



# **TE ARAWA FISHERIES GROUP**

## **Pandemic and Business Continuity Plan**

**March 2020**

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# Te Arawa Fisheries Pandemic Plan

## Background

Pandemics are characterised by “the global spread of a novel type of virus that may cause unusually high morbidity and mortality rates for an extended period.”

The scale of pandemics can vary greatly, but the Ministry of Health advocates planning for a severe-level event, which could result in 40% of the population becoming ill over an eight-week period and assumes a fatality rate of 2%. This is not a prediction but allows all sectors to plan for a very large event impacting all aspects of society.

The Ministry of Health leads the Government’s response to a pandemic in New Zealand. Their framework for action sets out a six-phase strategy, and has associated health sector alert codes (White, Yellow, Red and Green).

NZ Phase	NZ situation and	Indicative Health sector alert triggers
Plan for it	No human cases in New Zealand	Code <u>WHITE</u> (information/advisory)
Keep it out	No human cases in New Zealand	Code <u>YELLOW</u> or Code <u>RED</u> , depending on district or region and the exact situation.
Stamp it out	First case identified in New Zealand or Clusters of cases in New Zealand	Code <u>YELLOW</u> or Code <u>RED</u> , depending on district or region and the exact situation.
Manage it	Increased and substantial transmission in the general population	Code <u>YELLOW</u> or Code <u>RED</u> , depending on district or region and the exact situation.
Manage it: Post-peak	Wave decreasing; possibility of a resurgence or new wave	Code <u>WHITE</u> , <u>YELLOW</u> or <u>RED</u> , depending on the situation and on district or region.
Recovery from it	Pandemic over and/or population protected by vaccine	Code <u>GREEN</u>

## Activity Triggers

Yellow	1-2 individual cases in New Zealand but not Mataatua Region.
Orange	1-2 clusters in New Zealand North Island and spreading.
Red	Multiple clusters, separate locations, in or close to Mataatua.
Green	Pandemic notified as over by the Ministry of Health.
White	Business as usual.

## Impact on the workforce

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 (New Zealand Influenza Pandemic Plan 2017, page 6).

Influenza pandemics often have multiple waves of illness, so the impact may be felt for several months or more.

### Consequences of severe pandemic

In a severe pandemic, we may experience:

- high numbers of workers away due to illness or caring for dependants
- significant pressure on the health system
- disruption to supplies of goods and services (due to disruption in supply chain, or the impact of the pandemic on suppliers of these goods and services)
- national and international travel restrictions
- restrictions on public gatherings
- restrictions on, or disruption to, public transport
- closure of schools
- social distancing measures put in place (for example: increasing distance between workstations, encouraging people to keep a distance of at least a metre from others, working from home).

### Purpose of this Plan

This plan provides a framework of action outlining response steps tailored to the specifics, severity and phase of the pandemic event.

Phases and triggers are informed by the Ministry of Health's phases which, in turn, are informed by the World Health Organisation.

## Co-ordination with Government and across Te Arawa

Te Arawa Fisheries group will **actively co-ordinate responses with other lead Te Arawa entities and government agencies** to plan for and respond to a pandemic within our area for the benefit of and minimise impact to our staff, whanau and our communities through:

- Regular planning and review meetings of the CEO's from each organisation; and
- Sharing of information through agreed communications channels.

### Scope of this Plan

This plan covers Te Arawa Fisheries group response to a pandemic. It outlines the action that will be taken internally to ensure, where possible, that key business operations are managed throughout the event.

This plan excludes the external response that will be led by Public Health, District Health Board or Civil Defence Emergency Management (CDEM) mechanisms.

## Using this plan

The actions within this plan depend on the declared level of alert from the Ministry of Health.

Actions are focused on protecting staff, minimising the spread of the infection and continuing to maintain key business operations and services.

## Before a Pandemic event

Prior to an event being declared, there is a 'Business As Usual' level termed 'White' by the Ministry of Health and the Te Arawa Seafoods Group Pandemic Plan.

### *Risk to functions and staff*

Te Arawa Fisheries Group functions and staff that have direct contact with internal and external people will have the highest risk of exposure in the event of a pandemic.

Retail business Te Arawa Fresh Seafood, shop and truck staff in particular are at higher risk of exposure as they have ongoing direct interaction with the general public.

An infection control strategy based on thorough hazard assessment of their work areas to prevent exposure will be adopted. This will be done using appropriate combinations of engineering and administrative controls, safe work practices, and personal protective equipment (PPE).

## During a Pandemic Event

### *Activation*

This plan can be activated by the Chief Executive Officer or a nominated alternative.

The following conditions would make the use of this plan necessary:

- The Ministry of Health declares a pandemic alert ranging from White to Yellow to Red.
- The Te Arawa Fisheries Group plan will be activated depending on the specifics of the case.
- If the first declaration of the pandemic event is anything other than Yellow, Te Arawa Fisheries Group will review and activate at the equivalent level. In this case, all preceding actions outlined under other alert phases will also need to be completed.

