th September 2021**

The Back to Work Plan contains both procedural information along with general information about Covid-19 for Alert Level 2.

It is important that everyone follows this plan to ensure the safety and wellbeing of all staff, customers and contractors.

Along with all the known risks we have identified and managed in the past while working in our stores, we must continue to address the risk of contracting Covid19 while at work. The below processes have been put together with advice from the Covid19.govt website and consultation with your managers. We ask all staff to take these steps seriously and if you identify any further steps that would help reduce the risk please talk with your manager or directly with me.

It is required that prior to any staff entering the premises they be fully trained in the below.

Cheers Peter Townend

Canoe & Kayak Ltd

Roof rack Centre Ltd

0274529255

pete@canoeandkayak.co.nz

**Work Procedures The following procedures are to be followed:**

It is expected that everyone follows government directives with respect to getting to and from work.

Sales can only be made by, email, online or by phone and in store when following social distancing guidelines.

These are one meter between staff and two meters between all others. To help achieve this no more than two customers (bubbles) are allowed in the store at one time.

We recommended that we not accept cash as payment while in level 2. If doing so ensure full hygiene measures are taken when handling it.

Workplaces must operate safely – keeping one meter between workers and two meters or more between members of the public you may encounter. Face to face contact should be limited & increase distance over recommended distances where possible.

Mask use, all staff must wear a face covering at work and all customers entering the shop are required to do so to.

Hand sanitiser use, all staff and customers must use hand sanitizer on entering the shop.

Recording who is working together, limit interaction between groups of workers **Daily Staff Checklist – Health Monitoring,** attached

Equipment & work areas are to be sanitised daily, disinfecting surfaces, and maintaining high hygiene standards.

a/ hand sanitiser should always be on the counter, this is for staff to use, we recommend staff use it regularly as well as regular hand washing. <https://www.health.govt.nz/your-health/healthy-living/good-hygiene/hand-washing>

b/ please clean keypads and mouse on computer, eftpos, pens, benches and door handles before and after every personal use. <https://covid19.govt.nz/covid-19/how-were-uniting/cleaning-surfaces/>

c/ please clean the toilet daily ensuring all ‘hand touch’ surfaces are also cleaned with **antiviral** bathroom cleaner. Please leave the cleaner in an available place so staff and customers can wash the facilities before and after they use it. <https://covid19.govt.nz/covid-19/how-were-uniting/cleaning-surfaces/>

d/ please replace cloth towels in bathrooms with paper towels and supply a plastic lined rubbish bin to take the used ones.

Equipment that moves to a new bubble will be sanitised before use (personal tools etc.)

Rostering should wherever possible allow for staff to maintain a team bubble i.e. Jack and Jill work together Monday and Friday and Humphrey and Henriette on Wednesday to Thursday.

Break times Morning/Afternoon teas and Lunch should be taken with your own work bubble, not with other persons.

All staff are to keep an eye on couriers, other essential service visitors etc. They are to maintain a distance of 2 metres from all staff and any areas they have contact with will be sanitized afterwards. If they do not comply then ask them to leave. Get couriers to leave goods outside the store and if signature is required, do it by text or other non-contact means if possible.

Most workers will not require PPE to stay safe at work, apart from Face Masks. 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. <https://www.health.govt.nz/your-health/healthy-living/good-hygiene/hand-washing>

all staff when returning home should follow this advice. <https://www.sitesafe.org.nz/globalassets/guides-and-resources/protocol-resources/returning-home.pdf>

Company vehicles are to be sanitised before and after use, disinfecting all used surfaces, and maintaining high hygiene standards.

Using company vehicles to transport customers current advice is on this link [Local travel | Unite against COVID-19](https://covid19.govt.nz/travel-and-the-border/travel-within-new-zealand/local-travel/#transport-during-alert-level-1)

***Taxi and ride-share services at Alert Level 2***

* *If you’re healthy and do not have cold, flu or COVID-19 symptoms, you can use taxis and ride-share services to travel anywhere in New Zealand.*
* *Apart from the driver, only travel with people you know, for example friends and family.*
* *Minimise the number of stops on the way to your destination.*
* *Drivers of taxis and ride-share services legally must wear a face covering and passengers are strongly encouraged to wear a face covering too.*
* *Drivers legally must display QR code posters to help you keep track of where you’ve been. We recommend you use the NZ COVID Tracer app to do this, or another way that works for you.*

Best advice so far from the Covid19 helpline is, you should maintain a distancing by having one person per row and stagger them so no one is sitting directly behind another. Drivers and passengers are required to wear face coverings.

