

DEVELOPED BY:



Alert Level 2

COVID-19 Health and Safety Protocols for New Zealand Residential Construction - Display Home / Selection Centre Limited Operation

Purpose: The COVID-19 Health and Safety Protocols for Residential Construction Sites outlines the minimum standards to be implemented at residential construction sites to manage risk of COVID-19 transmission on site. These Protocols apply at Alert Level 2. These Protocols supplement the *COVID-19 Standard for Operating New Zealand Residential Construction Sites* developed by CHASNZ.

AMENDMENTS IN VERSION 2

New guidance from the Government for work required under Alert Level 2 has required changes to these protocols:

- Physical distancing is a minimum of 1m.

Our commitment as an industry:

- We are committed to working alongside Government to prevent the spread of COVID-19.
- As an industry, we are united against COVID-19 and will do our utmost to protect our workers, the wider community and New Zealand.
- We know that we're in this together - this means trusting those we work with will keep us safe and that we'll do the same for them.
- We recognise that we must work together to ensure the health, safety and wellbeing of everyone in the supply chain.
- The Residential Construction Sector plays a significant role in reinvigorating the New Zealand economy post this lockdown period. We must pay immediate attention to the sales pipeline which is currently feeding this sector.

The goals of this document are to:

- Keep workers and the wider community healthy and safe by preventing the spread of COVID-19.
- Apply relevant guidance from the Ministry of Health and other Government agencies to the construction environment.
- Encourage a safe and respectful work environment and good communication between all stakeholders.
- Sit alongside your usual health and safety controls to ensure workers are safe on site.

New Zealand's COVID-19 alert levels:

- New Zealand's COVID-19 alert system specifies public health and social measures to be taken against COVID-19. The protocols in this document are designed for construction operating within COVID-19 alert level 2. As we move between alert levels the protocols will indicate what we need to do to operate and plan for the kinds of restrictions we may be required to put in place. This includes escalating restrictions on human contact, travel and business operations.

1. COVID-19 CONTROLS PLAN

Each Display / Show Home or Selection Centre site operating at Alert Level 2 needs to have in place a COVID-19 Safe Operating Plan. This plan will guide how the principal or key sales personnel will manage appointments and the controls they will use to minimise the risk of COVID-19 transmission.

Where appointments can be completed remotely and/or teams can work at home this should remain the case during Level 2.

It is the responsibility of the site owner (the party responsible for overall site co-ordination) to ensure this plan is in place. The site owner may be a group home builder; a project manager; or a small builder / contractor. There must always be a nominated person of responsibility onsite while any consultation/visit takes place.

These protocols apply only to limited sales consultations.

These protocols are separated into four sections:

- A) Before Arriving on Site**
- B) Site Entry**
- C) Site Operations
(including deliveries & unscheduled visitors)**
- D) Leaving Site**



A) BEFORE ARRIVING ON SITE

- Each site owner must provide the visitor / client a COVID-19 safe site management plan detailing the steps they will take to mitigate risks on arrival at the site. The details of the plan should be communicated to visitors (electronically) before they arrive at a site. These details will also be clearly illustrated at the entry and exit of all sites. These are available through WorkSafe or via the CHASNZ COVID-19 website.



A) BEFORE ARRIVING ON SITE *continued*

- The plan must include at a minimum:
 - » The requirement to wash hands with soap on entry/exit to any site.
 - » The need for all visitors to sign in and out of any sites visited, complete a declaration of wellness, and provide appropriate source tracing details.
 - » A resourcing plan to ensure those who do attend any site remain a minimum 1m from each other and maintain a “bubble” that does not expose them to others.
 - » All sites only to be operated under the following conditions:
 - Only by appointment.
 - One group in one group out.
 - No mass walk-in’s during Level 2.
 - » Confirmation that vulnerable workers have been identified as per the COVID19.govt.nz guidelines and that they have discussed with their employer and or health advisor ways to keep safe while at work, if they cannot work from home and want to return to work.
 - » Consideration of whether physical distancing measures introduce new health and safety risks (e.g. because they impact communication).
 - » Site owners must engage with visitors to develop appropriate controls to mitigate additional risks. For example: any document sharing (plans/schemes/catalogues) is avoided with both the host and visitor having clearly marked sets of the documents that are not shared.
- Visitors should not attend any site with any member from outside of their existing bubble.
- All visitors should follow the personal health guidelines to confirm they are safe to be on site. See Appendix 2.



