

Purpose

As cases of COVID-19 (Novel Coronavirus) increase globally and have now reached New Zealand, this is a summary of key actions and instructions we ask you to follow.

1. General Information about COVID-19

1.1 Symptoms of COVID-19 are similar to a range of other illnesses such as influenza and do not necessarily mean that you have COVID-19. Symptoms include:

- fever
- coughing
- difficulty breathing.

Difficulty breathing is a sign of possible pneumonia and requires immediate medical attention.

If you have these symptoms and have recently been to a [country or area of concern](#), or have been in close contact with someone confirmed with COVID-19, please contact Healthline (for free) on [0800 358 5453](#) (or [+64 9 358 5453](#) for international SIMs) or your doctor immediately.

1.2 Like the flu, COVID-19 can be transmitted from person to person. The scientific evidence confirms that COVID-19 is spread by droplets. This means that when an infected person coughs, sneezes or talks, they may generate droplets containing the virus. These droplets are too large to stay in the air for long, so they quickly settle on surrounding surfaces. Droplet-spread diseases can be spread by:

- coughing and sneezing
- close personal contact
- contact with an object or surface with viral particles on it and then touching your mouth, nose or eyes.

1.3 To protect yourself from COVID-19 (and any cold or flu virus), we recommend:

- covering coughs and sneezes with disposable tissues
- washing hands for at least 20 seconds with water and soap and drying them thoroughly:
 - before eating or handling food
 - after using the toilet
 - after coughing, sneezing, blowing your nose or wiping children's noses
 - after caring for sick people

1.4 If staff are unwell and showing any symptoms such as coughs, colds and/or fever, they must contact their manager and arrange sick leave.

1.5 These guidelines apply at all Alert Levels 1-4

2. Company Communication

2.1 Take notice of any company posters or emails providing updates

2.2 This policy is a living document and will be adapted and communicated with you if the situation globally and nationally changes.

3. Hygiene Standards

3.1 We advise all individuals to take responsibility and caution with basic hygiene and cough etiquette.

- Hand hygiene –wash hands regularly with soap and water, or cleansing with hand sanitiser
- Staying at home if you are sick
- Coughing or sneezing into a tissue or your elbow and then performing hand hygiene
- Cleaning surfaces regularly

- 3.2 For hot desk/shared desk (particularly for Communications Operators), the procedure is at start of shift and at end of shift to fully wipe down surfaces, headset, keyboard, mouse and phone with anti-bacterial wipes.
- 3.3 Hand sanitiser is in high demand and the company will do its utmost to provide employees with access to sanitising hand wash and/or wipes. However, washing thoroughly with soap and water is also sufficient.
- 3.4 All guard phones to be wiped with disinfectant wipes/sanitiser at shift changes (before and after shift).
- 3.5 All guard fleet vehicles to be wiped with disinfectant wipes/sanitiser at shift changes (door handles, window buttons, steering wheel, gear shift, seat belt locking parts etc).
- 3.6 Adhere to social distancing recommendations (1 metre within our office spaces, 2 metres minimum outside of office and on client sites).
- 3.7 The guidelines above apply for all Alert Levels 1-4.

4. PPE

- 4.1 Disposable surgical face masks will be available to frontline staff who are working in close contact with others or in high risk client sites.
- 4.2 Disposable gloves will be made available to all staff.
- 4.3 The company will give advice of “best practice” for wearing and removing face masks and gloves.
- 4.4 Pandemic PPE to be used as required at client sites for all Alert Levels

5. Contact with COVID-19

- 5.1 If you have recently travelled/transited from Mainland China, Iran, Northern Italy and the Republic of Korea (or one of the Category 1a or 1b countries of concern - refer updated list from Ministry of Health website), you are required to be isolated for 14 days and must register with Healthline 0800 358 5453.
- 5.2 If you have recently travelled/transited from Category 2 countries/territories, you do not have to self-isolate if you are well.
- 5.3 Any staff member who develops symptoms of this virus and have recently travelled or been in contact with others from overseas, or have been in possible contact with a person diagnosed with COVID-19, must alert management and self-isolate for 14 days.
- 5.4 As from 01:00hrs 16 March 2020, all employees returning from overseas travel MUST self-isolate at home for 14 days. From this point forward, staff who chose to travel and will be impacted by this Government measure can choose to either use their allocation of sick leave, annual leave or leave without pay. This remains in place until lifted by the New Zealand government.
- 5.5 As from 01:00hrs 16 March 2020 Nutech expects any employees who have overseas guests arriving in New Zealand and staying in their household, to also self-isolate. This remains in place as per 5.4.

