

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.

Key messages for businesses:

1. All **businesses can open** and have customers on their premises if they can do so safely.
2. Businesses should maintain records using **RockSafe** or a written register of customers and staff for contact tracing purposes.
3. Businesses may open at full capacity, adhering to **physical distancing of at least 1 metre for customers and workers**. To help everyone physically distance safely, you can:
 - a. Limit the number of people allowed in the store at any given time.
 - b. Use signs and posters to direct traffic flow, and let people know where they need to stand if they need to queue.
 - c. Use plastic or glass partitions between customers and workers.
4. Regularly **clean high touch surfaces and equipment** – for example, door handles, handrails, counters, and shared facilities. Routine cleaning using household/supermarket detergents is sufficient to substantially reduce viral levels on surfaces.
5. In the event that the business premises is notified of being a **location of interest**, the business must decontaminate¹ all of its high-touch surfaces and follow any other health guidelines before resuming operations.

¹ If there has been a COVID-19 case, wear a mask, and open windows and doors before cleaning and disinfecting. Cleaning means physically removing germs, dirt, and grime from surfaces. Disinfecting means using chemicals, such as bleach, products containing $\geq 70\%$ alcohol, or products with antiviral activity, to kill germs on surfaces. Follow the instructions on the disinfectant to ensure they are used safely and effectively.

6. Businesses, for example, food stores 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.
7. There should be **dedicated shopping arrangements for the vulnerable groups**, such as the elderly, persons with disabilities and pregnant women.
8. Businesses must make available for all employees, customers, and clients appropriate Personal Protective Equipment (**PPE**), such as face masks.
9. Businesses must make available provision for **hand washing facilities and/or sanitisers** to employees and customers and restock regularly.
10. Businesses should have **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.
11. Offer **contactless payment options** and **contactless deliveries** to minimise contact with customers.
12. Good **ventilation** can help reduce the risk of COVID-19 indoors. Keep doors and windows open to improve airflow. If your workplace has air-conditioning, check that it is regularly maintained.
13. Should an **employee show COVID-19 like symptoms** they should not report to work. Should an employee report sick with COVID-19 like symptoms, the employer should record this on a Register of Absence.
14. Businesses should engage in **regular on-site training and awareness** of the above COVID-19 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.