B) SITE ENTRY

- All sites will have clear entry / exit points to prevent members of the public from accessing site. All non-essential visitors or visitors without appointments are to be stopped.
- On arrival at site, visitors will:
 - » Complete a sign in register at the entry point that includes: name, full contact details, health declaration, and source tracing information detailing where a visitor has travelled from and intending to travel post any visit.
 - » Wash their hands with soap at wash stations or use hand sanitiser (minimum 60% alcohol).
- Visitors will be able to walk the site retaining their bubble and ensuring a minimum of 1m from any person outside of their bubble.
- Any presentation of content to be completed by the site owner will ensure that a minimum of 1m is retained at any stage.
- Both the site owner and visitor to retain clearly marked copies of own literature (no swapping of marked up plan copies or
- All visitors complete a sign out process detailing where they are going next to ensure necessary tracing should this be required.
- All people accessing any site must sign in at each visit. This includes companies making deliveries, site owners or elected team members and clients.
- The sign in regime is critical to allowing contact tracing to occur in the event of a suspected or confirmed case of COVID-19.



C) SITE OPERATIONS

How we work on site:

- The site owner needs to ensure only essential client visits are held on site.
- Eliminate, where possible, face-to-face meetings.
- All common areas will be closed unless absolutely necessary. If required, they must be cleaned daily using an industrial cleaning regime.
- Do not swap paper or pens with visitors.
- If any content is shared this needs to be disinfected before passing between people.
- Consider opening windows for more ventilation.
- No offering of refreshments to any person visiting a site.
- Site Owners to review COVID-19 controls at least weekly with teams to seek their views on the controls. Site owners / allocated persons able to host clients at a site must be encouraged to suggest improvements or raise concerns.
- There is no smoking on site at any time.

Continued over.



C) SITE OPERATIONS *continued*

Cleaning Regime (Responsibility of Site Owner)

- Remind staff to wash their hands with soap before and after each meeting.
- Consider making alcohol-based hand sanitiser available throughout the site and show clients/staff this location.
- Daily cleaning of all high touch areas (e.g. door handles, scaffold handrails, sign in station)
- Only one toilet to be used on any site. This toilet must be cleaned daily.
- Utilise appropriate detergents or disinfectant solutions for all site, equipment, and amenity cleaning.
 - » See link for more information about cleaning: <https://www.health.govt.nz/our-work/diseases-and-conditions/covid-19-novel-coronavirus/covid-19-novel-coronavirus-information-specific-audiences/general-cleaning-information-covid-19>
- Consider reduced site work hours to ensure daily cleaning can be completed after any appointments have been completed.

Site Visitors (who do not have appointments)

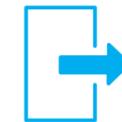
- All non-essential visitors to be denied entry to site until a suitable appointment is made.
- Where the visitor must interact with someone on site that should be completed by one worker at site only. Sites should consider having only one employee on site to interact with visitors
- Visitors must be encouraged not to touch anything onsite unless absolutely necessary (e.g. for an inspection).



C) SITE OPERATIONS *continued*

Deliveries

- Workers / site owners should attempt to arrange all deliveries / orders through phone / online systems rather than face to face visits to store.
- Site owners to ensure suppliers who will make deliveries to site have a COVID-19 plan and that Delivery Drivers will be trained in operation of the plan. Non-contact deliveries should be encouraged.
- Should any delivery driver need to enter a site they will follow the same processes outlined in (a) when arriving to site.
- Do not take physical documentation from delivery driver. Utilise photographic proof of delivery.
- Maintain minimum 1m physical distancing from delivery team.



