

[REDACTED]

27 September 2023

Dear [REDACTED]

Re: Official Information Act Request: COVID-19 Policies Placed on Personnel

Thank you for your online request on Monday 18 September 2023, in which you requested information under the Official Information Act 1982. You requested:

“...employment policies for your staff related to Covid 19, and for any persons under any funding arrangements you have for work being carried out for The EECA, ie c19 policies for its Personnel being all directors, employees, subcontractors, third party agents, external consultants, specialists, technical support and co-opted or seconded staff for EECA.”

Please refer to the attached PDF documents for EECA’s response to your OIA request.

Appendix One shows EECA’s vaccination policy for staff, contractors, and visitors. **This policy was repealed effective 12 May 2022.**

Appendix Two shows EECA’s vaccination and protocol policies for Warmer Kiwi Homes Programme Service Providers. **The vaccination mandates outlined in these policies were repealed in all instances effective 1 July 2022, and the final protocol requirements were repealed in all instances effective 14 September 2022.**

You have the right to seek an investigation and review by the Ombudsman of this decision. Information about how to make a complaint is available at www.ombudsman.parliament.nz or freephone 0800 802 602.

Please note that it is our policy to proactively release our responses to official information requests where possible. Our response to your request will be published shortly at <https://www.eeca.govt.nz/about/news-and-corporate/official-information/> with your personal information removed.

Yours sincerely,



Dr Marcos Pelenur
EECA Chief Executive

Covid 19 Vaccination Policy

1 EECA's Guiding Principles Relevant to This Policy

- 1.1 The COVID-19 Vaccination Policy aligns with EECA's guiding principles of:
- ensuring a healthy and safe environment
 - being a good employer

2 Overview

- 2.1 EECA proactively identifies and controls risks arising from its work. In relation to the management and control of COVID-19, EECA will continue to be guided by public health advice from the Ministry of Health and health and safety advice from WorkSafe.
- 2.2 Vaccines are free and one of the most powerful control measures against contracting and transmitting COVID-19. Vaccines significantly reduce the risks associated with COVID-19 and will help keep our workforce, their families and the community we interact with, safe.
- 2.3 The New Zealand Government's goal is to get everyone who can be vaccinated in Aotearoa, to be vaccinated. In line with public health advice, EECA strongly encourages and will support all our people to be vaccinated against COVID-19, if they can safely be vaccinated. Vaccination works together with the other controls EECA has in place to help reduce the risk of exposure to COVID- 19 in our workplaces.
- 2.4 EECA considers COVID-19 vaccination is a vital part of how EECA will protect the wellbeing, health and safety of our people, their families and the community.
- 2.5 The Health and Safety at Work Act 2015 and related regulations require that workers and others are given the highest level of protection from workplace health and safety hazards and risks, so far as is reasonably practicable. This includes risks associated with COVID - 19.

3 Policy Statements

- 3.1 The policy statements in this policy come into effect on 21 February 2022
- 3.2 EECA will take all reasonably practicable steps to protect its workers and those coming into its worksites from hazards and risks in the workplace, including from infectious diseases

such as COVID-19.

- 3.3 From 21 February 2022, only the following people may enter an EECA worksite¹:
- a. vaccinated EECA workers (employees and contractors), vaccinated workers from other agencies, vaccinated visitors, and exempt persons;
 - b. persons who are not eligible to be vaccinated against COVID-19 in New Zealand (e.g. those under the approved vaccinated age);
 - c. persons who are authorised by law to enter an EECA worksite (e.g. the New Zealand Police);
 - d. exempt persons, being persons who have been granted a medical exemption by the Director-General of Health and persons who have been granted an exemption by EECA's Chief Executive.
- 3.4 EECA will provide all EECA workers (employees and contractors) with access to public health information and advice regarding COVID-19 vaccines, including the process for becoming vaccinated, benefits, and side effects, and provide translations where necessary.
- 3.5 EECA employees will be provided with a reasonable opportunity and/or sick leave (based on the nature of the employment agreement) to:
- a. receive a vaccination;
 - b. recover from a vaccination (e.g. if the staff member feels unwell after the vaccination); and/or
 - c. take advice about COVID-19 vaccination from an appropriate health practitioner of their choice (and EECA will meet the reasonable costs of this).
- 3.6 Any EECA worker (employee or contractor) who is not able to show a current valid COVID-19 Vaccination Certificate or other official Ministry of Health record regarding COVID-19 vaccination from 21 February 2022 and not otherwise an exempt person will need to work from home, while EECA engages in a good faith process, including to understand why the EECA worker has not been vaccinated, and any other relevant facts and circumstances. For an EECA employee, EECA will also engage to understand whether there is the potential for alternative arrangements. EECA will engage with EECA workers who are not able to show a

¹ **Note:** The examples listed in clause 3.3b and care not exhaustive. They are for illustrative purposes only.

current valid COVID-19 Vaccination Certificate or other official Ministry of Health record regarding COVID-19 vaccination in accordance with the principles of good faith.

- 3.7 Where an EECA worker (employee or contractor) is unable to be vaccinated, EECA will follow a fair process in good faith, including considering the individual worker's circumstances and reasons for not being vaccinated (e.g. whether the reasons for not being vaccinated are time limited), and in accordance with any agreement with the person contracted by EECA.
- 3.8 It is unlikely that a person will be an exempt person under this policy on any grounds other than medical, however each individual's situation will be considered on a case-by-case basis.
- 3.9 The grounds for medical exemption from vaccination will be aligned with the criteria for medical exemptions published in the Gazette by the Director-General of Health, consistent with the COVID-19 Public Health Response (Vaccinations) Order 2021. If an EECA worker is medically exempt, EECA will collect this information in order to determine whether additional risk mitigation measures are required. If, after conducting a fair process, EECA considers that there are no suitable alternative options for an unvaccinated employee, they will be issued notice of termination in accordance with their employment agreement and applicable law². Termination will be a last resort.
- 3.10 EECA will begin to collect vaccination status and exemption status from EECA workers (employees and contractors) from the commencement of this policy. From 21 February 2022, EECA workers (employees and contractors) seeking to enter an EECA worksite, attend an EECA function not held at an EECA worksite, or perform a front-facing or external role, and other workers seeking to enter an EECA worksite will be required to show a current COVID-19 Vaccination Certificate (e.g. using My Vaccine Pass), or in exceptional circumstances another official Ministry of Health record regarding COVID-19 vaccination. EECA will handle that information in accordance with the Privacy Act 2020, any code made under that Act, and any specific provision in an enactment concerning vaccination data.
- 3.11 From 21 February 2022, visitors will be required to show a current valid COVID-19 Vaccine Certificate (e.g. using My Vaccine Pass), or in exceptional circumstances another official Ministry of Health record regarding COVID-19 vaccination, in order to enter an EECA worksite. EECA will handle that information in accordance with the Privacy Act 2020, any

² Including Schedule 3A of the Employment Relations Act 2000.

code made under that Act, and any specific provision in an enactment concerning vaccination data. EECA will work with visitors who are unwilling or unable to show appropriate evidence on a case-by-case basis. EECA will consider whether it can reasonably accommodate visitors who are unvaccinated, while still minimising health and safety risks, through other protections such as the use of personal protective equipment, physical distancing, or hygiene practices.

- 3.12 Under this policy, someone shall be regarded as vaccinated if they have received a full course of any of the COVID-19 vaccines approved by the New Zealand Government (as described in Schedule 3 of the Vaccinations Order as amended from time to time) including any booster vaccination required, when eligible.
- 3.13 Unless exempt, all new employees and contractors, where their role requires, are required to be vaccinated before commencing work with EECA. Potential candidates for employment and prospective contractors will be notified of the vaccination requirements for their role prior to commencing work.
- 3.14 This policy will be regularly reviewed, with its first review before 16 May 2022. Review of this policy will include consideration of any changes in public health advice and Government guidance and regarding COVID-19.

4 Purpose

- 4.1 The purpose of the Covid-19 Vaccination Policy is to set out EECA's approach to COVID-19 vaccinations in line with EECA's *Health and Safety Risk Assessment- Transmission of COVID-19 in the workplace* (see below).
- 4.2 This policy is based on EECA's:
- a. obligation to provide a work environment that is without risks to health and safety, so far as is reasonably practicable. This obligation includes eliminating or minimising, as far as is reasonably practicable, the hazards and risks associated with exposure to COVID-19 through work.
 - b. priority to keep our people safe and well.

5 Scope

- 5.1 This policy applies to all workers at EECA worksites in New Zealand, including those employed or engaged on any basis by EECA, whether they are casual, temporary, or permanent, whether full time or part time.
- 5.2 This policy also applies to visitors to EECA worksites.
- 5.3 This policy is limited to vaccinations for COVID-19, including booster vaccinations. It does not apply to treatment or controls relating to other infectious diseases or risks.

6 Definition of terms

- 6.1 In this policy the following terms have the meaning specified in the table below:

Term	Definition
Booster	A booster is the next dose in a vaccination series to likely boost immunity that may have waned over time.
Exempt person(s)	A person who has been granted a current COVID-19 vaccination exemption by the Director-General of Health or the Minister for the COVID-19 Response, or who is otherwise determined, in writing and signed, by the EECA Secretary to be exempt from the requirement to be vaccinated under this policy.
Field workers	This covers any work activity that involves working in the field in an uncontrolled (non-EECA/Government controlled) environment. Teams that fall into this category include Account Managers.
EECA workers	EECA employees and secondees, including employees and contractors, whether casual, temporary or permanent, and whether full time or part time.
EECA worksite	An EECA-controlled premises (whether controlled permanently or temporarily) in New Zealand. In relation to a site with multiple tenancies, it means the areas of the premises controlled by EECA. For the purposes of this policy, an EECA worksite excludes a place which is described in Schedule 2 of the Vaccinations Order. For the avoidance of doubt, an EECA worksite does not include an EECA worker's home or place of residence, even if they perform EECA work there.
COVID-19 Vaccination Certificate	The official record of an individual's COVID-19 vaccination status for use in Aotearoa New Zealand.
Vaccinated	Means a person who has a current valid COVID-19 Vaccination Certificate and has received a full course of any of the COVID-19 vaccines approved by the New Zealand Government (as described in Schedule 3 of the Vaccinations Order as amended from time to time). A person

	<p>may also have received any booster vaccination received in the timeframe advised by the Ministry of Health.</p> <p>Schedule 3 of the Vaccinations Order can be found here: COVID-19 Public Health Response (Vaccinations) Order 2021 (LI 2021/94) (as at 01 January 2022) Contents – New Zealand Legislation</p> <p>Vaccinated does not include those who have had COVID-19 in the past and have laboratory evidence of antibodies or immunity. This is because vaccines provide additional protection compared to natural immunity.</p>
Visitor	Means a person who is not an EECA worker and includes, but is not limited to, a person who is accessing EECA services.
Vaccinations Order	Means the COVID-19 Public Health Response (Vaccinations) Order 2021 and any amendments from time to time. This order does not require any person to be vaccinated. It does require that certain work is carried out only by persons who are vaccinated (subject to very limited exceptions and exemptions).
Worker	Has the meaning given to it in section 19 of the Health and Safety at Work Act 2015 as being an individual who carries out any work in any capacity for EECA as a person conducting a business or undertaking (PCBU). This includes, but is not limited to EECA workers, employees, suppliers, clients, tradespeople, service providers, secondees and contractors.

7 Health and Safety Risk Assessment

- 7.1 For work not covered by the Vaccinations Order (and any similar legislation), EECA has assessed the risk and impact of COVID-19 infection for all of our people based on an assumption of a highly transmissible virus and widespread community transmission.
- 7.2 We have identified work tasks that involve contact with others, the most credible worst-case scenario associated with the risk of infection with COVID-19, and the likelihood of transmitted infection occurring and it leading to that consequence.
- 7.3 We have assessed inherent risk, residual risk with current controls (e.g. hand washing, physical distancing, cleaning), and what having all EECA workers vaccinated who work in that area would do to the risk rating. Inherent risk is our risk ranking before we put controls in place. Residual risk is the level of risk that is left untreated after controls are put in place.
- 7.4 Vaccination presents an additional control and significantly reduces the risk in terms of both likelihood and severity. Being vaccinated does not mean that you are now exempt from wearing a mask, physical distancing etc. All current COVID-19 prevention controls apply equally to vaccinated and non-vaccinated people at EECA worksites. However, being vaccinated reduces the severity of effects of the virus, the likelihood of catching the virus

and ending up in hospital.

- 7.5 EECA's risk assessment is dynamic and will be revised should any factors change, including public health advice and the availability of additional controls (for example, rapid antigen testing).

8 Vaccination Status and privacy

- 8.1 EECA acknowledges that your vaccination status is personal information.
- 8.2 Vaccination status information will be collected, stored, used and disclosed in accordance with this policy, EECA's Privacy Policy, EECA's Staff Personal Information Policy (where applicable), the Privacy Act 2020 and any specific provision in an enactment regarding vaccination status (for example in the COVID-19 Public Health Response Act 2020).

Collection, use and disclosure

- 8.3 EECA needs to understand whether you are vaccinated, or are an exempt person, in order to keep you and others who come to an EECA worksite safe, including to ensure we have effective controls in place at our worksites.
- 8.4 You generally do not need to provide EECA with access to your vaccination status unless required by law (for example as required by the Vaccinations Order). If you choose not to disclose your vaccination status, we will assume that you are unvaccinated.
- 8.5 We will work with you to obtain evidence of your vaccination status or medical exemption. You can provide EECA with your COVID-19 Vaccination Certificate by using My Vaccine Pass (which can be obtained from My Covid Record [My Covid Record | Ministry of Health NZ](#))
- 8.6 Vaccination and medical exemption status information will be collected and used for the purposes of:
- taking all reasonably practicable steps to ensure the health and safety of persons at an EECA worksite
 - enabling EECA to meet its obligations under the Vaccinations Order (where relevant)
 - administering and ensuring compliance with this policy.
- 8.7 Vaccination and medical exemption status information may be used and disclosed for the purposes above, where you authorise EECA to do so, and where required by law.

Storage

- 8.8 EECA will keep information collected for the purposes of this policy secure and will ensure that access is restricted to only those EECA people who require the information.

9 Unvaccinated Employees, Secondees, Contractors, Suppliers, Visitors to an EECA Worksite

Employees and secondees

- 9.1 As an employee or secondee, if you are not vaccinated and the work you undertake must be performed by a vaccinated worker unless you are an exempt person, and you choose not to be vaccinated, we will work with you on a case-by-case basis to understand your situation and what employment options might be available to you. We will do this in good faith.
- 9.2 Depending on your role and the nature of the work undertaken, we will consider the way you work, the ability for you to undertake your work from an alternative location, and the availability of alternative work and our duty to reasonably accommodate your circumstances.
- 9.3 In good faith, we will ensure that you have opportunities to seek further information, seek independent advice, respond to any proposed changes to your employment and will take into consideration your feedback prior to making any decision. You will have the chance to meet with your manager or some other suitably placed person within EECA and be supported by a representative or support person of your choice. This could be a family member, union representative or a friend.
- 9.4 EECA's priority is to retain our people and accommodate individuals' choices not to be vaccinated where we can. If we are unable to find a solution with you (such as alternative duties or redeployment), we may need to consider the termination of your employment. This, however, would be the last resort, after a consultation process with you.

Contractors, Suppliers and Visitors

- 9.5 EECA will be writing to all contractors and suppliers regarding this policy, including its site entry requirements to its worksites before the Policy Statements become effective and in relation to any update to the Policy Statements.
- 9.6 Visitors will be required to provide proof that they are vaccinated or are an exempt

person prior to entry to EECA sites.

- 9.7 Where a contractor is unable or unwilling to comply with this policy, EECA will engage with them in good faith consistent with the terms of its agreement with the contractor.

10 Fair Treatment

- 10.1 EECA is committed to a workplace free from discrimination and harassment in accordance with its obligations under human rights laws. You are entitled to choose not to be vaccinated. If you are not vaccinated and/or choose not to disclose your vaccination status to EECA, you may be unable to enter an EECA worksite and we will work with you individually as outlined in this policy.
- 10.2 In taking this approach, EECA is balancing people's right to make their own choices and decisions on vaccination against the rights of workers to work in a safe environment, and for others to engage with EECA safely.
- 10.3 We will support you in considering your options while also respecting your individual choice.