### *Stand-down*

The Ministry of Health declares they are moving into Recovery Phase (Code Green) or return to Business As Usual (Code white).

Prior to re-opening sites and alongside staff returning to Business As Usual, specific provisions should be made to ensure that Māori cultural considerations including traditional concepts such as tapu and noa, alongside other appropriate ethnic cultural traditions following trauma are implemented.

Employee assistance initiatives will be made available and promulgated to staff by the Executive Leadership Team, managers and the Health & Safety Committee.

### Assumptions

The following assumptions have been made in the development of this plan:

- A pandemic is imminent at any time.
- Te Arawa Fisheries Group will remain open for as long as it is safely practicable.
- Civil Defence and Emergency Management response is separate to the Te Arawa Fisheries Group pandemic response.
- Every effort will be made to support the Civil Defence and Emergency Management response when required and as directed.

### ICT Remote Access (working from home)

Staff may be required to work from home or using remote access when practicable.

Detailed Action Plans as determined by Alert levels

<b>Respond to an Emerging Pandemic event (Yellow)</b>	
<b>Triggers</b>	Ministry of Health announces <b>YELLOW</b> alert = <b>1-2 individual cases in NZ, but none in the Mataatua Region.</b>
<b>Alert and Objectives</b>	<b>YELLOW ALERT:</b> Minimise staff exposed to the virus, implement meeting restrictions, ensure business operations continue.
<b>Function / Who</b>	<b>Action</b>
Commercial Manager	Based on Ministry of Health advice, brief Executive Leadership Team (ELT) with specifics of illness.
ELT	Implement: <ul style="list-style-type: none"> <li>• Additional cleaning regime.</li> <li>• Meeting restrictions/precautions (e.g. have anti-viral spray in rooms).</li> </ul>
AdvancedIT	<ul style="list-style-type: none"> <li>• Evaluate remote access capability and arrangements and increase where possible.</li> </ul>
HR/Leadership Team	<ul style="list-style-type: none"> <li>• Issue reminders of leave arrangements and the process for reporting absence.</li> <li>• Issue notification to all staff on meeting restrictions.</li> <li>• Start monitoring staff sickness numbers and any concerns or staff shortages in key functional areas.</li> </ul>
Payroll	<ul style="list-style-type: none"> <li>• Continue processing payroll</li> </ul>
Commercial Manager	<ul style="list-style-type: none"> <li>• Provide practical self-care advice and support.</li> <li>• Consider advising immunisation for staff.</li> </ul>
All Areas	Initiate additional cleaning arrangements: <ul style="list-style-type: none"> <li>• Determine additional cleaning measures.</li> <li>• Increase frequency of cleaning.</li> <li>• Monitor supply of PPE and restock where necessary.</li> </ul>

Communication	<ul style="list-style-type: none"> <li>Disseminate Ministry of Health FAQs and localise if required.</li> <li>Follow travel advice on Ministry of Foreign Affairs and Trade website.</li> <li>Alert staff to international / domestic areas that are at risk and recommend self-imposed travel restrictions.</li> <li>“Stay home when sick” and on-going good hygiene practice reminders.</li> <li>Encourage non-face-to-face communication, when possible.</li> </ul>
ALL Functional Managers / Team Leaders	<ul style="list-style-type: none"> <li>Disseminate HR advice.</li> <li>Check contact details for all team members and key stakeholders.</li> <li>Run Business Continuity exercise with team members to familiarise.</li> <li>Brief staff members providing key services/support, which can be performed remotely, to prepare for this if the event escalates.</li> <li>Re-examine Business Continuity readiness.</li> </ul>

### Respond to an Emerging Pandemic event (Orange)

<b>Triggers</b>	Ministry of Health announces increased intervention (e.g. surveillance and quarantine) – <b>YELLOW or RED 1-2 clusters of cases in NZ, in the North Island, and starting to spread.</b>
<b>Alert and Objectives</b>	<b>ORANGE ALERT:</b> Implement distancing, prepare for escalation, ensure business operations continue – although in an altered way.

Function / Who	Action
Commercial Manager	<ul style="list-style-type: none"> <li>Brief Executive Leadership Team (ELT) with new info from the Ministry of Health.</li> <li>Brief Customer Contact / High risk departments.</li> </ul>
ELT	<ul style="list-style-type: none"> <li>Ensure a consistent approach to pay and leave is applied across TAFG</li> <li>Staff in key functional roles who are able to work from home, can be advised to do so, if managers deem this necessary.</li> <li>Initiate additional meeting protocols (e.g. no face-to-face meetings, social distancing, sanitizer available).</li> <li>Identify possible recovery requirements.</li> </ul>
AdvancedIT	<ul style="list-style-type: none"> <li>Ensure sufficient ongoing and increased capacity for key service delivery as required.</li> <li>Ensure Zoom and other alternate communications are active and sustainable.</li> </ul>
Commercial Manager	<ul style="list-style-type: none"> <li>Communicate leave arrangements – emphasise the spread of the pandemic is accelerated by close proximity of symptomatic people and so if staff members are ill, they should stay home.</li> <li>Report initial staff absence monitoring data to the ELT.</li> </ul>
Payroll	<ul style="list-style-type: none"> <li>Continue Payroll function</li> <li>Support HR on leave monitoring and reporting.</li> </ul>
H&S	<ul style="list-style-type: none"> <li>Provide practical self-care advice and support.</li> <li>Provide education material on health and safety procedures for a pandemic and hygiene</li> </ul>
All Areas	<ul style="list-style-type: none"> <li>On-going, increased, frequency of cleaning arrangements.</li> <li>Continue to minimise opportunities for cross-contamination.</li> </ul>