6. Company Supplies

- 6.1 Supply chain interruptions will be communicated directly with those affected as/when needed.

7. Disruptions to Company Operations

- 7.1 New Zealand uses a standard model to consider the potential impact of an influenza pandemic. The modelling predicts that in a severe pandemic, we may see up to 40 percent of the population becoming ill over an eight week period. This means that, at its peak, up to a third of New Zealand’s population may be ill or recovering from illness

- 7.2 In that worst-case scenario where a high percentage of Nutech employees develop COVID-19 and daily operational needs and service to clients may be affected, the company may hire temporary and sub-contractor staff so that critical operations are not affected. (Alert Levels 3 and 4)
- 7.3 All Nutech employees who are able to work remotely will do so from home to minimise risk of spreading COVID-19. This applies to Alert Levels 3 and 4.
- 7.4 In the worst case scenario, Nutech Management will meet to discuss the best solutions at the time to minimise impact on our clients. This may include engaging sub-contractor security guards. (Alert Levels 3 and 4)
- 7.5 Alert Levels in attached Schedule A. and more information available here:
<https://www.health.govt.nz/our-work/diseases-and-conditions/covid-19-novel-coronavirus>

8. Operating Under Level 4

- 8.1 Essential Services additional decisions and exemptions (updated 2.00 pm, 29 March 2020) states: "Security is considered an essential service, even if security services are being provided in relation to a premise for a non-essential service".
- 8.2 During Level 4 Nutech Security will continue to offer all Monitoring services.
- 8.3 During Level 4 Nutech Security will continue to offer all Security Sales/Consultancy, Guard and Technical Services for work required where our client, clients employees and/or property and businesses meet our COVID-19 Health & Safety requirements.
- 8.4 Nutech have developed a 3-step check for incoming Sales, Guard and Technical work during Level 4, using a Client Declaration Form and COVID-19 Risk Matrix score. See attached Schedule (b) and (c).
- 8.5 All operational staff will follow all client procedures and protocol on their sites during Level 4. This may include distancing rules, hygiene and PPE procedures, guest login procedures and exiting procedures etc.
- 8.6 All staff with the ability to work from home will do so, accessing the offices only for essential work on-site
- 8.7 Nutech employees at high risk of severe illness (older people, those with existing medical conditions, or with family in their home at high risk) are encouraged to stay at home during Level 4. This will be discussed confidentially with those employees.
- 8.8 No visitors inside our offices during Level 4 Lockdown to protect our work "bubble".
- 8.9 Nutech Security will follow all Ministry of Health guidelines in the event that an employee tests positive for COVID-19

9. Operating Under Level 3

- 9.1 During Level 3 Nutech Security will continue to offer all Monitoring services.
- 9.2 During Level 3 Nutech Security will continue to offer all Security Sales/Consultancy, Guard and Technical Services for work required where our client, clients employees and/or property and businesses meet our COVID-19 Health & Safety requirements.
- 9.3 Nutech have developed a 3-step check for incoming Sales, Guard and Technical work during Level 3, using a Client Declaration Form and COVID-19 Risk Matrix score. See attached Schedule (b) and (c).
- 9.4 All operational staff will follow all client procedures and protocol on their sites during Level 4. This may include distancing rules, hygiene and PPE procedures, guest login procedures and exiting procedures etc.
- 9.5 All staff with the ability to work from home will continue to do so, accessing the offices only for essential work on-site
- 9.6 Nutech employees at high risk of severe illness (older people, those with existing medical conditions, or with family in their home at high risk) are encouraged to stay at home during Level 3. This will be discussed confidentially with those employees.
- 9.7 No visitors inside our offices during Level 3 Lockdown to protect our work "bubble".
- 9.8 Nutech employees need to be responsible for keeping their own home/family "bubbles" controlled, as for Level 3, to reduce any contact with COVID-19.
- 9.9 Nutech Security will follow all Ministry of Health guidelines if an employee tests positive for COVID-19