11 Compliance

- 11.1 Failure to comply with this policy without reasonable cause may constitute a breach of the EECA Code of Conduct, and a breach of terms and conditions of employment or a contract for services. It may also pose a risk to the health and safety of you and/or other workers and may put you and EECA in breach of the Health and Safety at Work Act 2015.
- 11.2 A breach of this policy may result in:
- disciplinary action for employees; or
 - contracts being terminated for suppliers or contractors.

12 Key Accountabilities and Responsibilities

Role	Description of responsibility
Chief Executive	<ul style="list-style-type: none"> • Ensuring EECA meets its obligations under the policy • Grant exemptions (where appropriate) • Manage complaints and disputes
Leadership Group	<ul style="list-style-type: none"> • Reviewing and endorsing this policy and associated procedures or recommending changes to the policy • Eliminate the risks associated with COVID-19 in the workplace, so far as is reasonably practicable. Where elimination is not possible, minimise the

	<p>risk so far as is reasonably practicable</p> <ul style="list-style-type: none"> • An implementation approach which respects individuals while acknowledging the need to take actions to maintain the health and safety of workers and others influenced by our work (what we will do)
Managers	<ul style="list-style-type: none"> • Eliminate the risks associated with COVID-19 in the workplace, so far as is reasonably practicable. Where elimination is not possible, minimise the risk so far as is reasonably practicable • Be familiar with and educate our people on this policy and where to get information and support
People & Capability and Commercial & Property Teams	<ul style="list-style-type: none"> • Ensuring EECA has suitable infection control measures and protocols at EECA worksites
All workers	<ul style="list-style-type: none"> • Comply with this and all other relevant EECA policies • Follow any and all reasonable instructions given to them by EECA, including those intended to eliminate or minimise the risk of infection to themselves and/or others at work, including the mandatory use of personal protective equipment when and where required • Follow any public health directions • Actively participate in the development and review of this policy • Actively participate in the development and review of EECA's administrative requirements designed to eliminate or minimise the risk of infection of COVID-19 and transmission at work • Immediately inform management when they become aware of any potential or actual risks or hazards related to COVID- 19 • Do not undertake any activity, action or inaction that may knowingly place themselves or others at work at risk of exposure to an infection of COVID-19 • Stay home if they are sick or feeling unwell • If they have cold, flu or COVID-19 symptoms³ upon arrival at work or become ill during the day, they should promptly separate themselves from other workers and go home
Other persons at EECA worksites (including suppliers and visitors)	<ul style="list-style-type: none"> • Take reasonable care to keep themselves safe and not to harm others in the workplace • Comply with this and all other relevant EECA policies

	<ul style="list-style-type: none"> • Follow any and all reasonable instructions given to them by EECA designed to eliminate or minimise the risk of infection to themselves or others at work, including the mandatory use of personal protective equipment when and where required • Immediately inform management when they become aware of any potential or actual risks or hazards related to COVID- 19 • Do not undertake any activity, action or inaction that may knowingly place themselves or others at work at risk of exposure to an infection • Stay home if they are sick or feeling unwell • If they have cold, flu or COVID-19 symptoms⁴ upon arrival at an EECA worksite or become ill during the day, they should promptly separate themselves from other workers and go home
People & Capability, and Commercial & Property	<ul style="list-style-type: none"> • Ensuring the policy is working effectively through regular monitoring and reporting of compliance on the policy • Conducting regular health and safety risk assessments to ensure assessments are fit for purpose • Eliminate the risks associated with COVID-19 in the workplace, so far as is reasonably practicable. Where elimination is not possible, they must minimise the risk so far as is reasonably practicable
People & Capability	<ul style="list-style-type: none"> • Monitor changes in the measures and controls that can be used to eliminate or mitigate the risks associated with COVID- 19, where elimination is not possible • Keep up to date with public health advice regarding the management of COVID-19 • Conducting regular health and safety risk assessments to ensure assessments are fit for purpose

13 Continued Adherence to COVID-19 Prevention Measures

13.1 Vaccination does not replace the need for strict adherence to:

- COVID-19 public health measures;

³ Common symptoms may include: new or worsening cough, sneezing and runny nose, fever, temporary loss of smell or altered sense of taste, sore throat, shortness of breath. Less common symptoms may include diarrhoea, headache, muscle aches, nausea, vomiting, malaise, chest pain, abdominal pain, joint pain or confusion/ irritability. These almost always occur with one or more of the common symptoms.

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- EECA's infection prevention control measures;
 - EECA policies and processes concerning health and safety.

14 Disputes and Complaints

- 14.1 EECA encourages the prompt and informal resolution of all complaints and disputes as they arise.
- 14.2 EECA workers (employees and contractors), suppliers and contractors should raise any concerns with EECA about the application of this policy in accordance with the dispute resolution provisions of their contracts.
- 14.3 For visitors and other third parties where there is no written contract governing the relationship:
- a. EECA encourages informal resolution in the first instance. For informal resolution you should take any concerns you have to the Manager People and Capability
 - b. If the matter is not resolved satisfactorily at an informal level, or you don't feel informal resolution is appropriate, you may approach the Chief Executive in writing.

15 Related EECA policies

- 15.1 The following policies and documents are relevant:
- Code of Conduct
 - Health and Safety at EECA Policy
 - Personal Information Policy

16 Relevant legislation

- 16.1 The following legislation is relevant to this policy:
- COVID-19 Public Health Response Act 2020 and orders made under that Act, including the COVID-19 Public Health Response (Vaccinations) Order 2021 and the COVID-19 Public Health Response (Protection Framework) Order 2021
 - Employment Relations Act 2000
 - Health and Safety at Work Act 2015

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- Human Rights Act 1993
 - New Zealand Bill of Rights Act 1990
 - Privacy Act 2020

17 Support & further information

- 17.1 For the latest public health information and advice about COVID-19 vaccination, go to the Ministry of Health's website: [COVID-19 vaccines | Ministry of Health NZ](#).
- 17.2 More information about the risk assessment process that EECA has undertaken can be found on the WorkSafe website: [How to decide what work requires a vaccinated employee | WorkSafe](#)
- 17.3 For more information about My Vaccine Pass, see Unite Against COVID-19: [My Vaccine Pass | Unite against COVID-19 \(covid19.govt.nz\)](#)
- 17.4 If you have further questions, you can speak with your Manager or the People and Capability Team.

18 Review

- 18.1 EECA acknowledges that the risks posed by and associated with COVID-19, and that the measures and controls that can be taken to eliminate or mitigate those risks, may change over time and in response to changing circumstances. Changes could include new controls becoming available or current controls being removed. EECA will regularly review this policy to ensure its effectiveness.
- 18.2 This policy will be reviewed quarterly. The first review date will be on or before 16 May 2022.
- 18.3 The first review will include a review of the Compliance section of this policy which will be developed further following implementation.
- 18.4 EECA reserves the right to vary, amend, or terminate this policy at any time, following consultation with you.

To	All Insulation and Heating Service Providers
Subject	COVID-19 threat escalation – Warmer Kiwi Homes Programme temporarily on hold
Date	25/03/2020
Reference Number	NTSP 021
Purpose	Clarify EECA’s position following the announcement of the COVID-19 pandemic threat level escalation on 23 March 2020.

Announcement on COVID-19 on 23 March 2020

1. On 23 March the Prime Minister announced New Zealand was moving immediately to Level 3 on the COVID-19 Alert System. The country is preparing and will move to Alert Level 4 at 11.59pm on Wednesday 25 March 2020.

What does this mean for the Warmer Kiwi Homes programme?

2. This means installing insulation and heaters through the Warmer Kiwi Homes programme is on hold for at least 4 weeks, until the risk decreases. As advised by email, this took effect from 5pm on Monday 23 March.
3. We will contact Service Providers when the risk level decreases.

What does EECA need Service Providers to do?

4. Contact all clients where jobs are booked and inform them that the programme is temporarily on hold for at least 4 weeks, until the risk level decreases.

Next steps

5. The WKH tool has been taken down and has been replaced by a form where applicants can leave their details to be contacted once the programme is up and running again.
6. Service Providers are advised to use official websites for accurate and up to date information on COVID-19.
 - Ministry of Health (they are the experts)
<https://www.health.govt.nz/our-work/diseases-and-conditions/covid-19-novel-coronavirus>
 - NZ Government website for you and your business
<https://covid19.govt.nz/>



Eddie Thompson
Warmer Kiwi Homes – Programme Manager



To	All Insulation and Heating Service Providers
Subject	COVID-19 Customer interaction Protocol
Date	22/04/2020
Reference Number	NTSP 024
Purpose	<ul style="list-style-type: none">• To communicate the WKH programme response at each COVID-19 Alert System level, and• Set programme minimum requirements for Service Providers when interacting with customers to ensure customer safety and a consistent programme approach.

Introduction

1. A key objective of the Warmer Kiwi Homes programme is to prevent respiratory hospitalisation through installing insulation and clean heating in New Zealand homes.
2. The situation with COVID-19 is dynamic and the Government has issued a national four-level Alert System to guide New Zealanders and businesses on what to do and what to expect if the area they are in is subject to one of these alert levels. On the 16 April 2020 clarification of permitted activities at alert level 3 was published. For more details on the national alert levels see www.covid19.govt.nz/alert-system/covid-19-alert-system/
3. This protocol document sets out the Warmer Kiwi Homes programme response at each of the national alert levels and sets **minimum** requirements for Service Providers when interacting with customers at each alert level. This is to ensure customer safety and a consistent approach to customer engagement and interaction by service providers through the programme.
4. The national alert levels, Ministry of Health guidance and a Warmer Kiwi Homes working group has been used to develop this guidance. When new guidance is made available this Customer Interaction Protocol document will be reviewed, updated and reissued as needed.

Service Provider Health & Safety

5. Service Providers are ultimately responsible for the health and safety of their staff and sub-contractors.
6. This document does not specify health and safety requirements for Service Providers to mitigate the risk of Covid-19 to their staff and sub-contractors. Service Providers must develop their own responses to keep their staff and sub-contractors safe.
7. On the 16th April Construction Health and Safety New Zealand (CHASNZ) published “COVID-19 Health and Safety Protocols for New Zealand Residential Construction Sites”.
8. CHASNZ (Construction Health and Safety NZ), in conjunction with the joint government/industry Construction Sector Accord, have developed and published detailed construction health and safety standards and protocols for the residential, civil and vertical sectors. They can be found at <https://www.chasnz.org/covid19>
9. These protocols should be in place in order to work safely under Alert Levels 2 and above. Some additional resources are included at the end of this Protocol for your information.
10. If at any time a Service Provider feels unsafe or uncomfortable visiting houses as part of the Warmer Kiwi Homes Programme, please contact EECA and you can be taken off the tool temporarily so you receive no further leads

and current leads can be redistributed if necessary. There is no pressure to continue with the programme if the situation feels unsafe for your staff or sub-contractors.

Warmer Kiwi Homes Response to New Zealand COVID-19 Alert Levels

11. For more details on the alert levels see www.covid19.govt.nz/alert-system/covid-19-alert-system/. Alert Level definitions may change and EECA will update responses when required and reissue this notice.

Alert Level	Programme Response Note: Can be applied Nationally or by TLA	Customer Engagement Service Provider Minimum Requirements
Level 4 - Eliminate <i>Likely that disease is not contained</i>	Programme suspended <ul style="list-style-type: none"> • No grants for any installs during this period • WKH tool not providing leads to Service Providers • Marketing of programme restricted to digital search • Collecting details of interested customers via website 	<ul style="list-style-type: none"> • No visits to customer homes # See heating note below
Level 3 - Restrict <i>Heightened risk that disease is not contained</i>	Programme fully operational <ul style="list-style-type: none"> • Some Travel restrictions may apply 	<ul style="list-style-type: none"> • Call screening of customers before visit • No sick personnel onsite • Physical distancing onsite • Follow hygiene requirements onsite • Effective contact tracing of Service Provider & sub-contractors staff
Level 2 - Reduce <i>Disease is contained, but risks of community transmission growing</i>	Programme fully operational <ul style="list-style-type: none"> • Some Travel restrictions may apply 	<ul style="list-style-type: none"> • Call screening of customers before visit • No sick personnel onsite • Physical distancing onsite • Follow hygiene requirements onsite • Effective contact tracing of Service Provider & sub-contractors staff
Level 1 - Prepare <i>Disease is contained</i>	Programme fully operational	WKH has no additional requirements under Alert Level 1

Notes:

- At all levels EECA staff will remain available, claims assessed and grants paid, call centre active and website available
- The alert levels may be applied at a town, city, and territorial local authority, regional or national level, however EECA can apply the alert nationally or by TLA.
- Different parts of the country may be at different alert levels. We can move up and down alert levels
- Heating while at **Alert level 4** - if a homeowner has no heating source and a heating install has been put on hold because of COVID-19, then the first step is recommending the purchase of a plug-in electric heater online. In extreme cases where this is not possible let EECA know via your contract manager.

Service Provider Minimum Requirements

Screening call of customers before visit

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12. Service Providers **MUST** complete a screening call before visiting a house for any reason, to:
- i) Check and get additional customer contact details (if required), must have at least two methods with one being email if available.
 - ii) determine if it is safe to visit the house (occupants are well and have not been required to self-isolate),
 - iii) determine that the customer has given permission for you to visit,
 - iv) inform the customer of what you will do onsite during the visit, and
 - v) inform the customer of what you require them to do while your staff and/or sub-contractors are onsite.

Note: Customers may be required to self-isolate, if they:

- have recently returned from overseas, or
- have COVID-19 and have been directed to self-isolate by a healthcare professional, or
- have had close contact with someone with COVID-19 and a healthcare professional has required them to self-isolate (they maybe awaiting test results).

13. Service Providers **MUST NOT** visit the house if any person living in the house:
- i) has been required to self-isolate, or
 - ii) has COVID-19 symptoms (i.e. a fever (over 38°C), or Dry cough or Shortness of breath), or
 - iii) does not give the Service Provider permission to visit.
14. A pre-appointment screening call and/or email to the customer with all the information in the screening call flowchart in Appendix 1 and information in clause 12 above **MUST** occur at the time the appointment is made to visit.
15. In addition, a call **MUST** be made to the customer within 24 hours of the appointment to ensure it is still safe and they give you permission to visit.
16. There **MUST NOT** be any unannounced visits to a house i.e. door-to-door selling.

Note: You should be prepared to be questioned by the customer about the procedures you have in place to ensure the safety of those in the house.

No Sick Personnel onsite

17. Any Service Providers staff or sub-contractors who might have been in contact with COVID-19 or who show signs of COVID-19 symptoms (i.e. a fever (over 38°C), or Dry cough or Shortness of breath) **MUST NOT** visit a customer's house until they have been symptom free for 48 hours or are cleared to work by a medical practitioner.
18. For guidance on how to identify if your staff or sub-contractors should be at work or stay at home refer to the flowchart in appendix 1 of the COVID-19 Health and Safety Protocols for New Zealand Residential Construction Sites available here www.chasnz.org/covid19

Physical Distancing onsite

19. All Service Provider staff or sub-contractors **MUST** maintain at least a 2m distance from any occupant in the house. Anyone living in the house should stay in a room that is not being entered by your staff or sub-contractors during their visit.

20. Special care should be taken in access ways and areas that both Service Provider and house occupants need to access during the Service Providers time onsite. Service Providers should develop and communicate a plan to maintain physical distancing.

Note: how your staff or sub-contractors and the customer communicate safely while onsite **MUST** be determined and communicated to the customer prior to your staff or sub-contractors arrival onsite.

Follow Hygiene Requirements

Background:

21. Basic hygiene measures are the most important way to stop the spread of COVID-19. Basic hygiene measures include:
- i) hand hygiene – that is, washing hands regularly with soap and water, or cleansing with hand sanitiser
 - ii) coughing or sneezing into a tissue or your elbow and then performing hand hygiene, and
 - iii) cleaning surfaces regularly.

