



CATERING DEPARTMENT COVID-19 GUIDELINES

LEVEL 2

Wednesday 19th August 2020

General Covid-19 Guidelines for ALL CREW to follow:

Before you work:

- All crew **MUST** fill in a Covid-19 Self Declaration.
- If you, or someone you live with or have close contact with, become unwell you must notify production immediately and **do not come to work**.
- If you or someone you are in regular close contact have a serious health condition or compromised immunity, please consider this before accepting work.
- Maintain high hygiene practices also away from work. And whenever practicable, please follow Government physical distancing guidelines.

Sanitation is key:

- Wash/sanitise your hands regularly, particularly when entering or exiting a work site
- Cough or sneeze into your elbow
- Make sure you have (or are given access to) all necessary PPE and hand/equipment/workspace sanitisers or cleaning products.
- **Masks (or face coverings) is now a Government recommendation. All crew are encouraged to wear a mask (or face covering) at Level 2.**
- Do NOT touch other department's equipment.

Contact Tracing:

- **All NZ businesses are now required to use the Government Tracer App (or a similar digital sign-in system). Every work site, office or location will need to have this ability.**
- Make sure you adhere to the production's strict sign-in/sign-out procedures
- Keep a note of who you see and where you go outside of work

Physical distancing:

- Keep team sizes as small as possible
- Identify YOUR work bubble and limit any interactions between other departments, suppliers or other work bubbles who may be on the same location as you.
- Consider split shifts and/or creating separated work-zones for each bubble
- Work from home if at all possible

Catering & Unit:

- No self-serve catering or unit at Level 2.
- Pre-packaged food only. Or contactless buffet (catering staff serving up).
- Unit should be "café-style". Or individual snack packages can be prepared and handed out.

BE KIND! LOOK AFTER EACH OTHER!



Controlled, Uncontrolled or Close Proximity Environment under Level 2:

- In a **Controlled Environment** (*available hand sanitiser/PP, and cleaning and crew health screening and contact tracing procedures in place*) the minimum separation is 1 metre between people so far as reasonably practicable.
- In an **Uncontrolled Environment** (*public spaces and shops, etc.*) the minimum separation is 2 metre between people so far as reasonably practicable.
- **A Close Proximity Environment** involves close personal contact that results in workers not being able to maintain 1 metre physical distancing, i.e. Make-up Artist and Cast. Close Proximity Bubbles must follow specific ScreenSafe guidelines. Please make sure you engage into a discussion with production and other relevant departments about this and that all recommendations are adhered to.

Location and Studio Work:

- There are no restrictions on the amount of people on a work site, but physical space and ventilation vs. number of people on site must be considered, particularly for interior locations. (Exposure to the virus over time is a key factor for virus transmission.)
- Filming in public places, like public parks, will be possible, but there may be restrictions to what councils will allow. Please talk to your local council well ahead of time.
- Every production **MUST** register with ScreenSafe and have site specific Level 2 Covid-19 plans in place. (*Note: councils will not issue filming permits without this*).

Crew and Cast Travel:

- Ride-sharing is not recommended, but is possible if physical distancing is maintained. A face mask or covering is also recommended.

Travel to/from Hot-Spots:

- You are only allowed to travel to or from a hot-spot if you are returning to your place of residence OR if you're an essential worker.
- Physical distancing and mask wearing is recommended for public transport and flights.

BE KIND! LOOK AFTER EACH OTHER!

Department Specific Guidance as of 19th August 2020

CATERING - Level 2

Introduction to Department undertakings:

- Food preparation – remote
- Food preparation – on location
- Food delivery to location
- On Set food service
- Food service clean up
- Crew and cast interaction

Introduction to the required physical distancing requirements

- The general rule of 2 metres apply at all times.
- If in a Controlled Environment, 1 metre physical distancing is allowed
- No close contact less than 1m permitted unless essential AND you have been approved to be part of a Close Proximity Bubble.
- Creation of Close Proximity Bubbles must be done in consultation with Production, Health & Safety and other applicable departments.
- There are no provisions available for any worker to engage with members of the general public within 2 metres.