It would be useful for staff to keep a personal contact log for life outside of work, you could suggest that it is a good idea for clients to keep a personal contact log too.

Update Marketing and booking messaging – include safety information in your messaging channels and booking processes. Before they commit to participating in your activity, your clients must understand the nature of the risk they are accepting and the controls you will use, and that they will be expected to adhere to these, and to provide personal information for contact tracing purposes. They also need to understand the consequence of not adhering to staff requests (i.e. if they are unwell, they may be asked to leave immediately).

we will be stopping suppling food or drinks to customers both in store (cuppa tea etc) and on tours and courses were customers will be asked to bring their own.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Specific in store changes while operating at

Level TWO

**Online orders being sent out:**

Receive order and enter as invoice, ensure payment has been received before shipping/collection.

* Send customer a copy of the invoice through email and advise them of any delays.
* Sanitise hands
* Wrap/package item add keyring if RRC and include receipt.
* Create consignment online
* Stick consignment to package and place by door
* Sanitise hands
* Book pick up
* After courier has been sanitise door handles and any area that is touched. It would be better if the courier does not enter building, goods placed outside when they arrive.

**Online orders for pick up from store:**

* Receive order and enter as invoice
* If any delays (i.e need to order product in for customer) ring them and advise them of approximate timeframe for us to receive product
* If in stock call customer and organise a time for them to come to pick up item, confirm the time agreed on with an email stating our pickup procedure:

“Your pickup time has been confirmed as (enter date and time).

We are taking extra precautions for pick up situations, these include sanitising our hands before handling your item. Wearing gloves where applicable and sanitising any area or items that are regularly touched during pick up.

If the Customer would prefer a contactless pick up, please do so as below;

* When customer arrives to pick up and phones to confirm, advise them to stay in their vehicle and we will collect their item and place it in the coned area.
* Sanitise hands
* Open door and place item in the coned area in front of store
* Head back into shop and sanitise hands again
* Phone customer back to ensure they are happy with the product and answer any questions they might have

Roof Rack fittings:

* Encourage customers to leave the vehicle with us for a suitable period so we do not have customers waiting in store while we fit.
* **At fitting appointment:**

- Ask customer to park the car in the appropriate place and refrain wherever possible from entering or driving the vehicle. If entry cannot be avoided, then ensure all contact areas are sanitised before and after use and use disposable seat covers.

- Customer must leave the fitting area before fitting commences i.e. we do not want to have customers close to the car which brings us into contact with them as we move around doing the fitting.

- Sanitise hands

- Sanitise door handles and any other area that needs to be touched for fitting

- Fit roof racks

- Move tools used to designated area and sanitise

- Sanitise hands and place any instructions or tools to go with customer in front passenger seat

- Sanitise door handles and any other area that has been touched during fitting

- Clean up any packaging or rubbish from fitting and tidy fitting area if needed, sanitise any contact points in workshop area

- Sanitise hands

- Call customer to let them know fitting is completed

Rental and tour/course sanitising plan.

1/

Participants and staff must be fit and well and not have any of the following symptoms.

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Dry Cough | Fever | Breath- lessness | Sore Throat | Head ache | Body ache | Fatigue | Anyone in home bubble sick |

2/

Mask wearing is mandatory for staff and customers when not exercising.

This is taken to mean, that while traveling to and from the venue and while kitting up the customers in equipment PFD etc and adjusting their foot pegs, masks are worn.

When kayaking then masks are not worn but try and keep a two meter plus distance wherever possible.

3/

That all equipment will be sanitised **before use** in the following way.

Taken from <https://rivers.org.nz/article/didymo>

**Clean**

Mix in 5% of household disinfectant.

* Put 10 or 20 litres of water in a tub (try the one you carry wet gear in).
* Mix in 5% of household disinfectant. 10 litre tub: use 2 large cups (500ml). 20 litre tub: use 4 large cups (1 litre).
* Drain boats and squeeze water out of wet gear as thoroughly as possible.
* Soak all gear in the tub for at least a minute, squeeze excess solution back into the tub.
* Pour remaining solution into kayak, slosh around to wet the entire inside (try to get spillage from cockpit back into the tub or next kayak).
* Drain from first kayak into the next and so on until insides of all boats are wetted with solution.
* Use remaining solution to sponge down the outside of kayaks and paddles.
* Dispose of excess solution well away from river/lake/sea and if you have to rinse gear do so in tap water not the river /lake/sea water.

**All Staff are responsible for complying with this document, they must also notify management if any areas are deficient or not addressing areas of concern.**

**Keeping everyone safe is a team effort.**

**So be vigilant and kind and we will all get through it together.**