Minimum Requirements:

22. All Service Provider staff or sub-contractors **MUST** have easy access to hand sanitiser (>60% alcohol) or soap and water (cold water is still effective) while onsite and use it as a **minimum** before and after any visit.
23. If Service Provider staff member or sub-contractor does cough or sneeze while onsite, they **MUST** do so into a tissue or their elbow and use hand sanitiser or soap and water immediately afterwards.
24. Before leaving the site, Service Provider staff or sub-contractors **MUST** wipe down any areas inside the house they have touched (e.g. door handles, ceiling hatches, switchboard etc) with a suitable disinfectant or soap.

Note: See Ministry of Health website for a video on how to use hand sanitiser and handwashing with soap <https://www.health.govt.nz/our-work/diseases-and-conditions/covid-19-novel-coronavirus/covid-19-novel-coronavirus-information-specific-audiences/covid-19-advice-essential-workers-including-personal-protective-equipment/personal-protective-equipment-use-non-health-essential-workers>

Effective contact tracing of Service Provider & sub-contractors staff

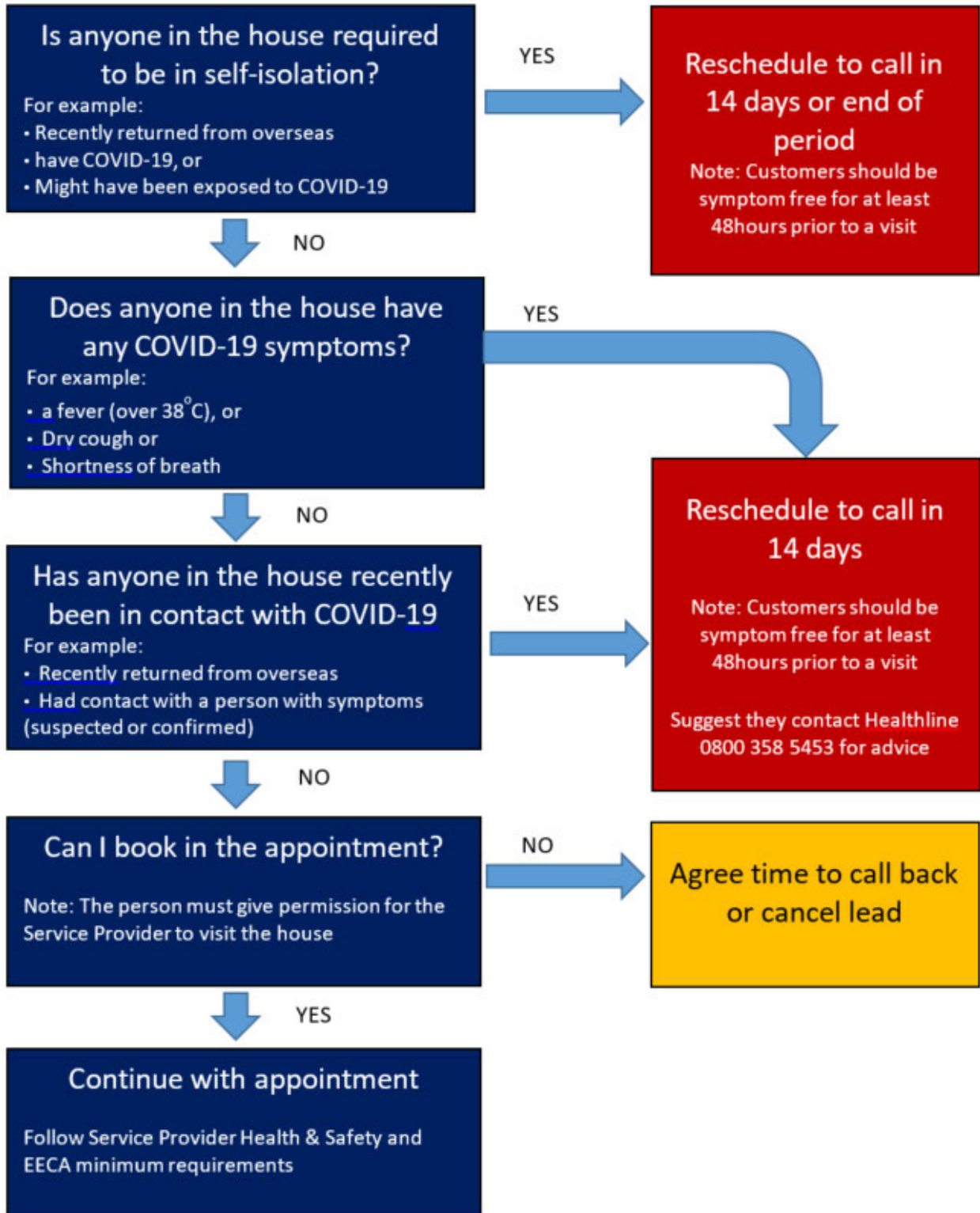
25. Contact tracking is an important tool to contain any clusters of the COVID-19 virus and stop it from spreading. Warmer Kiwi Homes Service Provider staff and sub-contractors enter a large number of occupied houses every week. If a staff member or a home occupant at an address a staff member attended become unwell or become aware they have had contact with a suspected COVID-19 case, then having this information readily available is critically important.
26. Service providers **MUST** implement an effective staff and sub-contractor contact tracking system to meet the contract tracing requirements as specified in the Emergency Management Protocols section of the COVID-19 Health and Safety Protocols for New Zealand Residential Construction Sites available here www.chasnz.org/covid19
27. As a minimum this system **MUST** record the Service Provider and sub-contractor staff names who attended an address, the date they attended and the time they arrived and left the site.

Note: It is likely that the Ministry of Health will shortly be rolling out a tracing app for mobile phones. EECA will very likely make the use of this app mandatory by Warmer Kiwi Homes Service Providers.

Additional Resources

28. Service Providers are responsible for the health and safety of their staff and sub-contractors. Below are some links to information published by the Ministry of Health, WorkSafe New Zealand and CHASNZ that will be helpful when determining your health and safety response to COVID-19.
29. Service Providers should continue to monitor information from official websites in order to get accurate and up to date information on the changing situation with COVID-19.
- i) NZ Government COVID-19 website for you and your business: www.covid19.govt.nz
 - ii) WorkSafe New Zealand: www.worksafe.govt.nz
 - iii) Ministry of Health: www.health.govt.nz
 - iv) Construction Health and Safety New Zealand: www.chasnz.org/covid19
 - v) The Site Safe website has tools specific for the construction industry. You can find toolboxes for all types of situations and general information on CV19: www.sitesafe.org.nz/news--events/covid-19/

Appendix 1– Minimum Required Call Screening of Customers



To	All Insulation and Heating Service Providers
Subject	COVID-19 Customer interaction Protocol version 2
Date	20/08/2021
Reference Number	NTSP 046
Purpose	<ul style="list-style-type: none">To communicate the WKH programme response at each COVID-19 Alert System level, andSet programme minimum requirements for Service Providers when interacting with customers to ensure customer safety and a consistent programme approach.

Introduction

1. A key objective of the Warmer Kiwi Homes programme is to prevent respiratory hospitalisation through installing insulation and clean heating in New Zealand homes.
2. The situation with COVID-19 is dynamic and the Government has issued a national four-level Alert System to guide New Zealanders and businesses on what to do and what to expect if the area they are in is subject to one of these alert levels. On the 16 April 2020 clarification of permitted activities at alert level 3 was published. For more details on the national alert levels see www.covid19.govt.nz/alert-system/covid-19-alert-system/
3. On the 17 August 2021 New Zealand Alert level was raised to Alert Level 4 due to community outbreak of the more contagious Delta variant of Covid-19.
4. At this time additional requirements were implemented for mask wearing at each Alert level. For detail on requirements for mask wearing at each Alert level see <https://covid19.govt.nz/health-and-wellbeing/protect-yourself-and-others-from-covid-19/wear-a-face-covering/#latest-update-%E2%80%94-19-august>
5. This protocol document sets out the Warmer Kiwi Homes programme response at each of the national alert levels and sets **minimum** requirements for Service Providers when interacting with customers at each alert level. This is to ensure customer safety and a consistent approach to customer engagement and interaction by service providers through the programme.
6. The national alert levels, Ministry of Health guidance and a Warmer Kiwi Homes working group has been used to develop this guidance. When new guidance is made available this Customer Interaction Protocol document will be reviewed, updated and reissued as needed.

Service Provider Health & Safety

7. Service Providers are ultimately responsible for the health and safety of their staff and sub-contractors.
8. This document does not specify health and safety requirements for Service Providers to mitigate the risk of Covid-19 to their staff and sub-contractors. Service Providers must develop their own responses to keep their staff and sub-contractors safe.
9. On the 16th April 2020 Construction Health and Safety New Zealand (CHASNZ) published “COVID-19 Health and Safety Protocols for New Zealand Residential Construction Sites”.

10. CHASNZ (Construction Health and Safety NZ), in conjunction with the joint government/industry Construction Sector Accord, have developed and published detailed construction health and safety standards and protocols for the residential, civil and vertical sectors. They can be found at <https://www.chasnz.org/covid19>
11. These protocols should be in place in order to work safely under Alert Levels 2 and above. Some additional resources are included at the end of this Protocol for your information.
12. If at any time a Service Provider feels unsafe or uncomfortable visiting houses as part of the Warmer Kiwi Homes Programme, please contact EECA and you can be taken off the tool temporarily so you receive no further leads and current leads can be redistributed if necessary. There is no pressure to continue with the programme if the situation feels unsafe for your staff or sub-contractors.

Warmer Kiwi Homes Response to New Zealand COVID-19 Alert Levels

13. For more details on the alert levels see www.covid19.govt.nz/alert-system/covid-19-alert-system/. Alert Level definitions may change and EECA will update responses when required and reissue this notice.

Alert Level	Programme Response Note: Can be applied Nationally or by TLA	Customer Engagement Service Provider Minimum Requirements
Level 4 - Eliminate <i>Likely that disease is not contained</i>	Programme suspended <ul style="list-style-type: none"> • No Installs or Assessments during this period • WKH tool not providing leads to Service Providers • Marketing of programme restricted to digital search • 	<ul style="list-style-type: none"> • No visits to customer homes # See heating note below
Level 3 - Restrict <i>Heightened risk that disease is not contained</i>	Programme fully operational <ul style="list-style-type: none"> • Some Travel restrictions may apply 	<ul style="list-style-type: none"> • Call screening of customers before visit • No sick personnel onsite • Physical distancing onsite • Follow hygiene requirements onsite • Effective contact tracing of Service Provider & sub-contractors staff • Required to wear a mask while onsite
Level 2 - Reduce <i>Disease is contained, but risks of community transmission growing</i>	Programme fully operational <ul style="list-style-type: none"> • Some Travel restrictions may apply 	<ul style="list-style-type: none"> • Call screening of customers before visit • No sick personnel onsite • Physical distancing onsite • Follow hygiene requirements onsite • Effective contact tracing of Service Provider & sub-contractors staff • Recommended to wear a mask while onsite
Level 1 - Prepare <i>Disease is contained</i>	Programme fully operational	<ul style="list-style-type: none"> • WKH has no additional requirements under Alert Level 1

Notes:

- At all levels EECA staff will remain available, claims assessed, and grants paid, call centre active and website available

- The alert levels may be applied at a town, city, and territorial local authority, regional or national level, however EECA can apply the alert nationally or by TLA.
- Different parts of the country may be at different alert levels. We can move up and down alert levels
- Heating while at **Alert level 4** - if a homeowner has no heating source and a heating install has been put on hold because of COVID-19, then the first step is recommending the purchase of a plug-in electric heater online. In extreme cases where this is not possible let EECA know via your contract manager.

Service Provider Minimum Requirements

Screening call of customers before visit

14. Service Providers **MUST** complete a screening call before visiting a house for any reason, to:

- i) Check and get additional customer contact details (if required), must have at least two methods with one being email if available.
- ii) determine if it is safe to visit the house (occupants are well and have not been required to self-isolate),
- iii) determine that the customer has given permission for you to visit,
- iv) inform the customer of what you will do onsite during the visit, and
- v) inform the customer of what you require them to do while your staff and/or sub-contractors are onsite.

Note: Customers may be required to self-isolate, if they:

- have recently returned from overseas, or
- have COVID-19 and have been directed to self-isolate by a healthcare professional, or
- have had close contact with someone with COVID-19 and a healthcare professional has required them to self-isolate (they maybe awaiting test results).

15. Service Providers **MUST NOT** visit the house if any person living in the house:

- i) has been required to self-isolate, or
- ii) has COVID-19 symptoms (i.e. a fever (over 38°C), or Dry cough or Shortness of breath), or
- iii) does not give the Service Provider permission to visit.

16. A pre-appointment screening call and/or email to the customer with all the information in the screening call flowchart in Appendix 1 and information in clause 14 above **MUST** occur at the time the appointment is made to visit.

17. In addition, a call **MUST** be made to the customer within 24 hours of the appointment to ensure it is still safe and they give you permission to visit.

18. There **MUST NOT** be any unannounced visits to a house i.e. door-to-door selling.

Note: You should be prepared to be questioned by the customer about the procedures you have in place to ensure the safety of those in the house.

No Sick Personnel onsite

19. Any Service Providers staff or sub-contractors who might have been in contact with COVID-19 or who show signs of COVID-19 symptoms (i.e. a fever (over 38°C), or Dry cough or Shortness of breath) **MUST NOT** visit a customer's house until they have been symptom free for 48 hours or are cleared to work by a medical practitioner.

20. For guidance on how to identify if your staff or sub-contractors should be at work or stay at home refer to the flowchart in appendix 1 of the COVID-19 Health and Safety Protocols for New Zealand Residential Construction Sites **(for the relevant Alert Level)** available here www.chasnz.org/covid19

Physical Distancing onsite

21. All Service Provider staff or sub-contractors **MUST** maintain at least a 2m distance from any occupant in the house. Anyone living in the house should stay in a room that is not being entered by your staff or sub-contractors during their visit.
22. Special care should be taken in access ways and areas that both Service Provider and house occupants need to access during the Service Providers time onsite. Service Providers should develop and communicate a plan to maintain physical distancing.

Note: how your staff or sub-contractors and the customer communicate safely while onsite **MUST** be determined and communicated to the customer prior to your staff or sub-contractors arrival onsite.

Follow Hygiene Requirements

Background:

23. Basic hygiene measures are the most important way to stop the spread of COVID-19. Basic hygiene measures include:
- i) hand hygiene – that is, washing hands regularly with soap and water, or cleansing with hand sanitiser
 - ii) coughing or sneezing into a tissue or your elbow and then performing hand hygiene, and
 - iii) cleaning surfaces regularly.

Minimum Requirements:

24. All Service Provider staff or sub-contractors **MUST** have easy access to hand sanitiser (>60% alcohol) or soap and water (cold water is still effective) while onsite and use it as a **minimum** before and after any visit.
25. If Service Provider staff member or sub-contractor does cough or sneeze while onsite and are not wearing a mask, they **MUST** do so into a tissue or their elbow and use hand sanitiser or soap and water immediately afterwards.
26. Before leaving the site, Service Provider staff or sub-contractors **MUST** wipe down any areas inside the house they have touched (e.g. door handles, ceiling hatches, switchboard etc) with a suitable disinfectant or soap.