	<ul style="list-style-type: none"> <li>Continue to distribute, monitor and restock PPE as necessary, including tissues, gloves, and masks.</li> <li>Identify, purchase and distribute other PPE dependant on the specifics of the event, as required.</li> </ul>
Communication	<ul style="list-style-type: none"> <li>Revise/re-distribute the Ministry of Health FAQs and amend as necessary.</li> <li>Remind staff to follow the travel advice on the Ministry of Foreign Affairs and Trade website.</li> <li>Change cleansing stations signs to more direct language.</li> </ul>
ALL Functional Managers / Team Leaders	<ul style="list-style-type: none"> <li>Monitor pay and leave arrangements to ensure a consistent approach is applied across TAFG.</li> <li>Remind staff of the process for reporting illnesses/absence from work.</li> <li>Complete staff absence monitoring sheet and return to HR daily.</li> <li>Apply basic hygiene and social distancing precautions.</li> <li>Inform staff members providing key services/support, which can be performed remotely, to prepare for this should the situation worsen.</li> </ul>

### Respond to a Pandemic (Red)

<b>Triggers</b>	Ministry of Health announces escalation of human pandemic strain cases found in separate locations in NZ – <b>RED Multiple clusters in separate locations in NZ</b>
<b>Alert and Objectives</b>	Protect staff and minimise the potential spread of the pandemic.

Function / Who	Action
Commercial Manager	Based on Ministry of Health advice, brief Executive Leadership Team (ELT) with latest info from the Ministry of Health and Tairawhiti Civil Defence Emergency Management.
ELT	<ul style="list-style-type: none"> <li>Initiate remote working arrangements</li> <li>Notify previously identified key staff to work from home or an alternate location.</li> <li>Instruct all non-critical staff to stand down and await further instruction.</li> </ul>
AdvancedIT	<ul style="list-style-type: none"> <li>Ensure remote access has sufficient capacity for key service delivery (should situation worsen).</li> </ul>
HR/LT	<ul style="list-style-type: none"> <li>Prepare, assist and monitor teams with high incidence of absence or incidents of fatalities.</li> <li>Report area and numbers of staff absences and incidents of staff affected by fatalities.</li> <li>Identify critical staffing gaps.</li> </ul>
Payroll	<ul style="list-style-type: none"> <li>Continue payroll functions.</li> </ul>
Commercial Manager	<ul style="list-style-type: none"> <li>Provide practical self-care advice and support.</li> <li>Consider advising immunisation for staff when it becomes available.</li> <li>Provide support to affected staff through identified resource.</li> </ul>
All Areas	<ul style="list-style-type: none"> <li>Maintain increased frequency of cleaning arrangements.</li> </ul>
Communication	<ul style="list-style-type: none"> <li>Cancel or postpone all face-to-face meetings, in preference for teleconferencing/Zoom or phone calls.</li> </ul>

	<ul style="list-style-type: none"> <li>• Emphasise the importance of good hygiene practices, especially if using shared facilities or resources.</li> <li>• Issue 'how to keep safe when travelling' (e.g. wear mask and/or gloves) messages.</li> <li>• Issue any updated FAQs from the Ministry of Health.</li> <li>• Reminder to follow the travel advice on the Ministry of Foreign Affairs and Trade website, including any travel restrictions / quarantine requirements that may have been implemented.</li> <li>• Display signs at sites to advise that they are closed and why.</li> <li>• Send notifications via available media channels. Keep channels updated.</li> </ul>
ALL Functional Managers / Team Leaders	<ul style="list-style-type: none"> <li>• Communicate (via non-face-to-face methods) leave and absence policy "if you are ill, stay home" - make use of H&amp;S and Ministry of Health advice.</li> <li>• Identify key staffing gaps and inform ELT.</li> <li>• Non-critical staff can be stand down – do not come to work.</li> <li>• All staff that is well and able and can get to work safely should do so, unless notified otherwise by their managers.</li> <li>• Monitor and restock (if necessary) all required PPE.</li> </ul>

### Recover from a Pandemic

<b>Triggers</b>	<b>MoH notifies stand-down of response – GREEN</b> Population protected by vaccination and/or pandemic abated in NZ
<b>Alert and Objectives</b>	<b>GREEN ALERT:</b> Commence recovery, return to BAU and provide support for staff.