Contact Tracing:

- A Government Tracer App QR-code poster (or similar digital tracing system) must be displayed at all work sites.
- All crew must sign-in when arriving and out when departing the worksite, location or catering base.
- Ideally this process needs to be contactless so you should consider using electronic systems if practicable.
- Contactless points of entry into site is preferred.
- All entry and exit points should be controlled and monitored.
- All workers should keep a log of non-worksites locations (i.e. stores, etc.) and interactions (meeting suppliers, etc.) they have during working hours.
- All workers are recommended to keep note of their interactions outside of work hours (whilst on a job).
- All crew or approved site visitors must sign a Covid-19 Declaration before starting work or visiting a work site.

Department Bubbles

- Off set catering bubble (remote preparation)
- Delivery/collection bubble (remote)
- On location catering bubble
- On location service bubble

Department Specific Guidance

Location food service during Level 2: No open buffet style self-serve catering at this level. Consider the 3S model: Seated, Separated, Single Server.

Catering workers should be aware of, and trained to work under the specific alert level in operation prior to commencing work, including the correct use of PPE.

- Production / inter-departmental interaction to be via phone or remote link as far as practicable.
- Physical production meetings to be carried out with physical distancing of 1 meter. If possible, particularly if in a confined space, a 10 person limit is recommended. Face masks (or coverings) is recommended and should be available.
- All staff working in a commercial kitchen must have a Food Safety Certificate.
- Limit the number of catering staff in each area/truck if possible whilst not compromising kitchen safety. A minimum of 1-2m physical distancing must be adhered to.
- Physical distancing of two metres wherever possible between work stations at catering base if work cannot be done remotely.
- *The Off-Set Catering crew will be working very closely with each other. Specific protocols should be put in place to maintain the integrity of this bubble:*
 - *Communication must be clear about who is in the this bubble.*
 - *Time spent in Close Proximity should be limited to the absolute minimum necessary time and PPE used if required/requested.*
 - *Contact with other bubbles should be kept to an absolute minimum.*
 - *Temporary or short term staff should work separately to this more permanent bubble.*
 - *Crew members should consider the extent and impact this bubble may have on their family and social life bubbles.*
 - *PPE shall be readily available as requested/required*
- Catering crew to be split into smaller work groups/bubbles if practicable.
- A designated Catering crew role to be created to document, administer and track all of the contact tracing, PPE and hand/workspace/equipment sanitiser requirements for the catering department.
- Catering crew charged with collecting and sorting Crew Declarations and other personal data should be adequately briefed on the Privacy Act and the need for confidentiality and secure storage of such info.
- Please ensure 3rd Party Suppliers for produce and/or pre-made meals, etc. have appropriate Covid-19 guidelines in place. If concerned or uncertain, please discuss with Production.
- On set and off set bubbles to be maintained wherever practicable.

Personal Hygiene Requirements and Measures

- Any worker who feels even the slightest unwell must not come to work, if unwell at work they must go home.

- If a worker displays any of the symptoms of COVID 19, please call Healthline immediately (0800 358 5453) or your doctor. Production and the Health & Safety Departments must also be notified. And all close contact workers to be identified.
- If a person or persons are confirmed or probable cases of COVID 19, site closure(s) should be considered. This decision should be made on the advice of a public health officials based on information on the extent of the exposure.
- Masks or face coverings is now a Government recommendation. All cast and crew should wear a mask or face covering whenever practicable.
- Workers arriving at the catering base or work site must wash/sanitise their hands upon arrival and prior to touching any surfaces or handling food, eating, drinking. Staff should wash their hands prior to leaving the catering facility.
- A strict personal hygiene & hand washing/sanitising regime must be observed in line with the ScreenSafe guidelines.
- Personal work stations to be cleaned/sanitised each day, and in between workers.
- PPE (gloves and masks) should be available.
- A strict personal hygiene & hand washing regime must be observed in line with the MOH guidelines. Clothes & aprons should be fresh each day.

Catering Base protocols

- Hand sanitising stations should be readily available, including, but not limited to entry/exit points, toilets, kitchen and other shared spaces.
- Consider workspace layout, avoid face to face desks, and space desks 2 meters apart where possible. Engineered barriers are necessary where this separation is not practicable.
- Common work surfaces to be cleaned regularly (i.e. door handles, shared photocopiers, taps, light switches, etc.).
- Regular cleaning of computer terminals and phones.
- A cleaning record should be kept.
- Sanitise surfaces & mop floors at the end of each day where required.
- PPE (gloves, masks) to be available.
- Rooms should be well ventilated / windows opened to allow fresh air circulation.
- Air conditioning should be run on fresh air setting, not on recirculate.
- Stairs should be used in preference to lifts.
- No unauthorised visitors to site.
- Designate a specific delivery spot.
- Delivery drivers should remain in their vehicles if the load will allow it or must wear gloves or wash/sanitise their hands before unloading goods and materials.