D) LEAVING THE SITE PROTOCOLS

Sign out process:

- All visitors, including those making deliveries, to sign out before they leave the site.
- Confirm no additional places were visited than what was indicated at sign in.
- Visitors acknowledge the obligation to inform site owner if they become unwell, or become aware they have had contact with a suspected COVID-19 case.
- Ensure that all visitors have the Site Owner's contact details.
- Sign out and wash hands with soap or use hand sanitiser.

2. EMERGENCY MANAGEMENT PROTOCOLS

Risk Identification

- Should any worker or site visitor become ill or are suspected of having or been in contact with a suspected COVID-19 case they must immediately be report to the Site Owner and contracting company, if applicable.
- The site owner must immediately:
 - » Shut the site for a minimum 3 days (unless confirmed that this was not COVID-19) while an investigation occurs. [to confirm recommended shut down from MOH]
 - » notify the Ministry of Health (Healthline Advise & Information line: 0800 358 5453)
 - » begin contact tracing.

Contact Tracing:

- The Site Owner must identify all sites that the worker / visitor in question has accessed and compile a list of all people that may have been in the same site within a period of [7] days.
- Site owner must inform all visitors that there could have been an exposure, whilst protecting the privacy of the individual where practicable.
- Workers who may have had contact are to stay at home until the case and contacts are confirmed or not, in conjunction with Ministry of Health.

Cleaning

- Before the sites in question can be opened again a full sanitising clean should be completed
- Do not re-open site without specific approval from Ministry of Health.

3. MONITORING / ENFORCEMENT

We encourage all sector participants to take a **zero tolerance** approach to any breaches of this control plan by either individual workers, companies or visitors.

These controls will be shared with WorkSafe, Local Councils and MBIE / MOH. We expect that some / all of these entities will conduct audits against these controls.

APPENDIX 1: COVID-19 TOOLBOX TALK TO BE COMPLETED PRIOR TO OPENING OF ANY DISPLAY HOME / SELECTION CENTRE IN ANY DAY.

Everybody at a site has a duty to utilise practical steps to minimise, as best as possible, exposure to COVID-19 or spreading it to others.

These simple requirements are not new to a post Covid19 environment, however form a personal commitment by all workers on site to look after themselves, and their co-workers and site visitors. As such, they should form part of a revised induction briefing to all workers post returning from lockdown.