Function / Who	Action
ELT	<p><b>Develop and implement recovery plan:</b></p> <ul style="list-style-type: none"> <li>• Determine actions required for recovery to BAU.</li> <li>• Assess priorities for resumption.</li> <li>• Analyze interventions and any restrictions still in place from previous alert phases.</li> <li>• Assess longer term staff absences.</li> </ul> <p><b>Arrange debrief with staff involved in the response phase and any other affected staff:</b></p> <ul style="list-style-type: none"> <li>• Evaluate the effectiveness of the pandemic plan.</li> <li>• Review cleaning protocols, policies, practices and supplies.</li> <li>• Make necessary modifications.</li> </ul> <p><b>Ongoing monitoring, assessment and review – lessons identified:</b></p> <ul style="list-style-type: none"> <li>• Watch for symptoms of grief and trauma (may surface a number of weeks after returning to work).</li> <li>• Review protocols for managing staff that become ill at work.</li> <li>• Revisit, review and revise Business Continuity and other plans accordingly.</li> </ul>
HR/LT	<ul style="list-style-type: none"> <li>• Acknowledge casualties and arrange remembrance ceremonies for colleagues.</li> </ul>

	<ul style="list-style-type: none"> <li>• Help Team Leaders to employ temporary staff, appoint new staff, or redeploy staff with necessary skill sets to cover shortages.</li> <li>• Arrange assistance and trauma counselling for individuals and teams.</li> </ul>
Payroll	<ul style="list-style-type: none"> <li>• Continue payroll function and record leave taken</li> </ul>
H&S	<ul style="list-style-type: none"> <li>• Facilitate return to work programme as required.</li> </ul>
All Areas	<ul style="list-style-type: none"> <li>• Replenish supplies of PPE etc.</li> <li>• Recruit temporary staff where necessary</li> </ul>

## Reduce the Risk of Exposure to Pandemic Influenza in the workplace

The best strategy to reduce the risk of becoming infected with influenza during a pandemic is to avoid crowded settings and other situations that increase the risk of exposure to someone who may be infected. If it is absolutely necessary to be in a crowded setting, the time spent in a crowd should be as short as possible. Some basic hygiene and social distancing precautions that can be implemented in every workplace include the following:<sup>2</sup>

- Encourage sick employees to stay at home.
- Encourage your employees to wash their hands frequently with soap and water or with hand sanitizer if there is no soap or water available. Also, encourage your employees to avoid touching their noses, mouths, and eyes.
- Encourage your employees to cover their coughs and sneezes with a tissue, or to cough and sneeze into their upper sleeves if tissues are not available. All employees should wash their hands or use a hand sanitizer after they cough, sneeze or blow their noses.
- Reducing or eliminating unnecessary social interactions can be very effective in controlling the spread of infectious diseases. Reconsider all situations that permit or require employees, customers, and visitors (including family members) to enter the workplace. Workplaces which permit family visitors on site should consider restricting/eliminating that option during a pandemic.
- Employees should avoid close contact with their co-workers and customers (maintain a separation of at least 6 feet). They should avoid shaking hands and always wash their hands after contact with others. Even if employees wear gloves, they should wash their hands upon removal of the gloves in case their hand(s) became contaminated during the removal process.
- Minimize situations where groups of people are crowded together, such as in a meeting. Use e-mail, phones and text messages to communicate with each other. When meetings are necessary, avoid close contact by keeping a separation of at least 6 feet, where possible, and assure that there is proper ventilation in the meeting room.
- Provide customers and the public with tissues and lined rubbish bins, and with a place to wash or disinfect their hands.
- Keep work surfaces, telephones, computer equipment and other frequently touched surfaces and office equipment clean. Be sure that any cleaner used is safe and will not harm your employees or your office equipment. Follow all directions and safety precautions indicated on the label.
- Discourage your employees from using other employees' phones, desks, offices or other work tools and equipment.

- Promote healthy lifestyles, including good nutrition, exercise, and smoking cessation. A person's overall health impacts their body's immune system and can affect their ability to fight off, or recover from, an infectious disease.

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<sup>1</sup> [https://www.osha.gov/Publications/influenza\\_pandemic.html#steps\\_employers\\_can\\_take](https://www.osha.gov/Publications/influenza_pandemic.html#steps_employers_can_take)

### *Cleaning (Te Arawa Fresh)*

Staff will be briefed on increased cleaning requirements as part of the roll-out of this plan.

Office staff will be asked throughout any activation of this plan, to make sure they empty their personal bins to ensure cleaning staff are not put at any risk that may be associated with tissue disposal etc. As cleaning staff may also be affected by a pandemic, staff may have to be responsible for cleaning their own work stations or meeting spaces.