Studios and Larger Work Sites

- If a catering base is set up at a studio or remote site, strict separation must be adhered to between catering and other departments.

Kitchen & Catering

- Stagger lunch where possible and apply physical distancing measures.
- No open snacks, fruit or shared food. Consider lunch box style lunches to be prepared. Where appropriate, consider a subsidy for workers who are required to bring own lunch.
- All communal cutlery & crockery must be sterilised in dishwasher.

- Communal kitchen items to be sanitised before & after use.
- Compostable cutlery & crockery to be used if sterilisation is not possible.

Toilets, Showers & Drying Rooms

- Physical distancing rules apply to the use of shared facilities, including toilets, shower and drying rooms.
- Sanitising stations on location available outside of communal facilities (i.e. portaloos).
- If numbers require then add additional toilet facilities, i.e. portaloos
- Hygiene posters and signage should be clearly visible in shared spaces like kitchens, toilets, entrances and exits, etc.

Interaction with Other Departments, External Vendors and Suppliers

- Catering crew to keep within their own bubble as far as reasonably practicable.
- Interactions with other crew, cast and public must be as per physical distancing protocols.
- As far as practicable, a paperless production should be the goal. I.e. no handing out of physical paperwork unless essential.
- Where practicable, catering to have a nominated inter-departmental liaison worker to limit contact between departmental bubbles.
- Catering crew to keep a daily log of their interactions with external vendors/suppliers.

Travel

- Ride-sharing is not recommended, but is possible if physical distancing is maintained. A face mask or covering is also recommended.
- No recycling air, clean air fan inlet only, open windows where possible.
- Crew who travel together should always be part of the same work bubble.
- A passenger log must be kept for shared vehicles.
- Shared vehicles should not be used outside work

Work Space Hygiene

- Regular cleaning and sanitising of high use work areas. A cleaning record should be kept.
- All cutlery, crockery & cooking equipment must be sterilised in dishwasher.
- Sanitise surfaces, mop floors & laundry washed at the end of each day.
- Consider additional bench space for food preparations and packaging individual meals.
- Physical distancing of two metres wherever possible between work stations
- All fruit & vegetables are to be washed before use.
- All hotboxes and poly boxes to be cleaned and sanitised before use. If possible, keep the same hotbox/poly boxes throughout a production period.

Remote Food Preparation, Delivery, Service and Clean Up

Location food service during Level 2: No open buffet style self-serve catering at this level.

Consider the 3S model: Seated, Separated, Single Server.

Your serving options are:

- Individual sealed lunch boxes
- A contactless buffet with catering crew serving up per crew and cast request. Sneeze/cough guards must be set up between crew and food/catering staff.
- Vehicle for food transportation to be cleaned & sanitised each day.
- No multi-site deliveries without strict contact tracing and cleaning.
- Masks or face coverings is now a Government recommendation. All catering crew should wear a mask or face covering whenever practicable.
- Crew, cast and public must be kept separate from the catering team, as per physical distancing protocols. A physical barrier (table, etc.) is recommended.
- Food should be delivered to a designated catering area, away from crew.
- If food is picked up by production rather than delivered by caterers, the unit department will be in charge, following all above procedures.
- Lunchbox style food should be unloaded to a separate table and unit crew member advised of delivery.
- Rolling breakfast and lunches are advised. Catering staff to ensure all food is kept warm within MOH guidelines.
- Menu cards with ingredient list for each dish should be available (for dietary requirements/allergies)
- Food placed with menu cards on tables for individual crew members to collect, observing physical distancing.
- Reusable plates and cutlery can be used, but only with strict procedures in place for handling, separation and off-site sterilisation. Otherwise compostable/recyclable alternatives should be used.
- Packaging to be compostable where possible. Waste placed in bins for removal by unit team.
- Hotbox collection: the hotbox to be placed in a designated area for collection by catering provider. Hotbox handles to be sanitised prior to collection by catering team.
- One person should be the point of contact for liaison with the Unit team.