

Revised as at: 27 June 2022

GUIDELINES FOR COVID-19 SAFE BUSINESS OPERATIONS

The following principles set the minimum guidelines for safely operating businesses during the COVID-19 pandemic.

These principles are guidelines for all businesses and are designed to ensure minimal risk when continuing essential services and businesses and may be subject to review (modification, additional or removal).

These guidelines must be read and agreed to in conjunction with other protocols, orders, instructions or guidelines published by Niue government authorities, where applicable.

RECOMMENDED SAFETY MEASURES

- 1) Businesses must make available for all employees, customers, and clients appropriate Personal Protective Equipment (PPE), such as face-covering.
- 2) Businesses must make available provision for hand washing facilities and/or sanitisers to employees and customers.
- 3) Businesses, venues, may open at full capacity, adhering to physical distancing. Customer-facing businesses such as banks, where physical distancing is not possible, should ensure that there is a plexi-glass partition in between the customer and staff and also between staff members, where possible.
- 4) Businesses should put in place Standard Operating Procedures (SOPs) to identify hotspots and manage large crowds and long queues, within and outside stores. These may include breaking queues into several sections, putting up signs that indicate length of queuing time and implementing queue or appointment management systems.
- 5) Businesses, for example, supermarkets and retail shops, must control crowds in and outside the premises with floor markings to show where customers must stand. When community transmission is high, only one person per family should be permitted inside the premises, except where a parent or guardian is with a child under the age of 16 years. There should be dedicated shopping arrangements for the vulnerable groups, such as the elderly, persons with disabilities and pregnant women.
- 6) All establishments must be well ventilated in order to operate. Businesses should maximise natural ventilation by opening windows, doors, and vents when conditions

allow (if that does not pose a safety risk), or mechanical ventilation using fans and ducts, or a combination of both.

Any poorly ventilated spaces in the workplace must be identified and steps are taken to improve fresh air flow in these areas. In buildings with heating, ventilation, and air conditioning (HVAC) systems, ensure that:

- a. These systems are operating in accordance with the manufacturer's instructions and design specifications;
 - b. All regularly scheduled inspections and maintenance procedures are conducted;
 - c. Maximise the amount of outside air supplied; and
- 7) Where possible, businesses may have video surveillance installations activated with footage to be made available to the Public Health Division of the Department of Health.
 - 8) Where practical, use of cash should be discouraged. Businesses may wish to use integrated technologies to enable automation, such as contactless payment, where possible. Where use of cash or card swipes cannot be avoided, ensure proper hygiene and sanitisation practices are in place.
 - 9) Should an employee show COVID-19 like symptoms they should not report to work on their scheduled time. Should an employee report sick with COVID-19 like symptoms, the employer should record this on a Register of Absence.
 - 10) In the event that the business premises is a location of interest, the business must decontaminate all of its high-touch surfaces and follow any other health guidelines before resuming operations.
 - 11) Businesses should maintain records using RockSafe or a written register of customers and staff for contact tracing purposes.
 - 12) Businesses should maintain safe hygiene protocols and disinfect all frequently touched surfaces on a regular basis.
 - 13) The employers should ensure that while co-mingling, their employees at no point in time, share cutlery, utensils, cups, and cigarettes or any other consumables.
 - 14) Businesses should engage in regular on-site training and awareness of the above COVID safe measures.

Retail Delivery and Services

- (i) All delivery items should be packaged, packed and sanitised.
- (ii) Contactless delivery is strongly recommended and ensure as minimal interaction as possible with customers and maintain all COVID safe measures.
- (iv) Businesses should maintain records of customers and vehicle operators/delivery staff for contact tracing purposes.

- (v) In case of an emergency such as a mechanical issue or accident, the driver may attend to the emergency following all COVID safe measures such as wearing of face covering and adhere to physical distancing.
- (vi) High touch points of the delivery vehicle should be disinfected at the start and end of each day and when rotating delivery staff.
- (vii) For outsourced services of delivery, the businesses and service provider must ensure the service provider follows the above guidelines.