### *Difference between cleaning, disinfecting and sanitizing:*

**Cleaning removes germs**, dirt, and impurities from surfaces or objects. Cleaning works by using soap (or detergent) and water to physically remove germs from surfaces. This process does not necessarily kill germs, but by removing them, it lowers their numbers and the risk of spreading infection.

**Disinfecting kills germs** on surfaces or objects. Disinfecting works by using chemicals to kill germs on surfaces or objects. This process does not necessarily clean dirty surfaces or remove germs, but by killing germs on a surface after cleaning, it can further lower the risk of spreading infection.

**Sanitizing lowers the number of germs** on surfaces or objects to a safe level, as judged by public health standards or requirements. This process works by either cleaning or disinfecting surfaces or objects to lower the risk of spreading infection.

Standard procedures should be followed for routine cleaning and disinfecting. Typically, this means daily sanitizing surfaces and objects that are touched often, such as desks, countertops, doorknobs, computer keyboards, hands-on equipment, faucet handles and phones. This includes disinfecting specific areas, such as smoko rooms and staff amenities.

Surfaces and objects that are visibly soiled should be cleaned immediately. If surfaces or objects are soiled with body fluids or blood, use gloves and other standard precautions to avoid contact with the fluid. Remove the spill, and then clean and disinfect the surface.

Use disinfecting wipes or sanitizing spray on electronic items that are touched often, such as phones and computers. Pay close attention to the directions for using disinfecting wipes. It may be necessary to use more than one wipe to keep the surface wet for the stated length of contact time. Make sure that the electronics can withstand the use of liquids for cleaning and disinfecting.

### *Key cleaning tips*

- Schedule regular cleaning.
- Use a suitable cleaning product.
- Use disposable cloths, if available.
- Clean air-conditioning units.

## Examples of Education Material

### *Effective hygiene practices*

Viruses like influenza are largely spread through droplets from an infected person (coughing or sneezing) through contact with contaminated objects or being inhaled by another person.

- Hand hygiene is most important for preventing spread of infection... in non-healthcare settings more crucial than wearing gloves.
- Hand-to-face contact such as eating presents high risk because of potential for 'germs' to be transmitted from contaminated surfaces.
- Hands should be washed before any hand-to-face contact activities and immediately after communal items (e.g. money) are touched.
- If wearing a mask, do not touch it while wearing it, especially if you are coughing and sneezing, carefully remove wearing gloves and dispose of correctly see appendix 3b.

Any staff or public that visit our sites that are coughing or sneezing, should be encouraged to avoid close contact with other people – for GW Yellow Alert this can be subtle, but needs to be strongly enforced at GW Orange Alert.

Follow simple measures to reduce the transmission of a virus:

- Cover your nose and mouth when coughing or sneezing ideally with a tissue.
- Use disposable tissues rather than handkerchiefs, and dispose of them immediately in a lined waste bin.
- Wash and dry hands thoroughly after coughing and sneezing

### *Adequate ventilation*

- Viruses can spread in inadequately ventilated internal spaces.
- Before an influenza pandemic, people should check if windows can be opened. [Click this link...](#)

### *Cleansing station set up*

What should a cleansing station include?

- Surgical masks

- Hand sanitiser
- Tissues
- Waste bin (Lined)
- Signage – different for Yellow and Orange.

Where should they be positioned?

- Positioned at entrance and egress of buildings.

*Who are they for?*

- Available to public and staff

For further information on hand hygiene: <https://www.hqsc.govt.nz/assets/Infection-Prevention/Hand-Hygiene/PR/HHNZ-implementation-guidelines-June-2013.pdf>

*Washing Hands*

Wash hands for 20 seconds. Dry hands for 20 seconds.

*Steps for clean hands*

1. Wet your hands under clean running water. Use warm water if available.
2. Put soap on your hands and wash for 20 seconds. Liquid soap is best.
3. Rub hands together until the soap makes bubbles.
4. Rub on both sides of both hands ...
5. and in between fingers and thumbs ...
6. and round and round both hands.
7. Rinse all the soap off under clean running water. Use warm water if available.
8. Dry your hands all over for 20 seconds. Using a paper towel is best (or, if at home, a clean dry towel).