Note: See Ministry of Health website for a video on how to use hand sanitiser and handwashing with soap <https://www.health.govt.nz/our-work/diseases-and-conditions/covid-19-novel-coronavirus/covid-19-novel-coronavirus-information-specific-audiences/covid-19-advice-essential-workers-including-personal-protective-equipment/personal-protective-equipment-use-non-health-essential-workers>

Effective contact tracing of Service Provider & sub-contractors staff

27. Contact tracking is an important tool to contain any clusters of the COVID-19 virus and stop it from spreading. Warmer Kiwi Homes Service Provider staff and sub-contractors enter a large number of occupied houses every week. If a staff member or a home occupant at an address a staff member attended become unwell or become aware they have had contact with a suspected COVID-19 case, then having this information readily available is critically important.
28. Service providers **MUST** implement an effective staff and sub-contractor contact tracking system to meet the contract tracing requirements as specified in the Emergency Management Protocols section of the COVID-19

Health and Safety Protocols for New Zealand Residential Construction Sites available here

www.chasnz.org/covid19

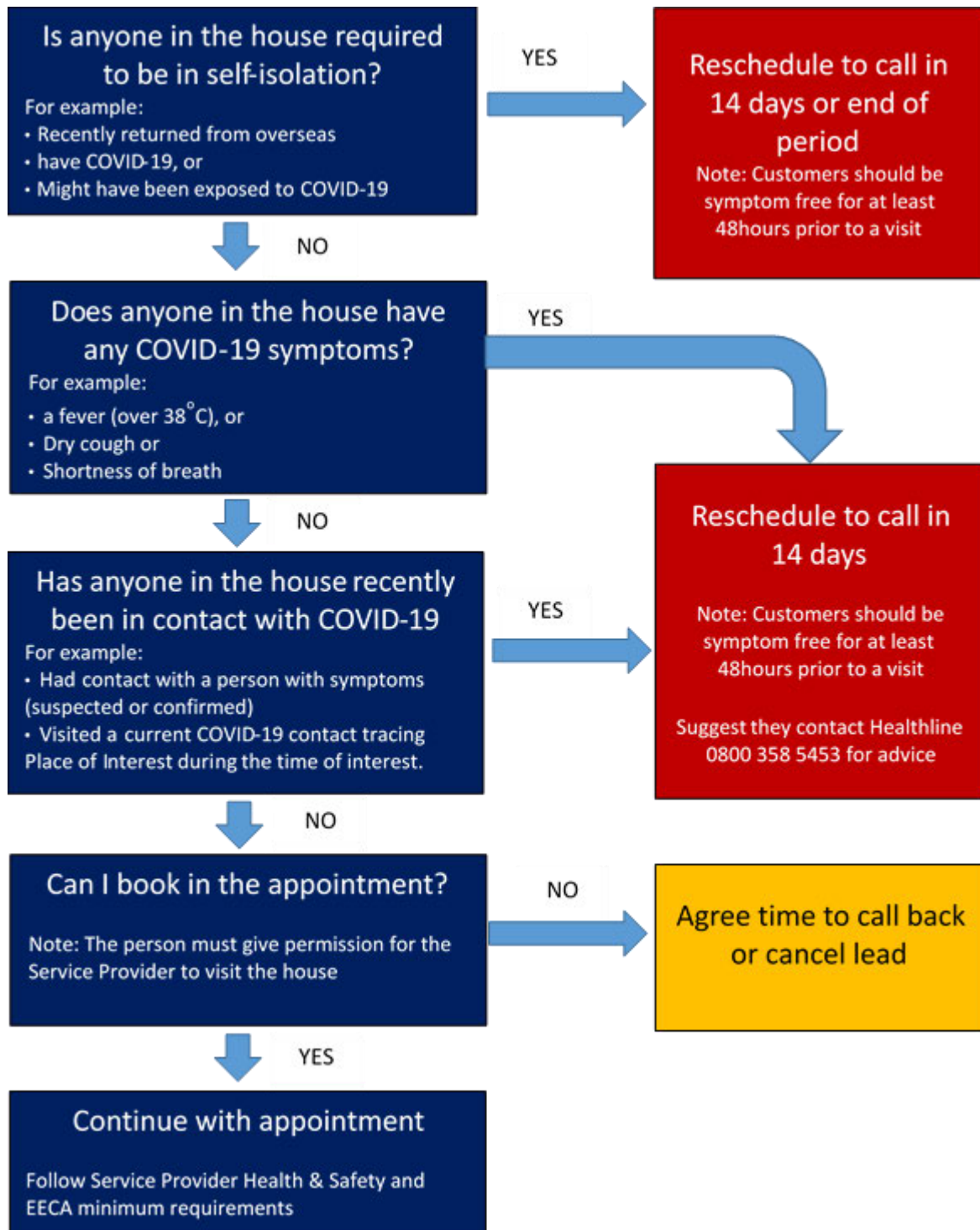
29. As a minimum this system **MUST** record the Service Provider and sub-contractor staff names who attended an address, the date they attended and the time they arrived and left the site.

Additional Resources

30. Service Providers are responsible for the health and safety of their staff and sub-contractors. Below are some links to information published by the Ministry of Health, WorkSafe New Zealand and CHASNZ that will be helpful when determining your health and safety response to COVID-19.

31. Service Providers should continue to monitor information from official websites in order to get accurate and up to date information on the changing situation with COVID-19.
 - i) NZ Government COVID-19 website for you and your business: www.covid19.govt.nz
 - ii) WorkSafe New Zealand: www.worksafe.govt.nz
 - iii) Ministry of Health: www.health.govt.nz
 - iv) Construction Health and Safety New Zealand: www.chasnz.org/covid19
 - v) The Site Safe website has tools specific for the construction industry. You can find toolboxes for all types of situations and general information on COVID-19: www.sitesafe.org.nz/news--events/covid-19/

Appendix 1– Minimum Required Call Screening of Customers



To	All Insulation and Heating Service Providers
Subject	COVID-19 Customer interaction Protocol version 3
Date	30/08/2021
Reference Number	NTSP 047
Purpose	<ul style="list-style-type: none">To communicate the WKH programme response at each COVID-19 Alert System level, andSet programme minimum requirements for Service Providers when interacting with customers to ensure customer safety and a consistent programme approach.

Introduction

1. A key objective of the Warmer Kiwi Homes programme is to prevent respiratory hospitalisation through installing insulation and clean heating in New Zealand homes.
2. The situation with COVID-19 is dynamic and the Government has issued a national four-level Alert System to guide New Zealanders and businesses on what to do and what to expect if the area they are in is subject to one of these alert levels. On the 16 April 2020 clarification of permitted activities at alert level 3 was published. For more details on the national alert levels see www.covid19.govt.nz/alert-system/covid-19-alert-system/
3. On the 17 August 2021 New Zealand Alert level was raised to Alert Level 4 due to community outbreak of the more contagious Delta variant of Covid-19.
4. At this time additional requirements were implemented for mask wearing at each Alert level. For detail on requirements for mask wearing at each Alert level see <https://covid19.govt.nz/health-and-wellbeing/protect-yourself-and-others-from-covid-19/wear-a-face-covering/#latest-update-%E2%80%9419-august>
5. This protocol document sets out the Warmer Kiwi Homes programme response at each of the national alert levels and sets **minimum** requirements for Service Providers when interacting with customers at each alert level. This is to ensure customer safety and a consistent approach to customer engagement and interaction by service providers through the programme.
6. The national alert levels, Ministry of Health guidance and a Warmer Kiwi Homes working group has been used to develop this guidance. When new guidance is made available this Customer Interaction Protocol document will be reviewed, updated and reissued as needed.

Service Provider Health & Safety

7. Service Providers are ultimately responsible for the health and safety of their staff and sub-contractors.
8. This document does not specify health and safety requirements for Service Providers to mitigate the risk of Covid-19 to their staff and sub-contractors. Service Providers must develop their own responses to keep their staff and sub-contractors safe.
9. On the 16th April 2020 Construction Health and Safety New Zealand (CHASNZ) published “COVID-19 Health and Safety Protocols for New Zealand Residential Construction Sites”.

10. CHASNZ (Construction Health and Safety NZ), in conjunction with the joint government/industry Construction Sector Accord, have developed and published detailed construction health and safety standards and protocols for the residential, civil and vertical sectors. They can be found at <https://www.chasnz.org/covid19>
11. These protocols should be in place in order to work safely under Alert Levels 2 and above. Some additional resources are included at the end of this Protocol for your information.
12. If at any time a Service Provider feels unsafe or uncomfortable visiting houses as part of the Warmer Kiwi Homes Programme, please contact EECA and you can be taken off the tool temporarily so you receive no further leads and current leads can be redistributed if necessary. There is no pressure to continue with the programme if the situation feels unsafe for your staff or sub-contractors.

Warmer Kiwi Homes Response to New Zealand COVID-19 Alert Levels

13. For more details on the alert levels see www.covid19.govt.nz/alert-system/covid-19-alert-system/. Alert Level definitions may change and EECA will update responses when required and reissue this notice.

Alert Level	Programme Response Note: Can be applied Nationally or by TLA	Customer Engagement Service Provider Minimum Requirements
Level 4 - Eliminate <i>Likely that disease is not contained</i>	Programme suspended <ul style="list-style-type: none"> • No Installs or Assessments during this period • WKH tool not providing leads to Service Providers • Marketing of programme restricted to digital search 	<ul style="list-style-type: none"> • No visits to customer homes # See heating note below
Level 3 - Restrict <i>Heightened risk that disease is not contained</i>	Programme fully operational <ul style="list-style-type: none"> • Some Travel restrictions may apply 	<ul style="list-style-type: none"> • Call screening of customers before visit • No sick personnel onsite • Physical distancing onsite • Follow hygiene requirements onsite • Effective contact tracing of Service Provider & sub-contractors staff • Required to wear a mask while onsite • No personnel to attend independent audits
Level 2 - Reduce <i>Disease is contained, but risks of community transmission growing</i>	Programme fully operational <ul style="list-style-type: none"> • Some Travel restrictions may apply 	<ul style="list-style-type: none"> • Call screening of customers before visit • No sick personnel onsite • Physical distancing onsite • Follow hygiene requirements onsite • Effective contact tracing of Service Provider & sub-contractors staff • Recommended to wear a mask while onsite
Level 1 - Prepare <i>Disease is contained</i>	Programme fully operational	<ul style="list-style-type: none"> • WKH has no additional requirements under Alert Level 1

Notes:

- At all levels EECA staff will remain available, claims assessed, and grants paid, call centre active and website available
- The alert levels may be applied at a town, city, and territorial local authority, regional or national level, however EECA can apply the alert nationally or by TLA.
- Different parts of the country may be at different alert levels. We can move up and down alert levels
- Heating while at **Alert level 4** - if a homeowner has no heating source and a heating install has been put on hold because of COVID-19, then the first step is recommending the purchase of a plug-in electric heater online. In extreme cases where this is not possible let EECA know via your contract manager.

Service Provider Minimum Requirements

Screening call of customers before visit

14. Service Providers **MUST** complete a screening call before visiting a house for any reason, to:

- i) Check and get additional customer contact details (if required), must have at least two methods with one being email if available.
- ii) determine if it is safe to visit the house (occupants are well and have not been required to self-isolate),
- iii) determine that the customer has given permission for you to visit,
- iv) inform the customer of what you will do onsite during the visit, and
- v) inform the customer of what you require them to do while your staff and/or sub-contractors are onsite.

Note: Customers may be required to self-isolate, if they:

- have recently returned from overseas, or
- have COVID-19 and have been directed to self-isolate by a healthcare professional, or
- have had close contact with someone with COVID-19 and a healthcare professional has required them to self-isolate (they maybe awaiting test results).

15. Service Providers **MUST NOT** visit the house if any person living in the house:

- i) has been required to self-isolate, or
- ii) has COVID-19 symptoms (i.e. a fever (over 38°C), or Dry cough or Shortness of breath), or
- iii) does not give the Service Provider permission to visit.

16. A pre-appointment screening call and/or email to the customer with all the information in the screening call flowchart in Appendix 1 and information in clause 14 above **MUST** occur at the time the appointment is made to visit.

17. In addition, a call **MUST** be made to the customer within 24 hours of the appointment to ensure it is still safe and they give you permission to visit.

18. There **MUST NOT** be any unannounced visits to a house i.e. door-to-door selling.

Note: You should be prepared to be questioned by the customer about the procedures you have in place to ensure the safety of those in the house.

No Sick Personnel onsite

19. Any Service Providers staff or sub-contractors who might have been in contact with COVID-19 or who show signs of COVID-19 symptoms (i.e. a fever (over 38°C), or Dry cough or Shortness of breath) **MUST NOT** visit a

customer's house until they have been symptom free for 48 hours or are cleared to work by a medical practitioner.

20. For guidance on how to identify if your staff or sub-contractors should be at work or stay at home refer to the flowchart in appendix 1 of the COVID-19 Health and Safety Protocols for New Zealand Residential Construction Sites (for the relevant Alert Level) available here www.chasnz.org/covid19

Physical Distancing onsite

21. All Service Provider staff or sub-contractors **MUST** maintain at least a 2m distance from any occupant in the house. Anyone living in the house should stay in a room that is not being entered by your staff or sub-contractors during their visit.
22. Special care should be taken in access ways and areas that both Service Provider and house occupants need to access during the Service Providers time onsite. Service Providers should develop and communicate a plan to maintain physical distancing.

Note: how your staff or sub-contractors and the customer communicate safely while onsite **MUST** be determined and communicated to the customer prior to your staff or sub-contractors arrival onsite.

Follow Hygiene Requirements

Background:

23. Basic hygiene measures are the most important way to stop the spread of COVID-19. Basic hygiene measures include:
 - i) hand hygiene – that is, washing hands regularly with soap and water, or cleansing with hand sanitiser
 - ii) coughing or sneezing into a tissue or your elbow and then performing hand hygiene, and
 - iii) cleaning surfaces regularly.

Minimum Requirements:

24. All Service Provider staff or sub-contractors **MUST** have easy access to hand sanitiser (>60% alcohol) or soap and water (cold water is still effective) while onsite and use it as a **minimum** before and after any visit.
25. If Service Provider staff member or sub-contractor does cough or sneeze while onsite and are not wearing a mask, they **MUST** do so into a tissue or their elbow and use hand sanitiser or soap and water immediately afterwards.
26. Before leaving the site, Service Provider staff or sub-contractors **MUST** wipe down any areas inside the house they have touched (e.g. door handles, ceiling hatches, switchboard etc) with a suitable disinfectant or soap.

Note: See Ministry of Health website for a video on how to use hand sanitiser and handwashing with soap <https://www.health.govt.nz/our-work/diseases-and-conditions/covid-19-novel-coronavirus/covid-19-novel-coronavirus-information-specific-audiences/covid-19-advice-essential-workers-including-personal-protective-equipment/personal-protective-equipment-use-non-health-essential-workers>

Effective contact tracing of Service Provider & sub-contractors staff

27. Contact tracking is an important tool to contain any clusters of the COVID-19 virus and stop it from spreading. Warmer Kiwi Homes Service Provider staff and sub-contractors enter a large number of occupied houses every week. If a staff member or a home occupant at an address a staff member attended become unwell or become aware they have had contact with a suspected COVID-19 case, then having this information readily available is critically important.

-
28. Service providers **MUST** implement an effective staff and sub-contractor contact tracking system to meet the contract tracing requirements as specified in the Emergency Management Protocols section of the COVID-19 Health and Safety Protocols for New Zealand Residential Construction Sites available here www.chasnz.org/covid19
29. As a minimum this system **MUST** record the Service Provider and sub-contractor staff names who attended an address, the date they attended and the time they arrived and left the site.

