



Haere Mai/Welcome to WanaHaka® Wine Tours & Māori Culture

Prevention – how to protect yourself and others

WINE TOURS

- WanaHaka® follows the safe business criteria following correct hygiene and contact tracing practices.
- All bookings are done online and in a contactless payment way and bookings are for specific days and times so the details required for contact tracing will be secure and respected via the use of our contact tracing register.
- Each vineyard may also require your details upon entry so please be prepared for that and within the tasting there will be a requirement of spatial distancing of at least 1m.
- Seating within the van is marked with a minimum 1m spacing. You must use the same seat throughout the Wine Tour with Māori Culture experience and the maximum number is 4(within your bubble) and 2 guests(within bubble) but separated from another 2 guests. Please allow the tour guide to open and close vehicle doors at all times and upon entry maintain the 1m distance from the tour guide to open the door.
- We have supplied inside the van an anti-bacterial bottle for use.
- Cough or sneeze into your elbow or by covering your mouth and nose with tissues.
- Put used tissues in the bin or a bag immediately.
- Wash your hands with soap and water often (for at least 20 seconds).
- Try to avoid close contact with people who are unwell.

- Don't touch your eyes, nose or mouth if your hands are not clean.
- Avoid personal contact, such as kissing, sharing cups or food with sick people.
- We will clean and disinfect frequently touched surfaces and objects, such as door entry.
- Stay home if you feel unwell.
- Call Healthline on 0800 358 5453 if you have any symptoms and have been recently been overseas or have been in close contact with someone confirmed with COVID-19.
- We will respect your physical distancing and can welcome you without the Hongi and this will be maintained.
- We have heightened the level of our cleaning protocols.
- If you require disinfectant spray to wipe down contact areas after use please let us know.
- We all have a part to play, including you and thanks for your support.

MĀORI WELCOME

- WanaHaka® follows the safe business criteria following correct hygiene and contact tracing practices.
- All bookings are done online and in a contactless payment way and bookings are for specific days and times so the details required for contact tracing will be secure and respected via the use of our contact tracing register.
- As you arrive to the meeting point please stand at the coloured marked cones which will be 2m apart.
- There is anti bacterial bottles available for your use.
- As I start the Wero/Challenge I will be approximately 30 m away, and will finish about 5m away from you and hold my position from there.
- Unfortunately certain parts of the Māori Welcome will not be delivered-Hongi/greeting as it is within the safe distance.

- The Haka and Māori history and remaining elements of the Māori Welcome will be delivered as the safety distancing can and will be maintained.
- Cough or sneeze into your elbow or by covering your mouth and nose with tissues.
- Put used tissues in the bin or a bag immediately.
- Wash your hands with soap and water often (for at least 20 seconds).
- Try to avoid close contact with people who are unwell.
- Don't touch your eyes, nose or mouth if your hands are not clean.
- Avoid personal contact, such as kissing, sharing cups or food with sick people.
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- We all have a part to play, including you and thanks for your support.

STRATEGIES AND GUIDELINES

1. Contact Tracing

As all booking records are done online we will have the ability to facilitate contact tracing.

This will include the person's name (first and last) and at least two of the following from all clients and others who physically interact with your business premises or people (vineyards who come on-site etc):

- an email address,
- mobile or home phone number and
- residential address.

It is preferable to maintain a mobile phone number for immediate and quick contact tracing. Double check all numbers provided.

We will record if a client is part of a 'group'. This is key for good contact tracing.

We must be able to trace client contacts through our operation – ensure we highlight instances where contact between people is less than one metre.

Remember our aim is to support efficient contact tracing. Expectations of good practice on this topic may change – we will keep this guideline up to date as frequently as applicable.

Included COVID-19 protocols and responsibilities in our safety briefings. Ensuring:

- maintaining spacing
- not sharing personal items such as phones, cameras, drink bottle, food
- general hygiene expectations – washing hands, cough/sneeze etiquette
- We will communicate this during our booking and sign-in processes and could remind you again during any follow-up communications.

2. Clients

- Maintain minimum one metre spacing between staff, clients and groups. This will involve leaving some seats empty.
- We may need to allocate seats and establish loading and unloading protocols e.g. enter through the front of the bus and exit through the back.
- Remember that personal belongings can transmit COVID-19 too – ensure you know how they are being transported e.g. clients hold on to their bags, or bags are stowed in a specified area.
- Clean touch points between clients/groups, including baggage storage areas.
- Clean touch points if changing drivers – including steering wheel, indicator and light controls, dashboard components such as stereos, door handles and seat belts.
- We can choose to ask clients to wash their hands before entering the vehicle. We also will provide hand sanitiser.

3. Activity procedures

The procedures we follow when conducting the activity itself are where managing physical distancing and communal touch points requires careful thought.

If we cannot eliminate the risks, we will mitigate them using the Hierarchy of Controls.

- physical barriers to transmission e.g. Perspex barriers at customer service points.
- removing/not using adjacent seats.
- physically marking places where people can stand or where they cannot.
- clearly briefing people on where they can stand and where they cannot.
- having fewer people in that place/doing that activity at a time.

- designing a 'turn by turn' experience rather than one where people stand and wait together e.g. having clients stand in a well-spaced line until signalled to come into the vineyard for their tasting.
- Use dedicated staff to client groups rather than having multiple staff interact with each group?
- We could utilise a barrier like those in supermarkets?

4. Food & Tastings

At the vineyards serving food and beverages as part of your experience it must be managed within physical distancing requirements. The golden rule is to observe the three S's:

Seated – ensure your clients are not moving around when eating (to maintain physical distancing)

Separate – ensure there is at least one metre space between clients or groups while eating

Single server – if serving food, try to have one staff member serve one client or group. If you need to serve more than one client, you must wash your hands between serving.

