

Returning to the new normal

Post COVID-19 risk management strategies



As we emerge from lockdown, how can New Zealand businesses get back on track? While the move to Level 2 restrictions gives the community more freedom, COVID-19 is not over; risk management strategies are needed to ensure your business can resume safely and contribute to economic stability. We've outlined some recommendations for you to adopt as you start to return to your businesses:

Workplaces may re-open where contact tracing ([WorkSafe contact tracing](#)) is possible but alternative ways of working are still encouraged. Where this isn't possible, workplaces should take a common-sense approach, apply judgement, follow good hygiene practices, and minimise contact.

There are clear expectations that workplaces continue to meet the highest possible standards and that managers, supervisors and individual workers actively manage adherence to the safety measures. All staff should demonstrate leadership and appropriate self-supervision to ensure that standards are met, and that they are looking out for the health and safety of their colleagues and community while at work.

Health & Safety guidelines

1. Health and hygiene:

- Do not come to the work if you are sick.
- Observe good hygiene practices. Keep tissues readily available in case of sneezing or coughing.
- Dispose of used tissues in a bin.
- Wash hands with plenty of soap and/or use hand sanitiser.
- Keep your desk and work spaces clean and dust-free.
- Do not leave food or used cups and plates on your desk or work environment.
- Get some Vitamin D – try to spend at least 20 minutes a day outside in the sunlight. The severity of Covid-19 has been linked to a lack of Vitamin D.

2. Office Environments:

- Maintain 1m separation between individuals.
- Maximum four people per lift (one in each corner).
- Keep the lunch room clean.
- Place used items in the dishwasher. Do not leave used dishes, cups, tea-towels etc. on benches.

3. Contact tracing:

- Get each individual to maintain a record of his or her location each day, including arrival and departure times in the office, visits to cafés or lunch bars etc.
- Arrange client visits with sufficient notice. Ensure compliance with all clients' H&S requirements.
- Maintain a record of any client visits, timings and the individuals present.
- For high rises, greet any office visitors in the lobby and escort them to your office.
- Ensure the visitors sign in and sign out. Record arrival and departure times.
- Maintain a record of all people present at a meeting, including names and contact numbers.

Workers who are, or come into close contact with someone who is, considered 'higher risk' of becoming severely ill from COVID 19 ([Ministry of Health - most at risk](#)) may attend the workplace but are advised to take additional precautions when leaving the home.

Services may also be provided on customers' premises (e.g. in homes) but interactions must be recorded for contact tracing purposes. This means, for example, that you are able to visit clients in their homes or host meetings in their office. Again, apply judgement and common sense.

We encourage workplaces to continue to engage with workers (as individuals or representatives) on any changes to work practices. As for previous lockdown levels, we want everyone to feel confident and safe when returning to work. Any consultation and/or feedback process should be ongoing so that workplaces are able to improve practices and learn lessons to continuously improve management and safety.

For any risk management or insurance enquiries, please do not hesitate to contact your insurance account executive at Willis Towers Watson.

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