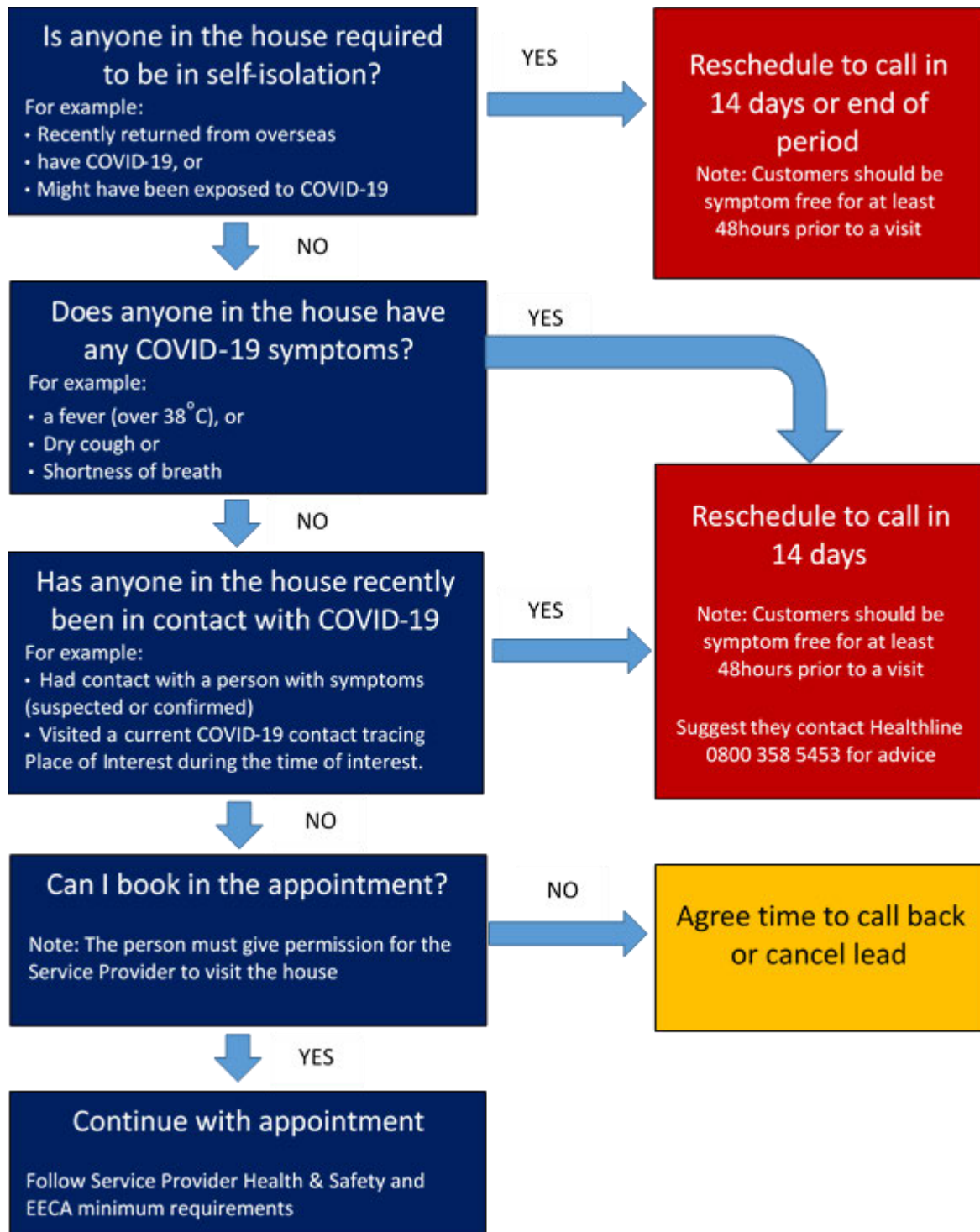
No personnel to attend independent audits

30. Service providers **MUST NOT** have any personnel present as representatives during all independent audits conducted under COVID-19 Alert Level 3 restrictions.
31. Any corrective actions that come as a result of the aforementioned independent audits will be reviewed and communicated to service providers as per usual.
32. EECA will review and update this requirement accordingly in the event that the COVID-19 Alert Level decreases to Alert Level 2. We will communicate any change to the requirement to providers promptly.

Additional Resources

33. Service Providers are responsible for the health and safety of their staff and sub-contractors. Below are some links to information published by the Ministry of Health, WorkSafe New Zealand and CHASNZ that will be helpful when determining your health and safety response to COVID-19.
34. Service Providers should continue to monitor information from official websites in order to get accurate and up to date information on the changing situation with COVID-19.
- i) NZ Government COVID-19 website for you and your business: www.covid19.govt.nz
 - ii) WorkSafe New Zealand: www.worksafe.govt.nz
 - iii) Ministry of Health: www.health.govt.nz
 - iv) Construction Health and Safety New Zealand: www.chasnz.org/covid19
 - v) The Site Safe website has tools specific for the construction industry. You can find toolboxes for all types of situations and general information on COVID-19: www.sitesafe.org.nz/news--events/covid-19/

Appendix 1– Minimum Required Call Screening of Customers



To	All Insulation and Heating Service Providers
Subject	COVID-19 Customer interaction Protocol version 4
Date	07/09/2021
Reference Number	NTSP 048
Purpose	<ul style="list-style-type: none">To communicate the WKH programme response at each COVID-19 Alert System level, andSet programme minimum requirements for Service Providers when interacting with customers to ensure customer safety and a consistent programme approach.

Introduction

1. A key objective of the Warmer Kiwi Homes programme is to prevent respiratory hospitalisation through installing insulation and clean heating in New Zealand homes.
2. The situation with COVID-19 is dynamic and the Government has issued a national four-level Alert System to guide New Zealanders and businesses on what to do and what to expect if the area they are in is subject to one of these alert levels. On the 16 April 2020 clarification of permitted activities at alert level 3 was published. For more details on the national alert levels see www.covid19.govt.nz/alert-system/covid-19-alert-system/
3. On the 17 August 2021 New Zealand Alert level was raised to Alert Level 4 due to community outbreak of the more contagious Delta variant of Covid-19.
4. At this time additional requirements were implemented for mask wearing at each Alert level. For detail on requirements for mask wearing at each Alert level see <https://covid19.govt.nz/health-and-wellbeing/protect-yourself-and-others-from-covid-19/wear-a-face-covering/#latest-update-%E2%80%94-19-august>
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6. The national alert levels, Ministry of Health guidance and a Warmer Kiwi Homes working group has been used to develop this guidance. When new guidance is made available this Customer Interaction Protocol document will be reviewed, updated and reissued as needed.

Service Provider Health & Safety

7. Service Providers are ultimately responsible for the health and safety of their staff and sub-contractors.
8. This document does not specify health and safety requirements for Service Providers to mitigate the risk of Covid-19 to their staff and sub-contractors. Service Providers must develop their own responses to keep their staff and sub-contractors safe.
9. On the 16th April 2020 Construction Health and Safety New Zealand (CHASNZ) published “COVID-19 Health and Safety Protocols for New Zealand Residential Construction Sites”.

10. CHASNZ (Construction Health and Safety NZ), in conjunction with the joint government/industry Construction Sector Accord, have developed and published detailed construction health and safety standards and protocols for the residential, civil and vertical sectors. They can be found at <https://www.chasnz.org/covid19>
11. These protocols should be in place in order to work safely under Alert Levels 2 and above. Some additional resources are included at the end of this Protocol for your information.
12. If at any time a Service Provider feels unsafe or uncomfortable visiting houses as part of the Warmer Kiwi Homes Programme, please contact EECA and you can be taken off the tool temporarily so you receive no further leads and current leads can be redistributed if necessary. There is no pressure to continue with the programme if the situation feels unsafe for your staff or sub-contractors.

Warmer Kiwi Homes Response to New Zealand COVID-19 Alert Levels

13. For more details on the alert levels see www.covid19.govt.nz/alert-system/covid-19-alert-system/. Alert Level definitions may change and EECA will update responses when required and reissue this notice.

Alert Level	Programme Response Note: Can be applied Nationally or by TLA	Customer Engagement Service Provider Minimum Requirements
Level 4 - Eliminate <i>Likely that disease is not contained</i>	Programme suspended <ul style="list-style-type: none"> • No Installs or Assessments during this period • WKH tool not providing leads to Service Providers • Marketing of programme restricted to digital search 	<ul style="list-style-type: none"> • No visits to customer homes # See heating note below
Level 3 - Restrict <i>Heightened risk that disease is not contained</i>	Programme fully operational <ul style="list-style-type: none"> • Some Travel restrictions may apply 	<ul style="list-style-type: none"> • Call screening of customers before visit • No sick personnel onsite • Physical distancing onsite • Follow hygiene requirements onsite • Effective contact tracing of Service Provider & sub-contractors staff • Required to wear a mask while onsite • No personnel to attend independent audits
Level 2 - Reduce <i>Disease is contained, but risks of community transmission growing</i>	Programme fully operational <ul style="list-style-type: none"> • Some Travel restrictions may apply 	<ul style="list-style-type: none"> • Call screening of customers before visit • No sick personnel onsite • Physical distancing onsite • Follow hygiene requirements onsite • Effective contact tracing of Service Provider & sub-contractors staff • Recommended to wear a mask while onsite • Independent audit requirements to be confirmed
Level 1 - Prepare <i>Disease is contained</i>	Programme fully operational	<ul style="list-style-type: none"> • WKH has no additional requirements under Alert Level 1

Notes:

- At all levels EECA staff will remain available, claims assessed, and grants paid, call centre active and website available
- The alert levels may be applied at a town, city, and territorial local authority, regional or national level, however EECA can apply the alert nationally or by TLA.
- Different parts of the country may be at different alert levels. We can move up and down alert levels
- Heating while at **Alert level 4** - if a homeowner has no heating source and a heating install has been put on hold because of COVID-19, then the first step is recommending the purchase of a plug-in electric heater online. In extreme cases where this is not possible let EECA know via your contract manager.

Service Provider Minimum Requirements

Screening call of customers before visit

14. Service Providers **MUST** complete a screening call before visiting a house for any reason, to:
- i) Check and get additional customer contact details (if required), must have at least two methods with one being email if available.
 - ii) determine if it is safe to visit the house (occupants are well and have not been required to self-isolate),
 - iii) determine that the customer has given permission for you to visit,
 - iv) inform the customer of what you will do onsite during the visit, and
 - v) inform the customer of what you require them to do while your staff and/or sub-contractors are onsite.

Note: Customers may be required to self-isolate, if they:

- have recently returned from overseas, or
- have COVID-19 and have been directed to self-isolate by a healthcare professional, or
- have had close contact with someone with COVID-19 and a healthcare professional has required them to self-isolate (they maybe awaiting test results).

15. Service Providers **MUST NOT** visit the house if any person living in the house:
- i) has been required to self-isolate, or
 - ii) has COVID-19 symptoms (i.e. a fever (over 38°C), or Dry cough or Shortness of breath), or
 - iii) does not give the Service Provider permission to visit.
16. A pre-appointment screening call and/or email to the customer with all the information in the screening call flowchart in Appendix 1 and information in clause 14 above **MUST** occur at the time the appointment is made to visit.
17. In addition, a call **MUST** be made to the customer within 24 hours of the appointment to ensure it is still safe and they give you permission to visit.
18. There **MUST NOT** be any unannounced visits to a house i.e. door-to-door selling.

Note: You should be prepared to be questioned by the customer about the procedures you have in place to ensure the safety of those in the house.

No Sick Personnel onsite

19. Any Service Providers staff or sub-contractors who might have been in contact with COVID-19 or who show signs of COVID-19 symptoms (i.e. a fever (over 38°C), or Dry cough or Shortness of breath) **MUST NOT** visit a

customer's house until they have been symptom free for 48 hours or are cleared to work by a medical practitioner.

20. For guidance on how to identify if your staff or sub-contractors should be at work or stay at home refer to the flowchart in appendix 1 of the COVID-19 Health and Safety Protocols for New Zealand Residential Construction Sites (for the relevant Alert Level) available here www.chasnz.org/covid19

Physical Distancing onsite

21. All Service Provider staff or sub-contractors **MUST** maintain at least a 2m distance from any occupant in the house. Anyone living in the house should stay in a room that is not being entered by your staff or sub-contractors during their visit.
22. Special care should be taken in access ways and areas that both Service Provider and house occupants need to access during the Service Providers time onsite. Service Providers should develop and communicate a plan to maintain physical distancing.

Note: how your staff or sub-contractors and the customer communicate safely while onsite **MUST** be determined and communicated to the customer prior to your staff or sub-contractors arrival onsite.

Follow Hygiene Requirements

Background:

23. Basic hygiene measures are the most important way to stop the spread of COVID-19. Basic hygiene measures include:
 - i) hand hygiene – that is, washing hands regularly with soap and water, or cleansing with hand sanitiser
 - ii) coughing or sneezing into a tissue or your elbow and then performing hand hygiene, and
 - iii) cleaning surfaces regularly.

Minimum Requirements:

24. All Service Provider staff or sub-contractors **MUST** have easy access to hand sanitiser (>60% alcohol) or soap and water (cold water is still effective) while onsite and use it as a **minimum** before and after any visit.
25. If Service Provider staff member or sub-contractor does cough or sneeze while onsite and are not wearing a mask, they **MUST** do so into a tissue or their elbow and use hand sanitiser or soap and water immediately afterwards.
26. Before leaving the site, Service Provider staff or sub-contractors **MUST** wipe down any areas inside the house they have touched (e.g. door handles, ceiling hatches, switchboard etc) with a suitable disinfectant or soap.

Note: See Ministry of Health website for a video on how to use hand sanitiser and handwashing with soap <https://www.health.govt.nz/our-work/diseases-and-conditions/covid-19-novel-coronavirus/covid-19-novel-coronavirus-information-specific-audiences/covid-19-advice-essential-workers-including-personal-protective-equipment/personal-protective-equipment-use-non-health-essential-workers>

Effective contact tracing of Service Provider & sub-contractors staff

27. Contact tracking is an important tool to contain any clusters of the COVID-19 virus and stop it from spreading. Warmer Kiwi Homes Service Provider staff and sub-contractors enter a large number of occupied houses every week. If a staff member or a home occupant at an address a staff member attended become unwell or become aware they have had contact with a suspected COVID-19 case, then having this information readily available is critically important.

-
28. Service providers **MUST** implement an effective staff and sub-contractor contact tracking system to meet the contract tracing requirements as specified in the Emergency Management Protocols section of the COVID-19 Health and Safety Protocols for New Zealand Residential Construction Sites available here www.chasnz.org/covid19
 29. As a minimum this system **MUST** record the Service Provider and sub-contractor staff names who attended an address, the date they attended and the time they arrived and left the site.

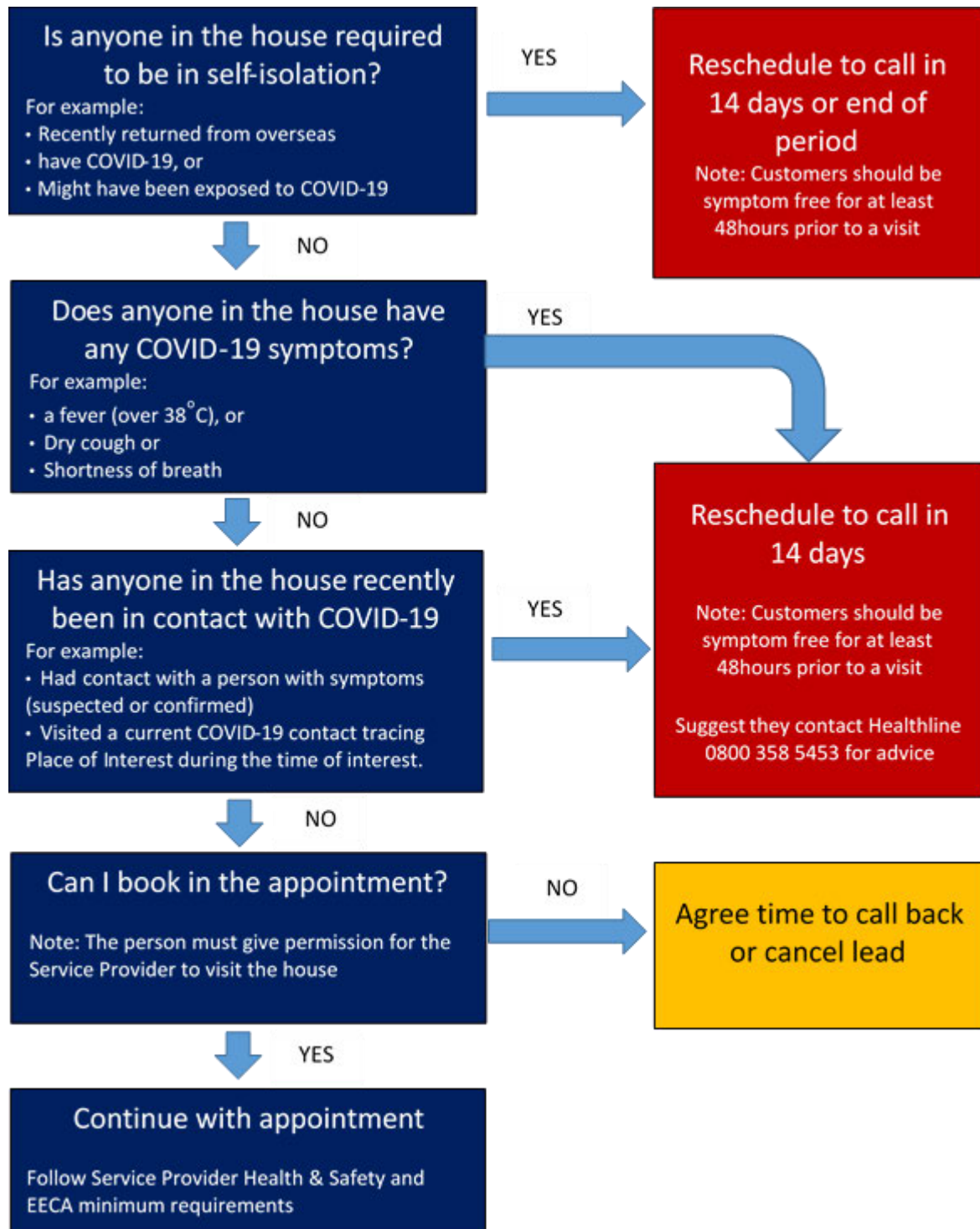
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30. Service providers **MUST NOT** have any personnel present as representatives during all independent audits conducted under COVID-19 Alert Level 3 restrictions.
31. Any corrective actions that come as a result of the aforementioned independent audits will be reviewed and communicated to service providers as per usual.
32. EECA will review and update this requirement accordingly in the event that the COVID-19 Alert Level decreases to Alert Level 2. We will communicate any change to the requirement to providers promptly.