*Always wash and dry your hands*

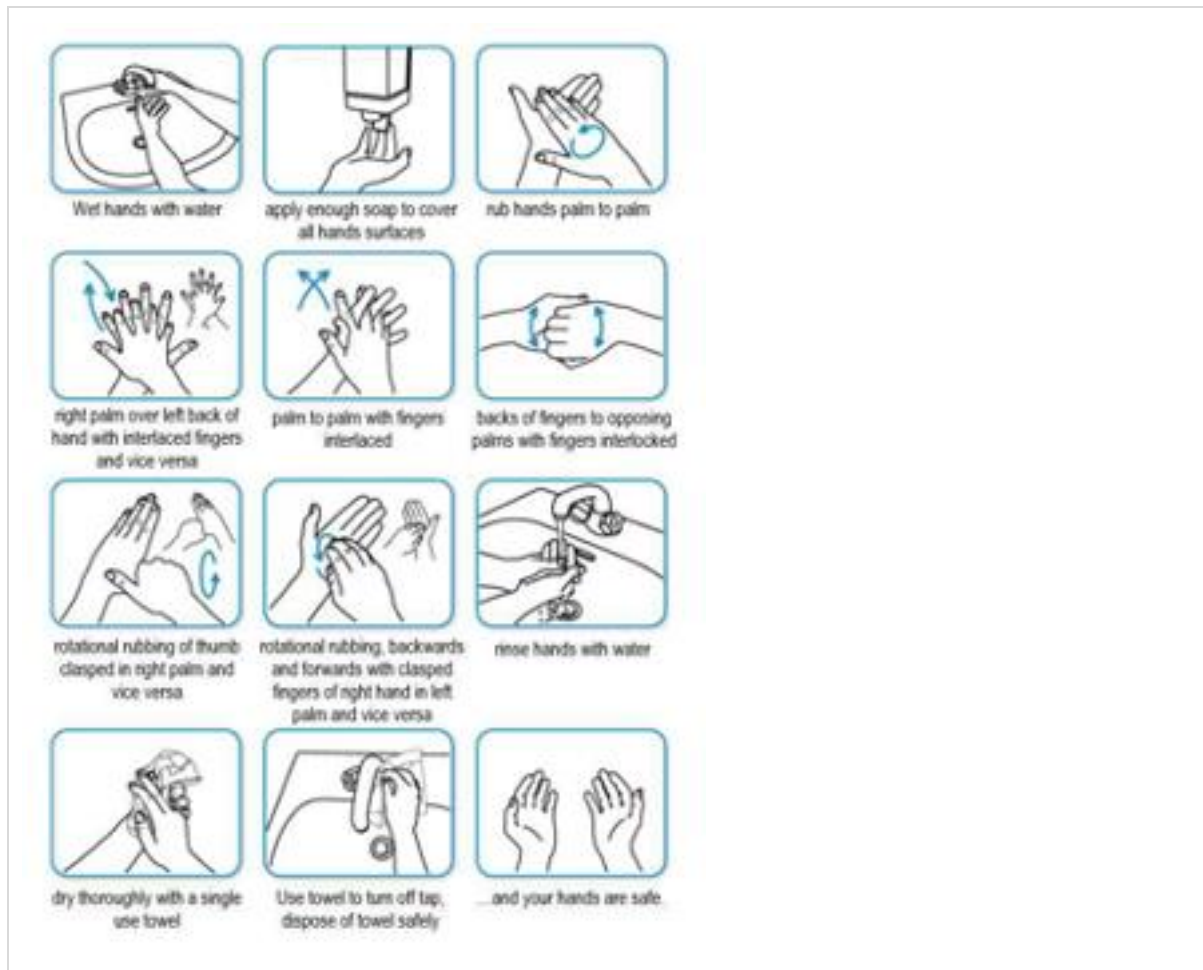
### **Before**

- Eating or preparing food.

### **After**

- Sneezing, coughing or blowing your nose (or wiping children's noses)
- Gardening or playing outside sport
- Having contact with animals
- Going to the toilet or changing nappies
- Looking after sick people.

<https://www.health.govt.nz/your-health/healthy-living/good-hygiene/hand-washing>  
[https://www.who.int/gpsc/clean\\_hands\\_protection/en/](https://www.who.int/gpsc/clean_hands_protection/en/)



### *How to put on a face mask*

1. Clean your hands with soap and water or hand sanitizer before touching the mask.
2. Remove a mask from the box and make sure there are no obvious tears or holes in either side of the mask.
3. Determine which side of the mask is the top. The side of the mask that has a stiff bendable edge is the top and is meant to mould to the shape of your nose.
4. Determine which side of mask is the front. The coloured side of the mask is usually the front and should face away from you, while the white side touches your face.
5. Follow the instructions below for the type of mask you are using.
  - a. Face Mask with Ear loops: Hold mask by ear loops. Place a loop round each ear.
  - b. Face Mask with Ties: Bring mask to your nose level and place ties over the crown of your head. Secure with a bow.
  - c. Face Mask with Bands: Hold the mask in your hand with the nosepiece or top of the mask at fingertips, allowing the headbands to hang freely below hands. Bring the mask to your nose level and pull the top strap over your head so that it rests over the crown of your head. Pull the bottom strap over your head so that it rests at the nape of your neck.
6. Mould or pinch the stiff edge to the shape of your nose.
7. If using a face mask with ties: Then take the bottom ties, one in each hand, and secure with a bow at the nape of your neck.