10. Operating Under Level 2

- 10.1 Under Level 2, Nutech will resume all operations for Monitoring, Sales, Guard and Technical departments.
- 10.2 Nutech will continue to use their Health and Safety 3-step check during Level 2, using the Client Declaration Form for all new jobs and COVID-19 Risk Matrix for high risk environments.
- 10.3 All operational staff will follow all client procedures and protocol on their sites during Level 2. This may include distancing rules, hygiene and PPE procedures, guest login procedures and exiting procedures etc
- 10.4 Staff working from home may return to work within the Nutech Offices, adhering to all hygiene and distancing practices (1m in office, 2m on client sites).
- 10.5 Nutech employees at high risk of severe illness (older people, those with existing medical conditions) are encouraged to stay at home during Level 2. This will be discussed confidentially with those employees and along with a planned return to work.
- 10.6 Staff may undertake inter-regional travel, adhering to all Govt guidelines.
- 10.7 Visitors to Nutech offices must complete the visitor log book, wash/sanitise hands on entry and exit, and maintain a 1 metre social distance.
- 10.8 All office cleaning and hygiene regimes remain in place during Level 2.
- 10.9 Employees who are unwell must contact their manager immediately and stay/return home with symptoms such as fever, breathing difficulties, runny nose, sore throat, cough etc.
- 10.10 Nutech Security will follow all Ministry of Health guidelines if an employee tests positive for COVID-19

11. Operating Under Level 1

- 11.1 Nutech may decide to use their Health and Safety 3-step check during Level 1, using the Client Declaration Form and COVID-19 Risk Matrix, if certain circumstances apply. (for example, working in high risk zones/sites like COVID clusters, hospitals, rest homes etc).
- 11.2 All operational staff will follow all client procedures and protocol on their sites during Level 1. This may include distancing rules, hygiene and PPE procedures, guest login procedures and exiting procedures etc
- 11.3 Visitors to Nutech offices must complete the visitor log book, wash/sanitise hands on entry and exit, and maintain a 1 metre social distance.
- 11.4 Nutech Security will follow all Ministry of Health guidelines if an employee tests positive for COVID-19

12. Latest Information

Most updated Ministry of Health information is available here:

<https://www.health.govt.nz/our-work/diseases-and-conditions/covid-19-novel-coronavirus>

SCHEDULE A – ALERT LEVELS Issued by NZ Government 16 April 2020 – updated 11 May 2020

| ALERT LEVEL | RISK ASSESSMENT | RANGE OF MEASURES |
|---|--|--|
| <p>Level 4 – Lockdown Likely the disease is not contained</p> | <p>Community transmission is occurring.</p> <ul style="list-style-type: none"> Widespread outbreaks and new clusters. | <ul style="list-style-type: none"> People instructed to stay at home (in their bubble) other than for essential personal movement. Safe recreational activity is allowed in local area. Travel is severely limited. All gatherings cancelled and all public venues closed. Businesses closed except for essential services (e.g. supermarkets, pharmacies, clinics, petrol stations) and lifeline utilities. Educational facilities closed. Rationing of supplies and requisitioning of facilities possible. Reprioritisation of healthcare services. |
| <p>Level 3 – Restrict High risk the disease is not contained</p> | <ul style="list-style-type: none"> Community transmission might be happening. New clusters may emerge but can be controlled through testing and contact tracing. | <ul style="list-style-type: none"> People instructed to stay home in their bubble other than for essential personal movement – including to go to work, school if they have to or for local recreation. Physical distancing of two metres outside home (including on public transport), or one metre in controlled environments like schools and workplaces. People must stay within their immediate household bubble, but can expand this to reconnect with close family / whānau, or bring in caregivers, or support isolated people. This extended bubble should remain exclusive. Schools (years 1 to 10) and Early Childhood Education centres can safely open, but will have limited capacity. Children should learn at home if possible. People must work from home unless that is not possible. Businesses can open premises, but cannot physically interact with customers. Low risk local recreation activities are allowed. Public venues are closed (e.g. libraries, museums, cinemas, food courts, gyms, pools, playgrounds, markets). Gatherings of up to 10 people are allowed but only for wedding services, funerals and tangihanga. Physical distancing and public health measures must be maintained. Healthcare services use virtual, non-contact consultations where possible. Inter-regional travel is highly limited (e.g. for essential workers, with limited exemptions for others). People at high risk of severe illness (older people and those with existing medical conditions) are encouraged to stay at home where possible, and take additional precautions when leaving home. They may choose to work. |
| <p>Level 2 – Reduce Disease is contained, but the risk of community transmission remains</p> | <ul style="list-style-type: none"> Household transmission could be occurring. Single or isolated cluster outbreaks. | <p>Life at Alert Level 2 Life at Alert Level 2 means we can resume many of our everyday activities — but we have to do so safely.</p> <ul style="list-style-type: none"> Most businesses can open if they can do it safely. This will help to get people back to work. We can go in-store at local businesses. Tertiary education facilities, schools and early learning centres will be open. We can travel between regions. Initially gatherings like weddings, funerals, tangihanga, religious ceremonies and social gatherings can have up to 10 people. We can safely connect and socialise with close friends and family, in groups of 10. We can visit local cafes and restaurants bars and pubs to have a meal. We can return to our regular recreation activities, at first keeping to 10 people. <p>Controls at Alert Level 2 Alert Level 2 is not life as normal, some restrictions and other measures remain in place to reduce the risk of transmission.</p> <ul style="list-style-type: none"> We need to maintain physical distancing. We will keep tight controls in place at our borders. Our wide-scale testing will continue. We will find and self-isolate anyone who is unwell and their close contacts. There will be measures in place to allow some safe travel and socialising. Only small, controlled gatherings will be permitted. |