Additional Resources

33. Service Providers are responsible for the health and safety of their staff and sub-contractors. Below are some links to information published by the Ministry of Health, WorkSafe New Zealand and CHASNZ that will be helpful when determining your health and safety response to COVID-19.
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Appendix 1– Minimum Required Call Screening of Customers



To	All Insulation and Heating Service Providers
Subject	COVID-19 Customer interaction Protocol version 5
Date	9/09/2021
Reference Number	NTSP 049
Purpose	<ul style="list-style-type: none">To communicate the WKH programme response at each COVID-19 Alert System level, andSet programme minimum requirements for Service Providers when interacting with customers to ensure customer safety and a consistent programme approach.

Introduction

1. A key objective of the Warmer Kiwi Homes programme is to prevent respiratory hospitalisation through installing insulation and clean heating in New Zealand homes.
2. The situation with COVID-19 is dynamic and the Government has issued a national four-level Alert System to guide New Zealanders and businesses on what to do and what to expect if the area they are in is subject to one of these alert levels. On the 16 April 2020 clarification of permitted activities at alert level 3 was published. For more details on the national alert levels see www.covid19.govt.nz/alert-system/covid-19-alert-system/
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29. As a minimum this system **MUST** record the Service Provider and sub-contractor staff names who attended an address, the date they attended and the time they arrived and left the site.

ALERT LEVEL 3: No personnel to attend independent audits

30. Service providers **MUST NOT** have any personnel present as representatives during all independent audits conducted under COVID-19 Alert Level 3 restrictions.
31. Any corrective actions that come as a result of the aforementioned independent audits will be reviewed and communicated to service providers as per usual.
32. EECA will review and update this requirement accordingly in the event that the COVID-19 Alert Level decreases to Alert Level 2. We will communicate any change to the requirement to providers promptly.

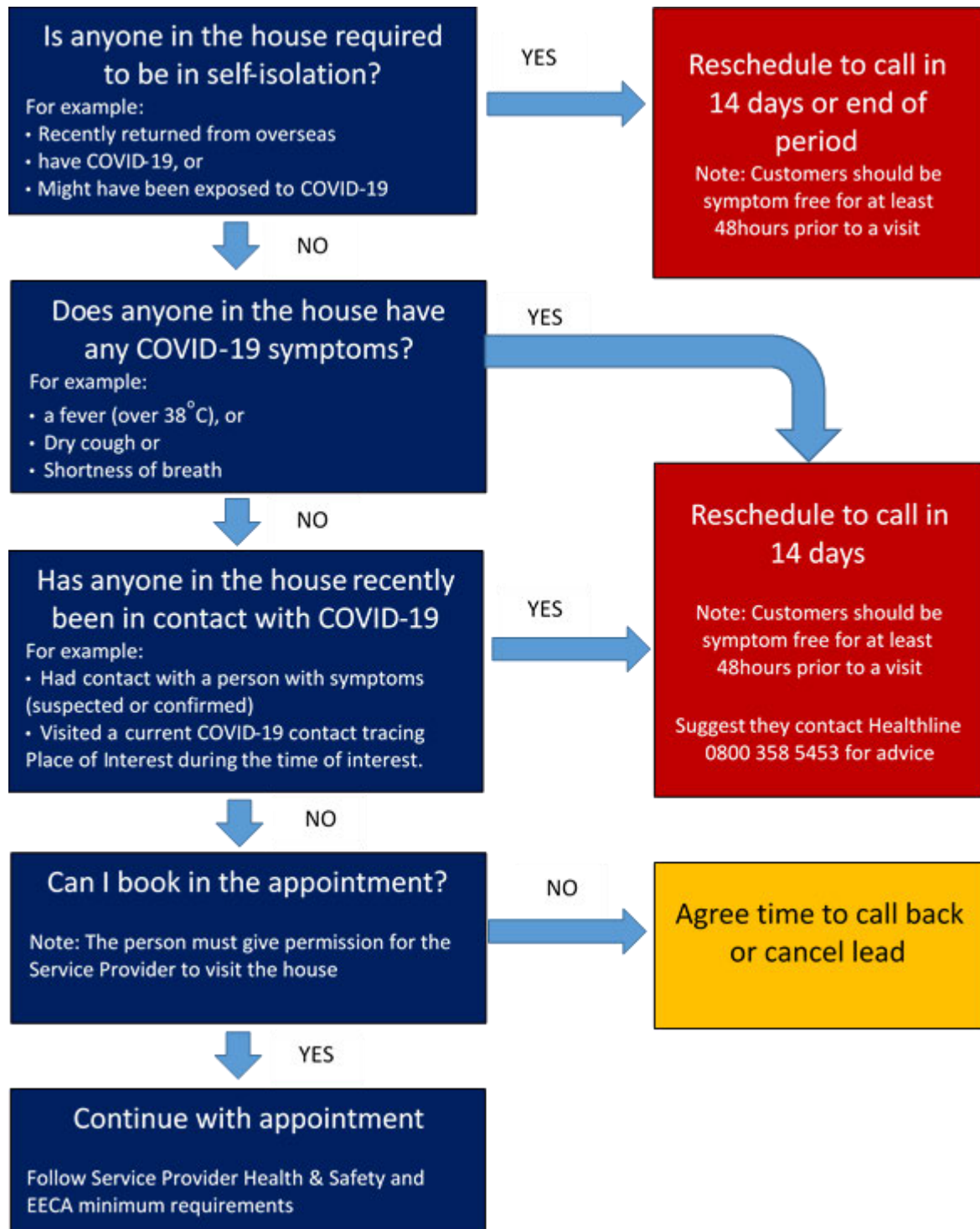
ALERT LEVEL 2: New independent audit requirements for Service Providers

33. While at Alert level 2 EECA would prefer Service Providers to attend audits to minimise disruption to homeowners where corrective actions are required, however this is not a mandatory requirement at Alert Level 2.
34. While the Audit is taking place, PAE is responsible for the work site and the following requirements are theirs and EECA's expectations of Service Providers while onsite during an audit. **Please ensure any audit attendee understands and follows these requirements to minimise the interaction between the PAE auditors and your representative:**
35. **Alert Level 2 - Heat Pump Audits:**
 - i) The Service Provider representative should not enter the home but may be present for the inspection of the outdoor unit.
36. **Alert Level 2 - Insulation Audits:**
 - i) The independent auditor will inspect the ceiling insulation while the service provider representative remains outside the property.
 - ii) Should a remedial action be required the independent auditor will move onto the inspection of the underfloor space, at which point the service provider representative may enter the property.
 - iii) If a remedial action is required under the floor, the service provider should wait until the independent auditor leaves the house before entering.
 - iv) If no remedial actions are required, the service provider representative will have no need to enter the residence at any time during the audit.
37. Service Provider representatives attending independent audits during Alert Level 2 **MUST wear masks while on site.**
38. If there are any questions regarding the audit process under Alert Level 2, please contact PAE by phone: 04 555 0039; or email: paeaudits@pae.co.nz

Additional Resources

39. Service Providers are responsible for the health and safety of their staff and sub-contractors. Below are some links to information published by the Ministry of Health, WorkSafe New Zealand and CHASNZ that will be helpful when determining your health and safety response to COVID-19.
40. Service Providers should continue to monitor information from official websites in order to get accurate and up to date information on the changing situation with COVID-19.
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Appendix 1– Minimum Required Call Screening of Customers



Dear **[insert service provider name]**

I am writing to you in connection with your role as a service provider for the Warmer Kiwi Homes programme.

To protect the health and safety of the occupants of houses participating in the Warmer Kiwi Homes programme, EECA is proposing a variation to our Warmer Kiwi Homes – insulation funding agreement with you (**Agreement**) to ensure that:

- all of your personnel who may be interacting with customers face-to-face and entering Warmer Kiwi Homes customers' homes are fully vaccinated with a COVID-19 vaccine by Monday 17 January 2022;
- all new personnel that you engage after Monday 17 January 2022 who will be interacting with Warmer Kiwi Homes customers face-to-face and entering customers' homes are fully vaccinated with a COVID-19 vaccine.

Personnel is defined in the Agreement as "*all individuals engaged by either party in relation to this Agreement or the delivery of Services. Examples include: the owner of the business, its directors, employees, Subcontractors, agents, external consultants, specialists, technical support and co-opted or seconded staff*". This means that you will need to ensure that any subcontractors who may have face-to-face contact with customers are also fully vaccinated with a COVID-19 vaccine.

The proposed variation is **attached**. If you agree to this variation, please sign it and return it to us by [date].

If you do not sign the variation, we may consider issuing you with a notice to terminate our Agreement with you in accordance with clause 24.4 of the Agreement.

Confirmation of compliance with new vaccination requirement

Once you have signed the variation, you will be required to provide:

- a confirmation by 17 January 2022 that you have complied with the new COVID-19 vaccination requirement (**initial confirmation**);

To provide the initial confirmation, please respond to this email with the following statement by 17 January 2022:

[insert service provider name] confirms that all of its Personnel (being all directors, employees, subcontractors, agents, external consultants, specialists, technical support and co-opted or seconded staff) who may enter a House to provide Services or have any other face-to-face interaction with Households under the Warmer Kiwi Homes Funding Agreement have been fully vaccinated with a COVID-19 vaccine in accordance with clause 31 of the Warmer Kiwi Homes Funding Agreement.

Kind regards

Dated

X November 2021

**AGREEMENT TO VARY FUNDING
AGREEMENT**

Warmer Kiwi Homes – [Heating / Insulation]

BETWEEN

**ENERGY EFFICIENCY AND CONSERVATION
AUTHORITY
(EECA)
GEM CONTRACT #**

AND

**[INSERT]
(Service Provider)**

CONTENTS

1. INTERPRETATION	1
2. VARIATION	1
3. EXPENSES	2
4. GOVERNING LAW	2
5. COUNTERPARTS	2

AGREEMENT TO VARY FUNDING AGREEMENT

Warmer Kiwi Homes

DATED

X November 2021

BETWEEN

- (1) **ENERGY EFFICIENCY AND CONSERVATION AUTHORITY** at Wellington ("**EECA**")
 - (2) **[INSERT]** at *[Location]* (the "**Service Provider**")
- (each a "**Party**" and collectively the "**Parties**")

BACKGROUND

- A. EECA and the Service Provider entered into a Funding Agreement commencing 1 July 2020 for the provision of services and funding for the Warmer Kiwi Homes Programme ("**Funding Agreement**").
- B. To protect the health and safety of Households receiving Installations under the Programme, EECA will require all Service Providers to ensure that all their Personnel who may be interacting face-to-face with Households are vaccinated against COVID-19 by 17 January 2022.
- C. With effect on and from X November 2021 ("**Effective Date**"), the Parties wish to vary the Funding Agreement to require the Service Provider to ensure that its Personnel are vaccinated against COVID-19 on the terms and conditions of this Agreement ("**Agreement**").

THE PARTIES AGREE as follows:

1. INTERPRETATION

- 1.1 In this Agreement, unless the context requires otherwise:
 - (a) words and expressions not otherwise defined in this Agreement have the meaning given to them in the Funding Agreement; and
 - (b) references to clauses and schedules are to the clauses and schedules of the Funding Agreement.

2. VARIATION

- 2.1 With effect from the Effective Date, the Parties agree to vary the Funding Agreement by adding new clause 22 to the Funding Agreement as follows:

XX COVID-19 VACCINATION REQUIREMENTS

XX.1 For the purposes of this clause XX:

XX.1.1 "vaccinated" means that the person has received all of the doses of a COVID-19 vaccine or combination of COVID-19 vaccines specified in

the first column of the table in Schedule 3 of the COVID-19 Public Health Response (Vaccinations) Order 2021; and

XX.1.2 "COVID-19 vaccine" means a COVID-19 vaccine specified in the first column of the table in Schedule 3 of the COVID-19 Public Health Response (Vaccinations) Order 2021.

*XX.2 The Service Provider must ensure that all Personnel who may enter a House to provide Services or have any other face-to-face interaction with Households (**relevant Personnel**) under this Agreement are vaccinated with a COVID-19 vaccine by 17 January 2022.*

XX.3 The Service Provider must ensure that all new relevant Personnel that it engages after 17 January 2022 are vaccinated with a COVID-19 vaccine.

XX.4 The Service Provider must provide a declaration in the form required by EECA by 17 January 2021 to confirm the Service Provider's compliance with this clause 22.

2.2 In all other respects the Funding Agreement continues with full force and effect.

3. EXPENSES

Each Party will pay its own costs and expenses arising under or in connection with the preparation, negotiation and execution of this Agreement.

4. GOVERNING LAW

This Agreement will be governed by and construed in accordance with the laws of New Zealand.

5. COUNTERPARTS

This Agreement may be executed in any number of counterparts (including facsimile or scanned PDF counterpart), each of which will be deemed an original, but all of which together will constitute the same instrument. No counterpart will be effective until each Party has executed at least one counterpart.

SIGNED

SIGNED for and on behalf of)
ENERGY EFFICIENCY AND)
CONSERVATION AUTHORITY)
in the presence of:)

Signature

Name

Signature of Witness

Witness Name:

Designation

Occupation:

Date Signed

Address:

SIGNED for and on behalf of)
[SERVICE PROVIDER])
in the presence of:)

Signature

Name

Signature of Witness

Witness Name:

Designation

Occupation:

Date Signed

Address:

To	All Insulation and Heating Service Providers
Subject	COVID-19 Protection Framework – Customer Interaction Protocol Version 1
Date	2/12/2021
Reference Number	NTSP 053
Purpose	<ul style="list-style-type: none">• To communicate the WKH programme response at each COVID-19 Protection Framework level, and• Set programme minimum requirements for Service Providers when interacting with customers to ensure customer safety and a consistent programme approach.

Introduction

1. On 22 October 2021 the Government announced a new national COVID-19 Protection Framework (**‘the Framework’**), which will commence on 11:59pm Thursday, 2 December 2021. This Framework serves to guide New Zealanders and businesses on what to do and what to expect if the area they are in is subject to certain restrictions.
2. Unlike the previous Alert Level system, the Framework operates only in three levels: Green, Orange and Red – each with separate rules and restrictions depending on whether vaccine certificates are used or not. For more details on the new COVID-19 Protection Framework see <https://covid19.govt.nz/alert-levels-and-updates/covid-19-protection/>
3. This Customer Interaction Protocol (**‘the Protocol’**) document sets out the Warmer Kiwi Homes Programme response at each Framework level and sets **minimum** requirements for Service Providers when interacting with customers at each level. This is to ensure customer safety and a consistent approach to customer engagement and interaction by Service Providers through the Programme.
4. The Framework levels, Ministry of Health guidance, and a Warmer Kiwi Homes working group has been used to develop this Protocol. When new guidance is made available this Customer Interaction Protocol document will be reviewed, updated and reissued as needed.

Service Provider Health & Safety

5. Service Providers are ultimately responsible for the health and safety of their staff and sub-contractors.
6. This document does not specify health and safety requirements for Service Providers to mitigate the risk of COVID-19 to their staff and sub-contractors. Service Providers must develop their own responses to keep their staff and sub-contractors safe.
7. CHASNZ (Construction Health and Safety NZ) have developed and published detailed construction health and safety standards and protocols for the residential, civil and vertical sectors. They can be found at <https://www.chasnz.org/covid19>
8. These protocols should be in place in order to work safely under all Protection Framework levels. Some additional resources are included at the end of this Protocol for your information.