8. Pull the bottom of the mask over your mouth and chin.

*How to remove a face mask [click this link..](#)*

1. Clean hands with soap and water or hand sanitizer before touching. Avoid touching the front of the mask. The front of the mask is contaminated. Only touch the ear loops/ties/band. Follow the instructions below for the type of mask you are using.
2. Face Mask with Ear loops: Hold both ear loops and gently lift and remove the mask.
3. Face Mask with Ties: Untie the bottom bow first then untie the top bow and pull the mask away from you as the ties are loosened.
4. Face Mask with Bands: Lift the bottom strap over your head first then pull the top strap over your head.
5. Throw the mask in the appropriate waste bin. Clean your hands with soap and water or hand sanitizer.

Other information:

- In case of influenza, the incubation period can range from 1-7 days; commonly 1-3 days.
- Evidence has shown that adults are infectious for half day – 1 day before most symptoms start and until about day 5 of the illness.
- Children generally remain infectious for up to 7 days after symptoms start but may be infectious for up to 21 days. [Click this link....](#)
- Have a 'flu jab' each year – it won't necessarily protect you from a pandemic of a novel virus, the more people that are protected against known viruses the less chance a virus has to mutate into a strain that could cause a pandemic. [Click this link...](#)



# Pandemic Business Continuity Plan

## Purpose

To describe the process and responsibilities to monitor the development of epidemics or pandemics as they occur anywhere in the world and plan for business continuity and safety of staff. It is a mandatory requirement that all staff review and familiarise themselves with this Plan.

- To minimise the risk of a pandemic or epidemic on the company's business and /or staff and our strategic partnerships.
- To minimise the impact on continuity of services to clients/customers who are dependent on the company in the event of significant disruption as a result of a pandemic or epidemic.

## Scope

- Monitoring the emergence of local or international epidemics or pandemics which could affect the company's business and / or staff.
- Planning execution of actions in response to epidemics or pandemics as they develop.

Our Commercial Partnerships include:

- The Iwi Collective Partnership;
- Baypackers;
- Pelco; and
- Apata.

Our Science and Technology Strategic Partnerships include:

- NIWA;
- Cawthron Institute;
- New Zealand Plant and Food;
- University of Waikato; and
- University of Otago.

Our Mataatua Iwi Partners on Aquaculture

- Whakatohea

## Our Government Partners

- New Zealand Trade and Enterprise
- Ministry of Business Innovation and Employment
- Callaghan Innovation
- Te Puni Kokiri
- Ministry of Primary Industries

## Our Business Advisor Partners

- Deloitte;
- Westpac Bank;
- Kahui Legal;
- Rutherford Rede;
- MyFiduciary
- AdvancedIT.

### *World Health Organisation definitions:*

**Epidemic** The occurrence in a community or region of cases of an illness, specific health-related behaviour, or other health-related events clearly in excess of normal expectancy.

**Pandemic** An epidemic occurring worldwide, or over a very wide area, crossing international boundaries and usually affecting a large number of people.

Applicable to all staff of the company. For the purposes of this Plan, 'staff' means all employees and contractors of the company.

### Delegation of authority

CEO delegates monitoring and management of events locally as they emerge as follows:

- Information gathering and planning phase – to Commercial Manager
- Implementation of preventative, response and recovery actions – to a 'Crisis Management Team' comprising of Commercial Manager, Te Arawa Fresh Seafood Manager and Te Arawa Mahi Co-ordinator

### Information guidelines

Check Government websites for any recommendations and instructions, particularly in relation to:

- travel (Ministry of Foreign Affairs & Trade)
- health (Ministry of Health)

- export of goods (New Zealand Trade & Enterprise)
- wages and salaries [Work and Income New Zealand]

*Have regard to:*

- World Health Organisation ([www.who.int](http://www.who.int)) updates on infection rates, severity, spread between countries and regions.
- The Centre for Disease Control and Prevention ([www.cdc.govt/](http://www.cdc.govt/)).
- The New Zealand Government (<https://covid19.govt.nz/>)

Key responsibilities and actions of Crisis Management Team

*Health and safety of all staff:*

- Implementation of basic hygiene measures, such as:
  - Informational posters displayed – government issue
  - reminding staff of personal hygiene practices
  - increasing frequency of cleaning common areas and commonly touched surfaces (e.g. door handles, rails, lift buttons)
  - if staff show symptoms, recommending that they are seen by appropriate health professional
  - if staff show symptoms and leave the workplace, thoroughly disinfecting the workstation area

Entity specific measures include:

*Te Arawa Fisheries (Office)*

- Office closed and notification on door and online
- Tangi Fish policy reviewed and communicated
- Work from home plan implemented – See Work From Home Policy
- Schedule office pop-in timeslots for staff including NWAT
- Communication with NWAT

*Te Arawa Mahi*

- Vans sanitised twice daily
- Hand sanitiser and face masks available in all vans
- Van ventilated sufficiently - fresh air flows
- Possibly reduce number of people per van
- No further inductions
- No cross over of workers between industries eg Kiwifruit and Fish