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|---|--|--|
| | | <ul style="list-style-type: none"> • Early childhood centres, schools and tertiary organisations will see most people returning — with controls in place. • Physical distancing, hygiene standards and contact registers will make businesses safe. <p>Workplaces and businesses At Alert Level 2 businesses can operate if they're able to do so safely.</p> <p>Engaging with customers At Alert Level 2 businesses can have customers on their premises if they can meet public health requirements. This means businesses should:</p> <ul style="list-style-type: none"> • have good contact registers, or contact tracing records, in place to record everyone who you interact with on your premises • maintain physical distancing of 1 metre between groups of customers, or 2 metres if not possible to keep contact tracing records • not have groups larger than 10 people • maintain a 2 hour time limit for groups to be on your premises. <p>Services can also be provided on customers' premises, for example, cleaning and home help.</p> <p>Most businesses can open their premises to the public:</p> <ul style="list-style-type: none"> • cafes, restaurants, and bars for dining • hardware, gardening, and clothing retailers • butchers, bakeries, and fishmongers. <p>Hospitality businesses should keep groups seated, separated, and use a single server if possible. This means each group has one server, though servers can each serve more than one table.</p> <p>Work involving close personal contact For some businesses, close personal contact is required to deliver a service. This includes:</p> <ul style="list-style-type: none"> • hairdressers • home help providers. <p>These businesses can operate if they have public health measures in place like:</p> <ul style="list-style-type: none"> • robust contact registers in place • good hygiene practices • minimised contact to the extent possible. <p>Specific guidance for key sectors is being developed by Government and will be available soon.</p> <p>Doing business safely The key public health requirements stay the same at Alert Level 2. Businesses should maintain hygiene measures, including physical distancing, hand washing and regularly cleaning surfaces.</p> <p>All businesses are encouraged to use alternative ways of working if possible. This means businesses that don't normally have customers on their premises could continue to have staff work from home.</p> <p>If workers are sick with symptoms of COVID-19, they should stay home. Self-isolation advice if you're unwell</p> <p>Golden rules for business at Alert Level 2 Do everything you can to reduce the risk of COVID-19 transmission at work — we all have a part to play in keeping each other safe.</p> <ol style="list-style-type: none"> 1. COVID-19 is still out there. Play it safe. 2. Most businesses can operate if they can do so safely. Alternative ways of working are still encouraged where possible. 3. Talk with your workers to identify risks and ways to manage them. 4. Ask everyone, workers, contractors and customers, with cold or flu-like symptoms to stay away from your premises. 5. Keep groups of customers at least 1 metre apart. 6. Keep contact-tracing records of anyone who will have close interaction (workers, contractors or customers). 7. Reduce the number of shared surfaces, and regularly disinfect them. 8. Wash your hands. Wash your hands. Wash your hands. |
| <p>Level 1 – Prepare The disease is contained in New Zealand</p> | <ul style="list-style-type: none"> • COVID-19 is uncontrolled overseas. • Isolated household transmission could be occurring In New Zealand. | <ul style="list-style-type: none"> • Border entry measures to minimise risk of importing COVID-19 cases. • Intensive testing for COVID-19. • Rapid contact tracing of any positive case. • Self-isolation and quarantine required. • Schools and workplaces open, and must operate safely. • Physical distancing encouraged. • No restrictions on gatherings. • Stay home if you're sick, report flu-like symptoms. • Wash and dry hands, cough into elbow, don't touch your face. • No restrictions on domestic transport – avoid public transport or travel if sick. |