- buffet arrangements are not suitable, consider things such as issuing pre- packed lunches
- heighten your normal food preparation hygiene protocols and cleaning procedures. Wear gloves and masks.

5. Safety equipment

Identify which pieces or parts of safety equipment come into close contact with staff or clients and determine how often they need to be cleaned or changed to prevent COVID-19 transmission. Consider items such as:

- warm clothing
- seatbelts /buckles

COVID-19 exposure response

6. Plan

If a guest shows symptoms of COVID-19 while participating on a wine tour or Māori culture experience or becomes a confirmed or probable COVID-19 case and has been at our workplace while potentially infectious.

There are standard processes that must be followed, they are outlined here. Include details such as:

- As per our booking form and contact tracing sheet we will be able to analyse exactly where they were during the time we had together.
- The vineyards will be notified immediately of the occurrence and thorough cleaning protocols will be implemented on the vehicle travelled in for the wine tour.
- As per the contact tracing sheet and booking form any other relevant guests will be notified immediately of the occurrence via their contact details submitted in the booking form or the contact tracing sheet.
 - The impact of new controls put in place here are to eliminate or minimise the COVID-19 risk for all WanaHaka® guests.
- PPE requirements e.g. first aid kits we understand the expectations of controls and PPE use in emergency situations.
- that fears of COVID-19 infection do not undermine appropriate response to first aid or other emergency scenarios.

7. Review and improve

Part of having good health and safety management for COVID-19 is evaluating and reviewing the effectiveness of the measures you put in place. Your safety plan must set out:

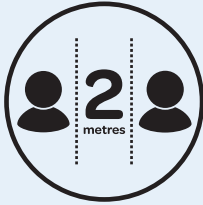
- We will evaluate the effectiveness of these controls by review and re-assess procedures and communication with clients following their experiences as to how they feel.
- Review will be through communication with guests on experiences.
- The reviews will allow us to assess the success of the protocols followed and provide further information for improvement.

In addition, the COVID-19 pandemic is an evolving situation – We will every 4 weeks re-assess the protocols implemented and the success of them and make changes as required. We will review client feedback.

Different Alert Levels require expect different risk management. The guidance in this document is designed for Alert Level 2.

This business follows correct hygiene and contact tracing practices to fight against COVID-19

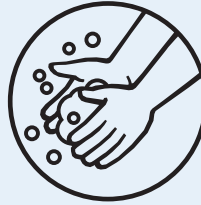
We can operate because we comply with the New Zealand Government's health measures for Alert Level 3.



Physical distancing

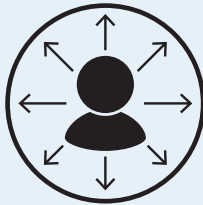
At all times, we make sure:

- all our staff are spaced apart
- visitors are at least 2 metres apart.



Correct hygiene practices

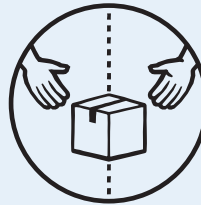
- We wash and dry our hands thoroughly and regularly
- We regularly disinfect and clean surfaces and objects.



Contact tracing

- We record the movements of all our staff and visitors
- We will ask you to sign our contact tracing register.

This ensures that we can get in touch with everyone who may have been in contact with someone who later shows symptoms of COVID-19.



Contactless payment and delivery/collection

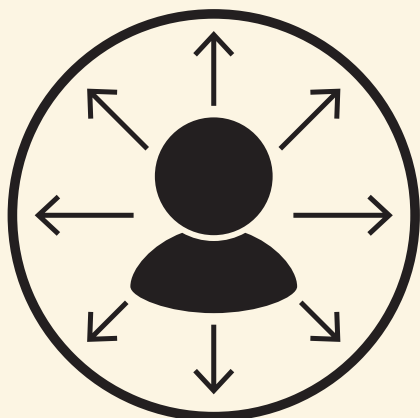
- Our customers pay online or over the phone where possible
- We use contactless delivery to make sure there is no physical contact
- If customers collect items from us, we always maintain physical distancing.

New Zealand Government

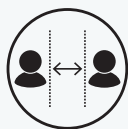
Unite
against
COVID-19

CONTACT TRACING REGISTER

Business name: _____



We require **ALL** people on these premises to exercise the strictest precautions possible to help avoid the transmission of COVID-19.



Physical distancing



Correct hygiene practices



Contactless payment and delivery

Please sign the register form (underneath this coversheet) which acknowledges:

- You do not have any symptoms associated with COVID-19 (e.g. fever, cough, sore throat, shortness of breath, sneezing/runny nose or loss of sense of smell)
- You do not have COVID-19 nor are you awaiting the results from being tested for COVID-19
- You have not been in contact with any known or suspected cases of COVID-19 in the past 14 days
- You have not returned, or been in contact with anyone else who has returned, from overseas in the past 14 days.



Washing and drying your hands kills the virus

Wash often. Use soap. 20 seconds. Then dry.
This kills the virus by bursting its protective bubble.

Find out more at
[Covid19.govt.nz](https://www.covid19.govt.nz)

[New Zealand Government](https://www.govt.nz/)

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L3_2m Distance_30/04



Be kind

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L3_Waiting2m_30/03



Be kind

Please be patient with our staff and others,
while we deliver this service for you.

Thank you for your support.

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Cough or sneeze into your elbow

It keeps the virus off your hands, so you won't spread it to other people and make them sick too.

Find out more at
[Covid19.govt.nz](https://www.covid19.govt.nz)

[New Zealand Government](https://www.govt.nz/)

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Stay home if you are sick

Call your GP before visiting them.
Or call Healthline on 0800 358 5453.

Find out more at
[Covid19.govt.nz](https://www.covid19.govt.nz)

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