GREEN	COVID-19 across NZ, including sporadic imported cases.	General settings: <ul style="list-style-type: none"> • Programme fully operational • Some travel restrictions may apply • General requirements apply (<i>see text on the right</i>)
	Limited community transmission.	Special requirements: <ul style="list-style-type: none"> • Recommended to wear a mask onsite but not compulsory
ORANGE	Increasing community transmission with increasing pressure on health system.	General settings: <ul style="list-style-type: none"> • Programme fully operational • Some travel restrictions may apply • General requirements apply (<i>see text on the right</i>)
	Increasing risk to at risk populations.	Special requirements: <ul style="list-style-type: none"> • Call screening of customers before visit (<i>see Appendix 1</i>) • Recommended to wear a mask while onsite • 1m physical distancing onsite
RED	Action needed to protect health system – system facing unsustainable number of hospitalisations.	General settings: <ul style="list-style-type: none"> • Programme fully operational • Some travel restrictions may apply • General requirements apply (<i>see text on the right</i>)
	Action needed to protect at-risk populations.	Special requirements: <ul style="list-style-type: none"> • Call screening of customers before visit (<i>see Appendix 1</i>) • Required to wear a mask while onsite • Special independent audit requirements for service provider representatives until 17 January 2022 (<i>see Appendix 2</i>) • 1m physical distancing onsite

General requirements

- No unvaccinated staff allowed on-site or in any situation where they may face homeowners for the Programme after 17 January 2022.
- Vaccination certificates (*My Vaccine Pass*), whether physical or online, to be shown if homeowners request it.
- No sick personnel onsite. If you feel unwell, please stay home.
- Maintain good hygiene standards - wash hands with soap and water, or use hand sanitizer. Ensure that you cough or sneeze into a tissue or your elbow and wash your hands immediately afterwards. Wipe down all areas touched by staff with a suitable disinfectant or soap before leaving the site.

- Effective contact tracing of Service Provider and subcontractor staff, either via the Government's NZ COVID Tracer mobile app or a manual alternative. Names of staff, location of site, and timeframes must be recorded and the information stored in a manner that allows easy access if needed.

Please note

- At all levels EECA staff will remain available: claims assessed, grants paid, assistance provided, call centre active, and website online.
- The Protection Framework levels may be applied at a town, city, and territorial local authority; as well as at a regional or national level. However, EECA can apply the level nationally or by TLA.
- Different parts of the country may be at different Protection Framework levels. Localised lockdowns may be used by the Government as part of the public health response across all levels. We can move up and down alert levels.
- If at any time you feel unsafe or uncomfortable visiting houses as part of the WKH Programme, please contact us and you can be taken off the tool temporarily so you receive no further leads and current leads can be redistributed if necessary. There is no pressure to continue with the Programme if the situation feels unsafe for your staff or sub-contractors.

Appendix 1

Call screening of customers before visit

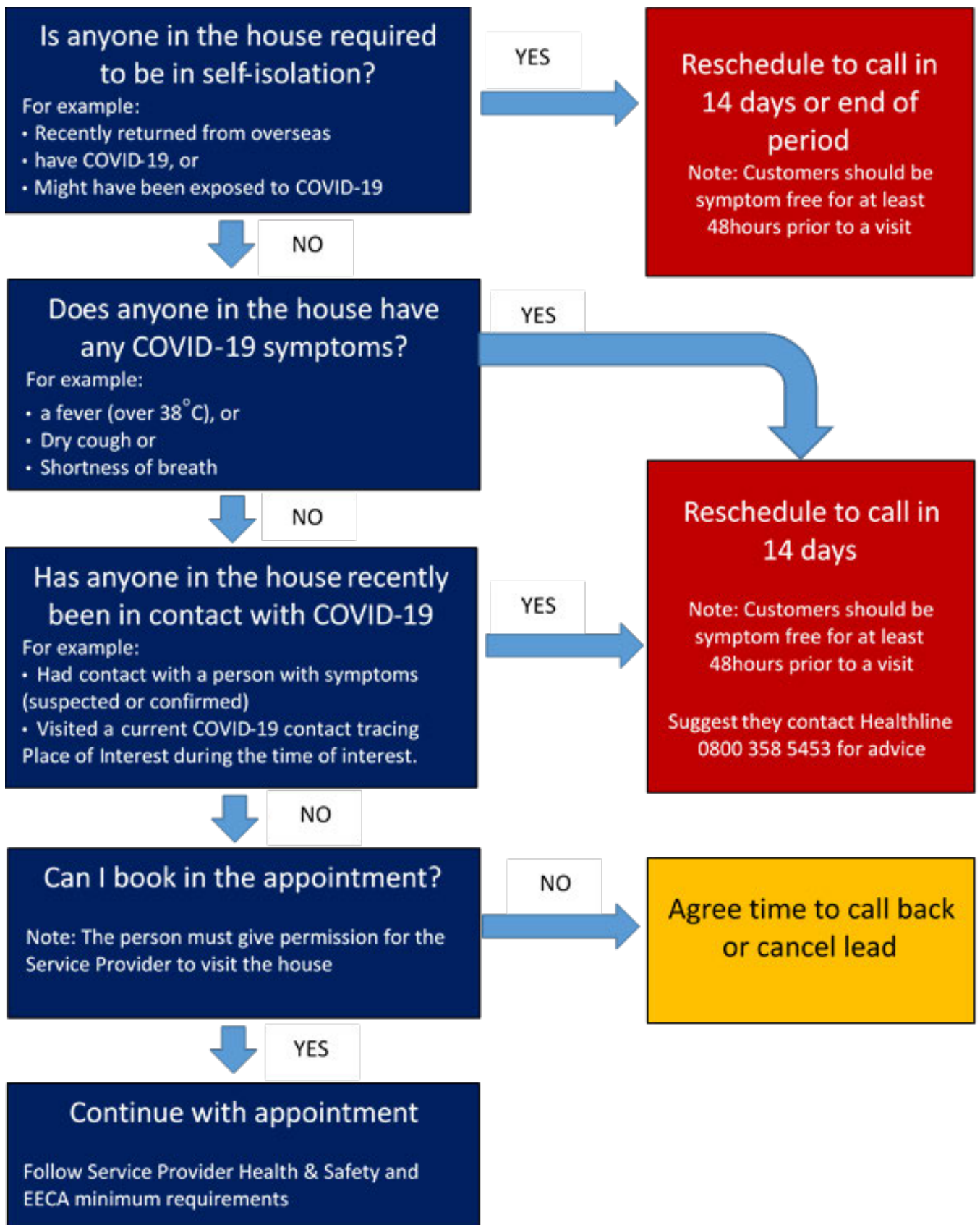
9. Service Providers **MUST** complete a screening call before visiting a house for any reason, to:
 - i) Check and get additional customer contact details (if required), must have at least two methods with one being email if available.
 - ii) determine if it is safe to visit the house (occupants are well and have not been required to self-isolate),
 - iii) determine that the customer has given permission for you to visit,
 - iv) inform the customer of what you will do onsite during the visit, and
 - v) inform the customer of what you require them to do while your staff and/or sub-contractors are onsite.

Note: Customers may be required to self-isolate if they:

- have recently returned from overseas, or
- have COVID-19 and have been directed to self-isolate by a healthcare professional, or
- have had close contact with someone with COVID-19 and a healthcare professional has required them to self-isolate (they maybe awaiting test results).

10. Service Providers **MUST NOT** visit the house if any person living in the house:
 - i) has been required to self-isolate, or
 - ii) has COVID-19 symptoms (i.e., a fever (over 38°C), or Dry cough or Shortness of breath), or
 - iii) does not give the Service Provider permission to visit.
11. A pre-appointment screening call and/or email to the customer with all the information in the screening call flowchart in Appendix 1 and information in clause 14 above **MUST** occur at the time the appointment is made to visit.
12. In addition, a call **MUST** be made to the customer within 24 hours of the appointment to ensure it is still safe and they give you permission to visit.
13. There **MUST NOT** be any unannounced visits to a house i.e., door-to-door selling.

Note: You should be prepared to be questioned by the customer about the procedures you have in place to ensure the safety of those in the house. You should also be prepared to show your vaccine certificate (*My Vaccine Pass*) if a customer requests it.



Appendix 2

Special independent audit requirements for service provider representatives

14. While at Framework level Red EECA would prefer Service Providers to attend audits to minimise disruption to homeowners where corrective actions are required, however this is not a mandatory requirement at Framework level Red.
15. While the Audit is taking place, PAE is responsible for the work site and the following requirements are theirs and EECA's expectations of Service Providers while onsite during an audit. **Please ensure any audit attendee understands and follows these requirements to minimise the interaction between the PAE auditors and your representative:**
16. **Protection Framework Level Red – Heat Pump Audits:**
 - i) The Service Provider representative should not enter the home but may be present for the inspection of the outdoor unit.
17. **Protection Framework Level Red – Insulation Audits:**
 - i) The independent auditor will inspect the ceiling insulation while the service provider representative remains outside the property.
 - ii) Should a remedial action be required the independent auditor will move onto the inspection of the underfloor space, at which point the service provider representative may enter the property.
 - iii) If a remedial action is required under the floor, the service provider should wait until the independent auditor leaves the house before entering.
 - iv) If no remedial actions are required, the service provider representative will have no need to enter the residence at any time during the audit.
18. Service Provider representatives attending independent audits during Framework level Red **MUST wear masks while on site.**
19. These special requirements will remain in place at Framework level Red until 17 January 2022 (the deadline to have all frontline workers fully vaccinated).
20. Service Provider representatives will be allowed to attend audits at Framework level Red without any special requirements after 17 January 2022.
21. If there are any questions regarding the audit process under Level Red, please contact PAE by phone: 04 555 0039; or email: paeaudits@pae.co.nz

Additional Resources

22. Service Providers are responsible for the health and safety of their staff and sub-contractors. Below are some links to information published by the Ministry of Health, WorkSafe New Zealand and CHASNZ that will be helpful when determining your health and safety response to COVID-19.
23. Service Providers should continue to monitor information from official websites in order to get accurate and up to date information on the changing situation with COVID-19.
 - i) NZ Government COVID-19 website for you and your business: www.covid19.govt.nz
 - ii) WorkSafe New Zealand: www.worksafe.govt.nz
 - iii) Ministry of Health: www.health.govt.nz
 - iv) Construction Health and Safety New Zealand: www.chasnz.org/covid19
 - v) The Site Safe website has tools specific for the construction industry. You can find toolboxes for all types of situations and general information on COVID-19: www.sitesafe.org.nz/news--events/covid-19/

To	All Insulation and Heating Service Providers
Subject	COVID-19 Protection Framework – Customer Interaction Protocol Version 2
Date	18/01/2022
Reference Number	NTSP 054
Purpose	<ul style="list-style-type: none">• To communicate the WKH programme response at each COVID-19 Protection Framework level, and• Set programme minimum requirements for Service Providers when interacting with customers to ensure customer safety and a consistent programme approach.

Introduction

1. On 22 October 2021 the Government announced a new national COVID-19 Protection Framework (**‘the Framework’**), which will commence on 11:59pm Thursday, 2 December 2021. This Framework serves to guide New Zealanders and businesses on what to do and what to expect if the area they are in is subject to certain restrictions.
2. Unlike the previous Alert Level system, the Framework operates only in three levels: Green, Orange and Red – each with separate rules and restrictions depending on whether vaccine certificates are used or not. For more details on the new COVID-19 Protection Framework see <https://covid19.govt.nz/alert-levels-and-updates/covid-19-protection/>
3. This Customer Interaction Protocol (**‘the Protocol’**) document sets out the Warmer Kiwi Homes Programme response at each Framework level and sets **minimum** requirements for Service Providers when interacting with customers at each level. This is to ensure customer safety and a consistent approach to customer engagement and interaction by Service Providers through the Programme.
4. The Framework levels, Ministry of Health guidance, and a Warmer Kiwi Homes working group has been used to develop this Protocol. When new guidance is made available this Customer Interaction Protocol document will be reviewed, updated and reissued as needed.

Service Provider Health & Safety

5. Service Providers are ultimately responsible for the health and safety of their staff and sub-contractors.
6. This document does not specify health and safety requirements for Service Providers to mitigate the risk of COVID-19 to their staff and sub-contractors. Service Providers must develop their own responses to keep their staff and sub-contractors safe.
7. CHASNZ (Construction Health and Safety NZ) have developed and published detailed construction health and safety standards and protocols for the residential, civil and vertical sectors. They can be found at <https://www.chasnz.org/covid19>
8. These protocols should be in place in order to work safely under all Protection Framework levels. Some additional resources are included at the end of this Protocol for your information.

GREEN	COVID-19 across NZ, including sporadic imported cases.	General settings: <ul style="list-style-type: none"> • Programme fully operational • Some travel restrictions may apply • General requirements apply (<i>see text on the right</i>)
	Limited community transmission.	Special requirements: <ul style="list-style-type: none"> • Recommended to wear a mask onsite but not compulsory
ORANGE	Increasing community transmission with increasing pressure on health system.	General settings: <ul style="list-style-type: none"> • Programme fully operational • Some travel restrictions may apply • General requirements apply (<i>see text on the right</i>)
	Increasing risk to at risk populations.	Special requirements: <ul style="list-style-type: none"> • Call screening of customers before visit (<i>see Appendix 1</i>) • Recommended to wear a mask while onsite • 1m physical distancing onsite
RED	Action needed to protect health system – system facing unsustainable number of hospitalisations.	General settings: <ul style="list-style-type: none"> • Programme fully operational • Some travel restrictions may apply • General requirements apply (<i>see text on the right</i>)
	Action needed to protect at-risk populations.	Special requirements: <ul style="list-style-type: none"> • Call screening of customers before visit (<i>see Appendix 1</i>) • Required to wear a mask while onsite • Special independent audit requirements for service provider representatives until 17 January 2022 (<i>see Appendix 3</i>) • 1m physical distancing onsite

General requirements

- No unvaccinated staff allowed on-site or in any situation where they may face homeowners for the Programme after 17 January 2022.
- Vaccination certificates (*My Vaccine Pass*), whether physical or online, to be shown if homeowners request it.
- No sick personnel onsite. If you feel unwell, please stay home.
- Maintain good hygiene standards - wash hands with soap and water, or use hand sanitizer. Ensure that you cough or sneeze into a tissue or your elbow and wash your hands immediately afterwards. Wipe down all areas touched by staff with a suitable disinfectant or soap before leaving the site.
- Effective contact tracing of Service Provider and subcontractor staff, either via the Government's NZ COVID Tracer mobile app or a manual alternative. Names of staff, location of site, and timeframes must be recorded and the information stored in a manner that allows easy access if needed.
- Direct sales (door knocking) will be permitted after 17 January 2022. Please consult **Appendix 2** for direct sales requirements under this Protocol.

Please note

- At all levels EECA staff will remain available: claims assessed, grants paid, assistance provided, call centre active, and website online.
- The Protection Framework levels may be applied at a town, city, and territorial local authority; as well as at a regional or national level. However, EECA can apply the level nationally or by TLA.
- Different parts of the country may be at different Protection Framework levels. Localised lockdowns may be used by the Government as part of the public health response across all levels. We can move up and down alert levels.
- If at any time you feel unsafe or uncomfortable visiting houses as part of the WKH Programme, please contact us and you can be taken off the tool temporarily so you receive no further leads and current leads can be redistributed if necessary. There is no pressure to continue with the Programme if the situation feels unsafe for your staff or sub-contractors.