SCHEDULE B – CLIENT DECLARATION

NUTECH SECURITY COVID – 19 HEALTH AND SAFETY DECLARATION

From 0:00 Wednesday 25th March 2020, New Zealand moved to Alert Level 4 in response to Covid-19. Though the timeframe is currently a minimum of 4 weeks, this is likely to change in the future. During this time Nutech Security will be offering Technical and Guard Services for work required where our client, clients employees and/or property and businesses are put at unnecessary risk.

All Nutech Security Technicians and Guards will arrive to site with the correct Personal Protection Equipment (PPE) to complete their work.

In light of the current environment and Nutech Security's own hygiene assurances, we are asking for email confirmation that our clients have taken all precautions necessary to ensure our Personnel will be working within a safe environment. Please complete the enclosed questionnaire in order for Nutech Security to send our employees to your site.

| | Safe Practice Questionnaire | YES | NO |
|---|---|-----|----|
| 1 | Nutech Security require the least number of people on site as possible. Can you confirm there will be less than 5 people on site in our work area? | | |
| 2 | If you have people on site, will they have the correct PPE? | | |
| 3 | If you have people on site, will they be able to distance themselves at a minimum of 2 metres from our Personnel? | | |
| 4 | Have you had any cases of people on your site showing signs of Covid-19, or having been sent home for Self-Isolation in the last 2 weeks? | | |
| 5 | Has anyone employed in your business arrived back from overseas in the last 4 weeks and returned to work? | | |
| 6 | We will require any entry points and work areas to be as clean and hygienic as possible BEFORE our Personnel arrive on site. Can you assure us of this? | | |
| 7 | Do you consent to sending an email at job completion confirming your approval of the completed work, instead of signing the work order? | | |

SCHEDULE C – COVID-19 RISK MATRIX (TECHNICIANS)

| RISK ASSESSMENT MATRIX - EXPOSURE TO COVID-19 FOR TECHNICIANS | | | | |
|--|--|--|---|---|
| RISKS OF CATCHING OR SPREADING COVID-19 | LOW Risk can be almost eliminated 1 | MEDIUM Risk of COVID can be minimised with little risk 2 | HIGH Can be minimised but high risk still in place 3 | EXTREME Too many risks 4 |
| CONTACT AND PROXIMITY TO OTHERS Other Nutech employees, public, clients, other contractors | Work can be done remotely from employees home without entering a client site | Work can be done remotely from NSL office without entering a client site | Work must be done onsite where some members of the public could enter | Work must be done onsite where many members of the public could enter freely, but cones/taped off zone |
| | | Work must be done onsite. Technician will be the only person there at the same time. | Work must be done onsite. 2-5 persons will be there at the same time | Work is done onsite, client is present and is unwell, over 70 and/or has health conditions Work must be done onsite. 5 or more persons who are not NSL employees will be there at the same time. |
| PPE FOR COVID Personal hand sanitiser and/or hand-washing facilities gloves, mask, arms and legs covered with full length tops and trousers, safety footwear | Has all forms of protection (keep cuts, sores, abrasions and open wounds covered at all times) | All forms of protection but cannot use them (task not suitable for gloves for example) | Has hand sanitiser and/or hand washing facilities at client site, has gloves, but no mask | Only has one form of protection |
| OTHER HIGH RISK FACTORS Lone worker, working at heights, working with live/isolated power, working in confined space | No other risk factors | One risk factor | Two or more risk factors | All risk factors |
| EMPLOYEE'S "BUBBLE" Risk of contamination spread. Who lives at home and how many movements to and from the house. | Employee lives alone | Employee has one or two others at home who are isolated/locked down | Employee lives with one or two others who continue to work in essential services | Lives with others with high risk , eg over 70 and have health conditions |
| HEALTH AND TRAVEL Have colleagues and/or clients in the workplace or work site returned from overseas or are unwell | Contact people all appear well and have not returned from overseas travel in past 4 weeks | Contact people are unwell | Contact people have returned from overseas in past 4 weeks or had contact with those who have | Point so contact are unwell AND they have returned from overseas within 4 weeks or had contact with those who have |