- Twice weekly management communication with factories

#### *Te Arawa Fresh*

- Daily sign in register for all staff, contractors, and customers
- Shops are sanitised and cleaning frequency increased
- Sanitiser available at counter
- Non-contact policy between staff and customers
- Gloves provided and used for cash handling

#### Continuity of Business Operations:

- Taking steps to maintain continuity of critical services under the company's Business Continuity Plan
- Implementing actions to mitigate risk of infection of staff whilst maintaining commercial activities
- Case by case decisions regarding international travel for work
- Case by case decisions on attendance of events
- Current office technology evaluated and staff briefed on essential functions required to maintain business as usual - plan for potential work from home situations
- Research potential financial support available to keep business profitable during pandemic

#### Communications:

##### *Internal Organizational communications*

The Te Arawa Leadership (pandemic) team will meet regularly in weekly zoom meetings to:

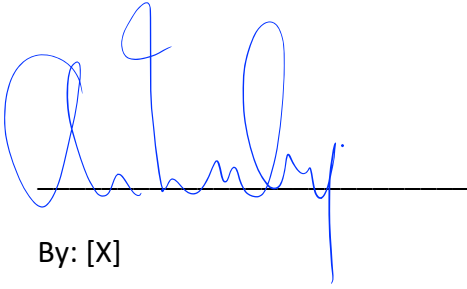
- Ensuring staff and all organisational personnel remain continuously updated on all matters related to the pandemic
- Personal contact details for all staff (email and phone numbers) have been shared with everyone.

##### *External Organizational communications*

- Will include media, government Ministries, strategic partners, customers and suppliers
- Will be approved by the CEO (or delegated person) prior to release.

Specific event management plans may need to be developed and or implemented by the Crisis Management Team for the areas above, and/or other areas, in response to the circumstances and potential future risks of the particular pandemic or epidemic. Refer to Appendix A for an example event management plan in relation to infected staff.

**Approval and sign off:**



By: [X]

Date:  
[In accordance with internal company procedures]

Document control:

- Policy
- Work from Home Policy
- Babies at Work Policy
- Leave Policy
- Critical workflow for BAU – all entities
- Shutdown policy and procedure for retail and labour hire companies

Document	Review Date	Changes Made	
Work from home Policy			
Children at work Policy			
Leave Policy			
Critical workflow for BAU – all entities			
Shutdown policy and procedure for retail and labour hire companies			

## Appendix A

### Example of a Specific Event Management Plan: Infected Staff

#### Company response:

If a staff member has been infected (or suspected to be infected) with a virus that falls under the Pandemic Business Continuity Plan and has not been in self-quarantine for 14 days prior, the following steps are to be executed immediately:

- The Crisis Management Team will appoint a Pandemic Manager to lead the company's response and will appoint Pandemic Coordinator(s) in each region (if applicable); these appointments will form part of the Crisis Management Team.
- All communications are to go through the Crisis Management Team for approval of content and medium.
- The Crisis Management Team may decide to instruct all staff in a regional office (or potentially a subset of staff) to work from home until further notice to stop the spread of the infection.
- If so, staff not infected by the virus are to work from home until further instructions are received from the Crisis Management Team.
- If applicable, the Pandemic Manager will request the health status collection of all staff in any regional offices via Pandemic Coordinators.
- The Crisis Management Team will contact all staff once confirmation from any infected (or suspected) staff member's status is received and all staff members will be emailed a list of next steps.

#### Staff Response:

If an individual staff member is diagnosed with any virus (or suspected to be so) under the Pandemic Business Continuity Plan, then that individual must:

- Notify their manager that they have been diagnosed as contracting a virus that falls under the Plan.
- The manager and the individual will notify the Crisis Management Team. The Pandemic Manager appointed by the Crisis Management Team will request an emergency response meeting.
- Any staff infected (or suspected to be) by the virus are not permitted be in contact with any other member of staff or to travel to clients or suppliers under any circumstances until further notice.
- All infected staff are to report to the Crisis Management Team with any updates on their current health status immediately once they have been tested/treated by medical staff
- Staff who have displayed any symptoms of the virus MUST immediately self-isolate, seek medical attention and are to from home (or be off on sick leave as is appropriate); that individual must contact their manager, and together they notify the Crisis Management Team. The must gain medical permission to return to work (in the form of a doctor's note) when they have received

- the all clear, a copy of which should be supplied to the Crisis Management Team before returning to work.
- Infected (or suspected, if applicable) staff member's responsibilities may be allocated to other staff as appropriate.

#### Role of Pandemic Manager:

The role of the Pandemic Manager is to lead the Crisis Management Team in the implementation of this plan. They will coordinate all updates, communications, and report to the CEO/executive team to discuss business continuity and emergency impact management.

#### Role of Pandemic Coordinator(s):

The role of the Pandemic Coordinator is to liaise with a regional and or specific group of staff regarding the pandemic, and to determine and monitor extent of any affects, and what support staff may need. Pandemic Coordinators may meet for a daily update meetings with the Pandemic Manager during any pandemic situation.