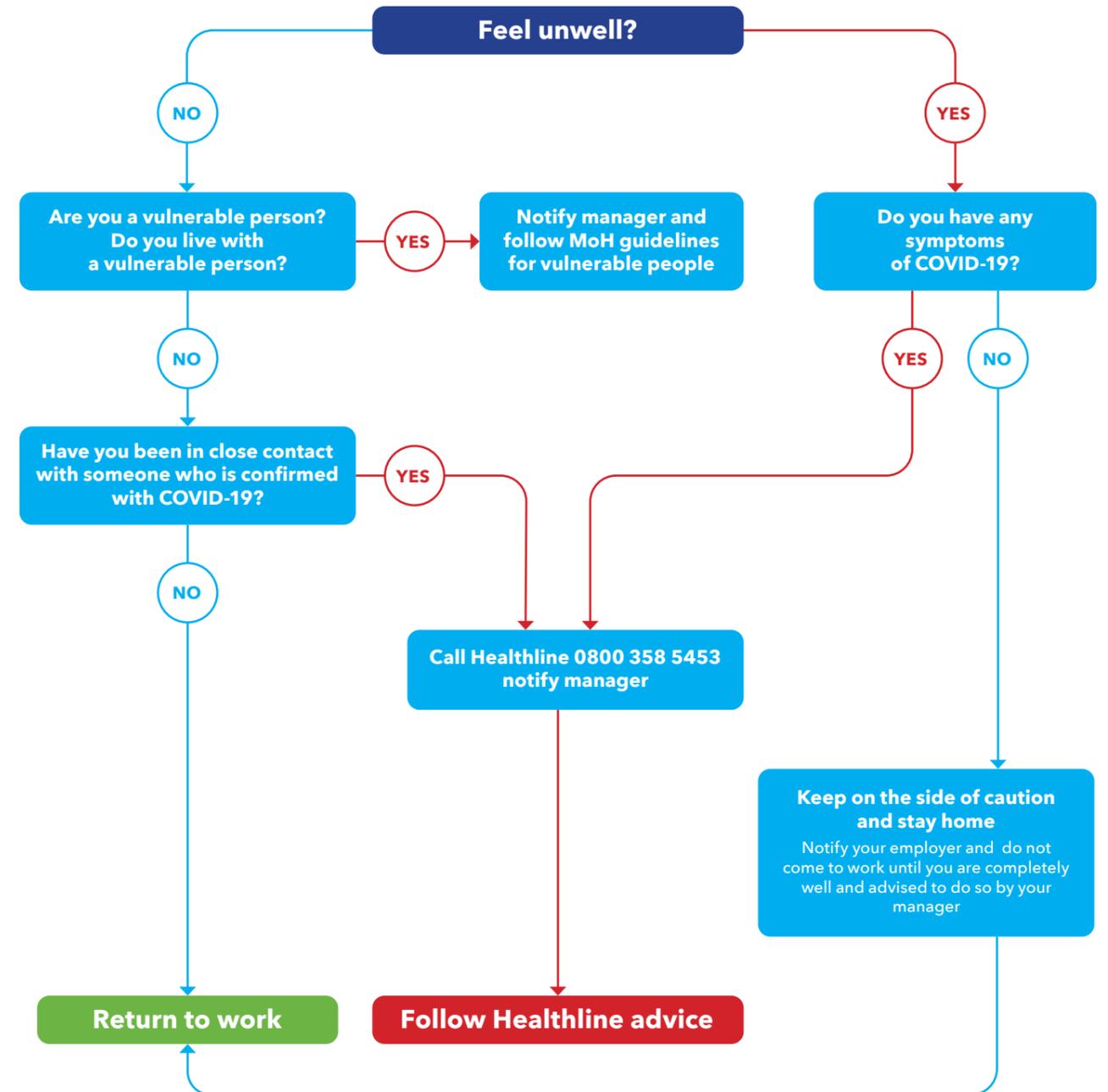
- Wash your body, hair, and clothes thoroughly every day.
- Wash hands and wrists thoroughly with soap before preparing and/or eating food and after going to the toilet, and at regular intervals during the day.
- Put cigarette butts in the bin - with no smoking in Display Homes or Selection Centres.
- Always refrain from spitting.
- Turn away from other people and cover the nose and mouth with a tissue or the arm when coughing or sneezing. If this not done, droplets of liquid containing germs from the nose and mouth can spread in the air and other people can breathe them in, or the droplets can get onto food.
- Avoid handshakes or any other close physical contact.
- Avoid touching your face with your hands.
- Adhering to social distancing principles - not making physical contact with another person.
- Keeping two metres from those around you always.

If you are sick (with any cold, flu, coughing or sneezing-type symptoms) or may have been in contact with someone who has COVID-19, Do not come to work. Immediately notify the NZ Healthline and listen to their advice.

If you have travelled outside of New Zealand, you will be required to Self-quarantine for a period of 14 days. This must be strictly observed.

If you have come in to contact with someone who is known to have contracted COVID-19 and you develop symptoms, immediately notify the NZ Healthline and listen to their advice Do not attend work until confirmatory results are known and you are instructed by your GP that you can recommence work

APPENDIX 2: PERSONAL HEALTH GUIDELINES: How to identify if you should be at work or stay at home.



ADDITIONAL RESOURCES

The Ministry of Health provides full information on the current state of CV19.

Ministry of Health: www.health.govt.nz

The COVID-19 website is a government developed website with extensive tools and information on CV19.
Official COVID-19 website: www.covid.govt.nz

The Site Safe website has tools specific for the construction industry. You can find toolboxes for all types of situations and general information on CV19. Site Safe:
www.sitesafe.org.nz/news--events/covid-19/

Mates in Construction has a range of tools available relating to mental health and wellbeing:
mates.net.nz/get-help/covid-19-support/returning-to-work-induction-resources/