SCHEDULE C – COVID-19 RISK MATRIX (GUARD SERVICES)

| RISK ASSESSMENT MATRIX - EXPOSURE TO COVID-19 FOR GUARD SERVICES | | | | |
|---|--|--|---|---|
| RISKS OF CATCHING OR SPREADING COVID-19 | LOW Risk can be almost eliminated 1 | MEDIUM Risk of COVID can be minimised with little risk 2 | HIGH Can be minimised but high risk still in place 3 | EXTREME Too many risks 4 |
| CONTACT AND PROXIMITY TO OTHERS Other Nutech employees, public, clients, other contractors | Patrol or Static site which can be done from a company vehicle without exiting it | Work must be done onsite. Guard should be the only person there. | Work must be done on or around client site where some members of the public could enter Work must be done on or around client site. 2-5 persons will be there at the same time | Work must be done onsite where many members of the public could enter freely, but Guard will observe 2 metre rule Work must be done onsite. 5 or more persons who are not NSL employees will be there at the same time, all PPE and 2 metre rule observed. |
| PPE FOR COVID Personal hand sanitiser and/or hand-washing facilities gloves, mask, long trousers, safety footwear | Has all forms of protection (keep cuts, sores, abrasions and open wounds covered at all times) | All forms of protection but cannot use them (task not suitable for gloves for example) | Has hand sanitiser in vehicle and/or hand washing facilities at client site, has gloves, but no mask | Only has one form of PPE/protection |
| OTHER HIGH RISK FACTORS Lone worker, large group of people (eg supermarket or public space), known for loitering and problems | No other risk factors | One risk factor | Two risk factors | Multiple risk factors |
| EMPLOYEE'S "BUBBLE" Risk of contamination spread. Who lives at home and how many movements to and from the house. | Employee lives alone | Employee has one or two others at home who are isolated/locked down | Employee lives with one or two others who continue to work in essential services | Lives with others with high risk , eg over 70 and have health conditions |
| HEALTH AND TRAVEL Have colleagues and/or clients in a Static Site returned from overseas or are unwell | Contact people all appear well and have not returned from overseas travel in past 4 weeks | Contact people are unwell | Contact people have returned from overseas in past 4 weeks or had contact with those who have | Point so contact are unwell AND they have returned from overseas within 4 weeks or had contact with those who have |

COVID-19 RISK MATRIX SCORES EXPLAINED:

THERE ARE 5 RISK CATEGORIES:

Contact – contact/proximity to others while on this job. Includes other Nutech employees, public, client, contractors

PPE – correct clothing and hygiene materials

Risk – other risk factors aside from COVID-19

Bubble – risk to employee and their family based on who is in their “lock down house”

Health – points of contact risk at the client site

SCORES FOR COVID RISK:

Green/Low Risk scores 1 point

Yellow/Medium Risk scores 2 points

Orange/High Risk scores 3 points

Red/Extreme Risk scores 4 points

I propose that we follow this formula to start, and assess as we apply it. HOWEVER, if the Health score is anything other than a score of 2, the job does not proceed.

| | |
|---------|---|
| 8 – 11 | Yes, risk is considered low enough for essential tech work to proceed |
| 12 – 14 | Medium to High risk, proceed with caution. E.g. Tech arrives on site and there are more people there or more risk factors than anticipated, they call Tech Support/Wayne/Nathan |
| 15 – 20 | Risk is extreme – do not proceed |