Appendix 1

Call screening of customers before visit

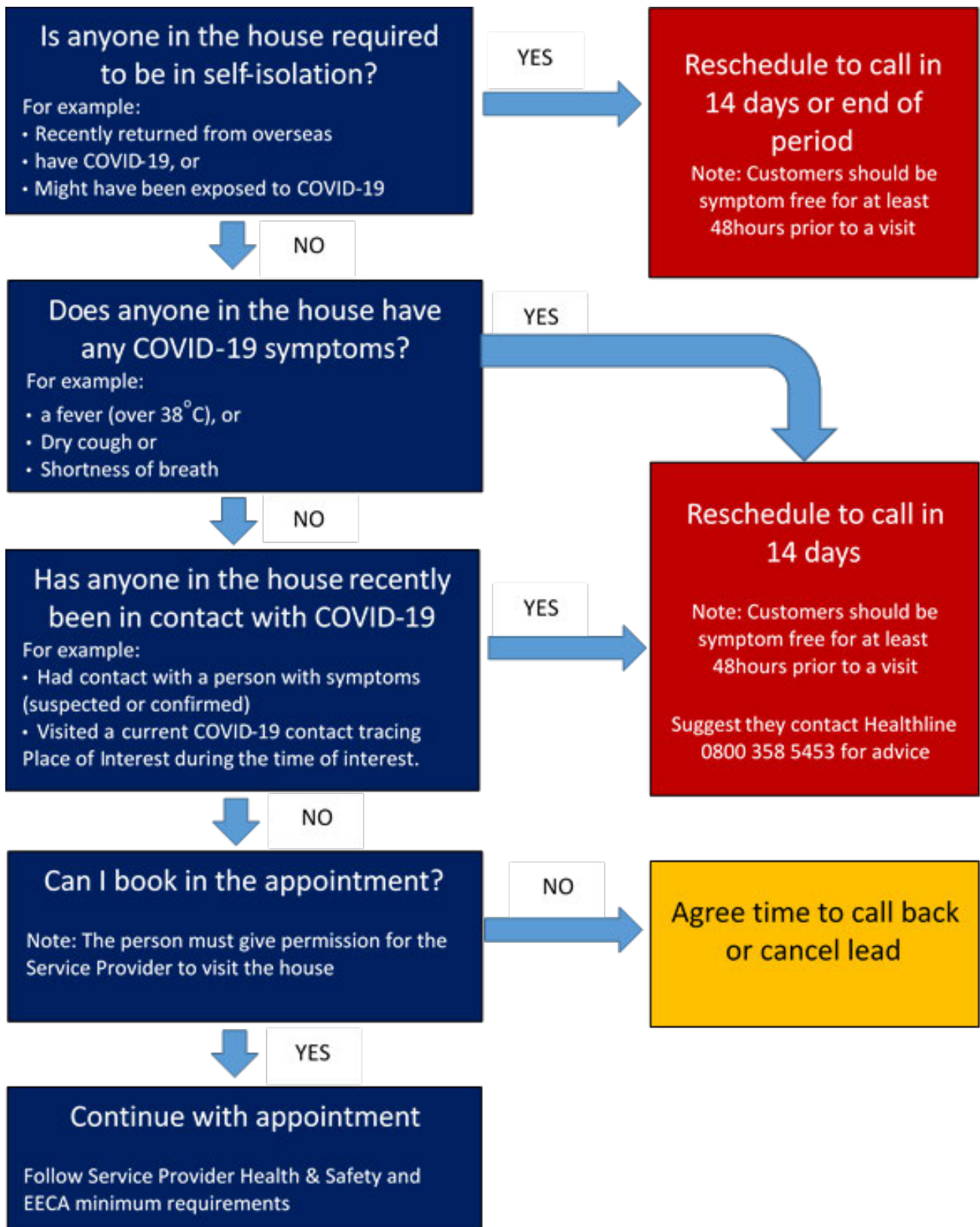
9. At alert levels Orange and Red Service Providers **MUST** complete a screening call before visiting a house for any reason, to:
- i) Check and get additional customer contact details (if required), must have at least two methods with one being email if available.
 - ii) determine if it is safe to visit the house (occupants are well and have not been required to self-isolate),
 - iii) determine that the customer has given permission for you to visit,
 - iv) inform the customer of what you will do onsite during the visit, and
 - v) inform the customer of what you require them to do while your staff and/or sub-contractors are onsite.

Note: Customers may be required to self-isolate if they:

- have recently returned from overseas, or
 - have COVID-19 and have been directed to self-isolate by a healthcare professional, or
 - have had close contact with someone with COVID-19 and a healthcare professional has required them to self-isolate (they maybe awaiting test results).
10. Service Providers **MUST NOT** visit the house if any person living in the house:
- i) has been required to self-isolate, or
 - ii) has COVID-19 symptoms (i.e., a fever (over 38°C), or Dry cough or Shortness of breath), or
 - iii) does not give the Service Provider permission to visit.
11. A pre-appointment screening call and/or email to the customer with all the information in the screening call flowchart in Page 4 below and information in clause 9 above **MUST** occur at the time the appointment is made to visit.
12. In addition, a call **MUST** be made to the customer within 24 hours of the appointment to ensure it is still safe and they give you permission to visit.

Note: You should be prepared to be questioned by the customer about the procedures you have in place to ensure the safety of those in the house. You should also be prepared to show your vaccine certificate (*My Vaccine Pass*) if a customer requests it.

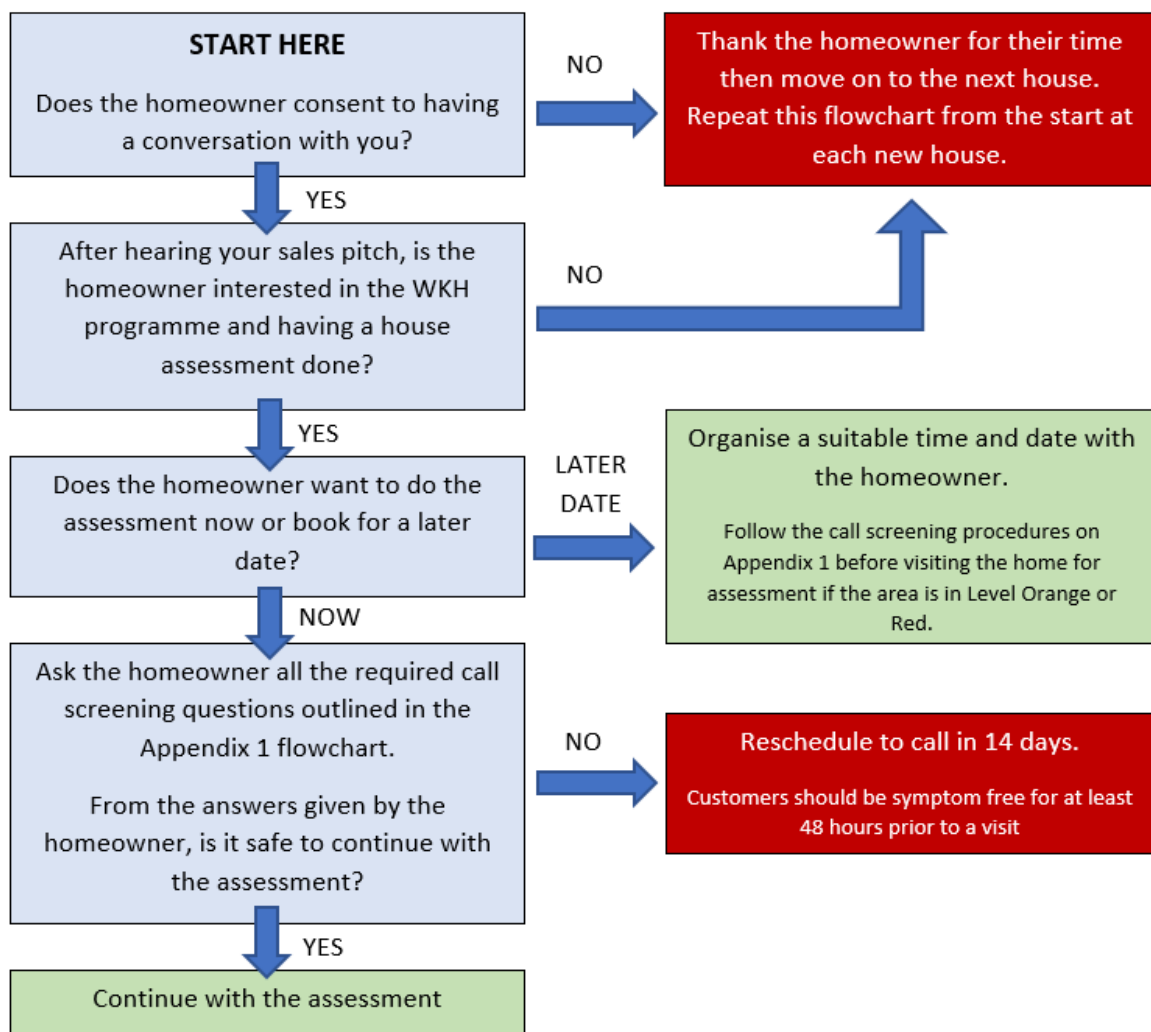
Screening Call Flowchart



Appendix 2

Direct sales requirements (door knocking)

13. Direct sales (door knocking) will be permitted at all Protection Framework levels (Green, Orange, and Red) **after 17 January 2022 for Service Providers who have signed and returned to EECA both the COVID-19 Vaccine Requirement VOC and written confirmation of compliance.**
14. Government decisions on the implementation of localised or national lockdown restrictions will take precedent over EECA's direct sales requirements.
15. The ability to conduct direct sales may, at the Government's advice, be suspended in areas where lockdown restrictions are implemented and may only resume once the Government has lifted said restrictions.
16. Should clause 15 above need to be activated, EECA will communicate the details of direct selling restrictions (areas, suspension durations, etc.) to affected Service Providers via email.
17. All direct selling **MUST** be conducted in a respectful and non-coercive manner, with the full consent of the homeowner at all stages.
18. Sales staff **MUST** continue to follow all Service Provider health and safety protocols and EECA's Customer Interaction Protocol requirements at all times.
19. To further ensure the safety of both sales staff and homeowners, Service Providers and subcontractors **MUST** follow the below flowchart when conducting direct selling for the Warmer Kiwi Homes Programme:



Appendix 3

Special independent audit requirements for service provider representatives until 17 January 2022

20. While at Framework level Red EECA would prefer Service Providers to attend audits to minimise disruption to homeowners where corrective actions are required, however this is not a mandatory requirement at Framework level Red.
21. While the Audit is taking place, PAE is responsible for the work site and the following requirements are theirs and EECA's expectations of Service Providers while onsite during an audit. **Please ensure any audit attendee understands and follows these requirements to minimise the interaction between the PAE auditors and your representative:**
22. **Protection Framework Level Red – Heat Pump Audits:**
 - i) The Service Provider representative should not enter the home but may be present for the inspection of the outdoor unit.
23. **Protection Framework Level Red – Insulation Audits:**
 - i) The independent auditor will inspect the ceiling insulation while the service provider representative remains outside the property.
 - ii) Should a remedial action be required the independent auditor will move onto the inspection of the underfloor space, at which point the service provider representative may enter the property.
 - iii) If a remedial action is required under the floor, the service provider should wait until the independent auditor leaves the house before entering.
 - iv) If no remedial actions are required, the service provider representative will have no need to enter the residence at any time during the audit.
24. Service Provider representatives attending independent audits during Framework level Red **MUST wear masks while on site.**
25. These special requirements will remain in place at Framework level Red until 17 January 2022 (the deadline to have all frontline workers fully vaccinated).
26. Service Provider representatives will be allowed to attend audits at Framework level Red without any special requirements after 17 January 2022, **provided that the Service Provider has signed and returned to EECA both the COVID-19 Vaccine VOC and written confirmation of compliance.**
27. If there are any questions regarding the audit process under Level Red, please contact PAE by phone: 04 555 0039; or email: paeaudits@pae.co.nz

Additional Resources

28. Service Providers are responsible for the health and safety of their staff and sub-contractors. Below are some links to information published by the Ministry of Health, WorkSafe New Zealand and CHASNZ that will be helpful when determining your health and safety response to COVID-19.
29. Service Providers should continue to monitor information from official websites in order to get accurate and up to date information on the changing situation with COVID-19.
- i) NZ Government COVID-19 website for you and your business: www.covid19.govt.nz
 - ii) WorkSafe New Zealand: www.worksafe.govt.nz
 - iii) Ministry of Health: www.health.govt.nz
 - iv) Construction Health and Safety New Zealand: www.chasnz.org/covid19
 - v) The Site Safe website has tools specific for the construction industry. You can find toolboxes for all types of situations and general information on COVID-19: www.sitesafe.org.nz/news--events/covid-19/

To	All Warmer Kiwi Homes Service Providers
Subject	Removal of WKH COVID-19 Vaccination Mandate and updated WKH Customer Interaction Protocol
Date	17/05/2022
Reference Number	NTSP 056
Purpose	To advise Service Providers that the WKH COVID-19 mandatory vaccination requirement for frontline Service Provider employees has been removed with immediate effect.

Introduction

1. In October 2021 the WKH Steering committee recommended that EECA implement a vaccine mandate for all WKH Service Providers front line staff. This was implemented on 17 January 2022.
2. Given the recent changes to Government Vaccine Mandates and the revised guidance from WorkSafe regarding vaccine mandates it was time to review our current mandate regarding the risk.
3. EECA's mandate was primarily concerned with the Health and Safety of the customer within the home, but, given the high vaccination rates within New Zealand and the customer interaction protocol it was determined that the risk to WKH customers having unvaccinated Service Providers completing work is not higher than the customer could be exposed to in the community, therefore the removal of the vaccination mandate has been approved.
4. This document does not specify health and safety requirements for Service Providers to mitigate the risk of COVID-19 to their staff and sub-contractors. Service Providers must develop their own responses to keep their staff and sub-contractors safe.
5. In addition, the WKH Customer Interaction Protocol will remain in place as long as the traffic light system¹ is in place and sets out the minimum requirements for interacting with WKH customers at each level of the traffic light system.
6. The updated Customer Interaction Protocol (version 3) is attached on the next page of this NTSP.



Eddie Thompson
Programme Manager – Warmer Kiwi Homes



¹ Subject to updated public health information regarding COVID-19

GREEN	COVID-19 across NZ, including sporadic imported cases.	General settings: <ul style="list-style-type: none"> • Programme fully operational • Some travel restrictions may apply • General requirements apply (<i>see text on the right</i>)
	Limited community transmission.	Special requirements: <ul style="list-style-type: none"> • Recommended to wear a mask onsite but not compulsory
ORANGE	Increasing community transmission with increasing pressure on health system.	General settings: <ul style="list-style-type: none"> • Programme fully operational • Some travel restrictions may apply • General requirements apply (<i>see text on the right</i>)
	Increasing risk to at risk populations.	Special requirements: <ul style="list-style-type: none"> • Call screening of customers before visit (<i>see Appendix 1</i>) • Recommended to wear a mask while onsite • 1m physical distancing onsite
RED	Action needed to protect health system – system facing unsustainable number of hospitalisations.	General settings: <ul style="list-style-type: none"> • Programme fully operational • Some travel restrictions may apply • General requirements apply (<i>see text on the right</i>)
	Action needed to protect at-risk populations.	Special requirements: <ul style="list-style-type: none"> • Call screening of customers before visit (<i>see Appendix 1</i>) • Required to wear a mask while onsite • Special independent audit requirements for service provider representatives (<i>see Appendix 3</i>) • 1m physical distancing onsite

General requirements

- No sick personnel onsite. If you feel unwell, please stay home.
- Maintain good hygiene standards - wash hands with soap and water, or use hand sanitizer. Ensure that you cough or sneeze into a tissue or your elbow and wash your hands immediately afterwards. Wipe down all areas touched by staff with a suitable disinfectant or soap before leaving the site.
- Effective contact tracing of Service Provider and subcontractor staff, either via the Government's NZ COVID Tracer mobile app or a manual alternative. Names of staff, location of site, and timeframes must be recorded and the information stored in a manner that allows easy access if needed.

- Direct sales (door knocking) will be permitted at all three Framework levels. Please consult **Appendix 2** for direct sales requirements under this Protocol.

Please note

- At all levels EECA staff will remain available: claims assessed, grants paid, assistance provided, call centre active, and website online.
- The Protection Framework levels may be applied at a town, city, and territorial local authority; as well as at a regional or national level. However, EECA can apply the level nationally or by TLA.
- Different parts of the country may be at different Protection Framework levels. Localised lockdowns may be used by the Government as part of the public health response across all levels. We can move up and down alert levels.
- If at any time you feel unsafe or uncomfortable visiting houses as part of the WKH Programme, please contact us and you can be taken off the tool temporarily so you receive no further leads and current leads can be redistributed if necessary. There is no pressure to continue with the Programme if the situation feels unsafe for your staff or sub-contractors.

Appendix 1

Call screening of customers before visit

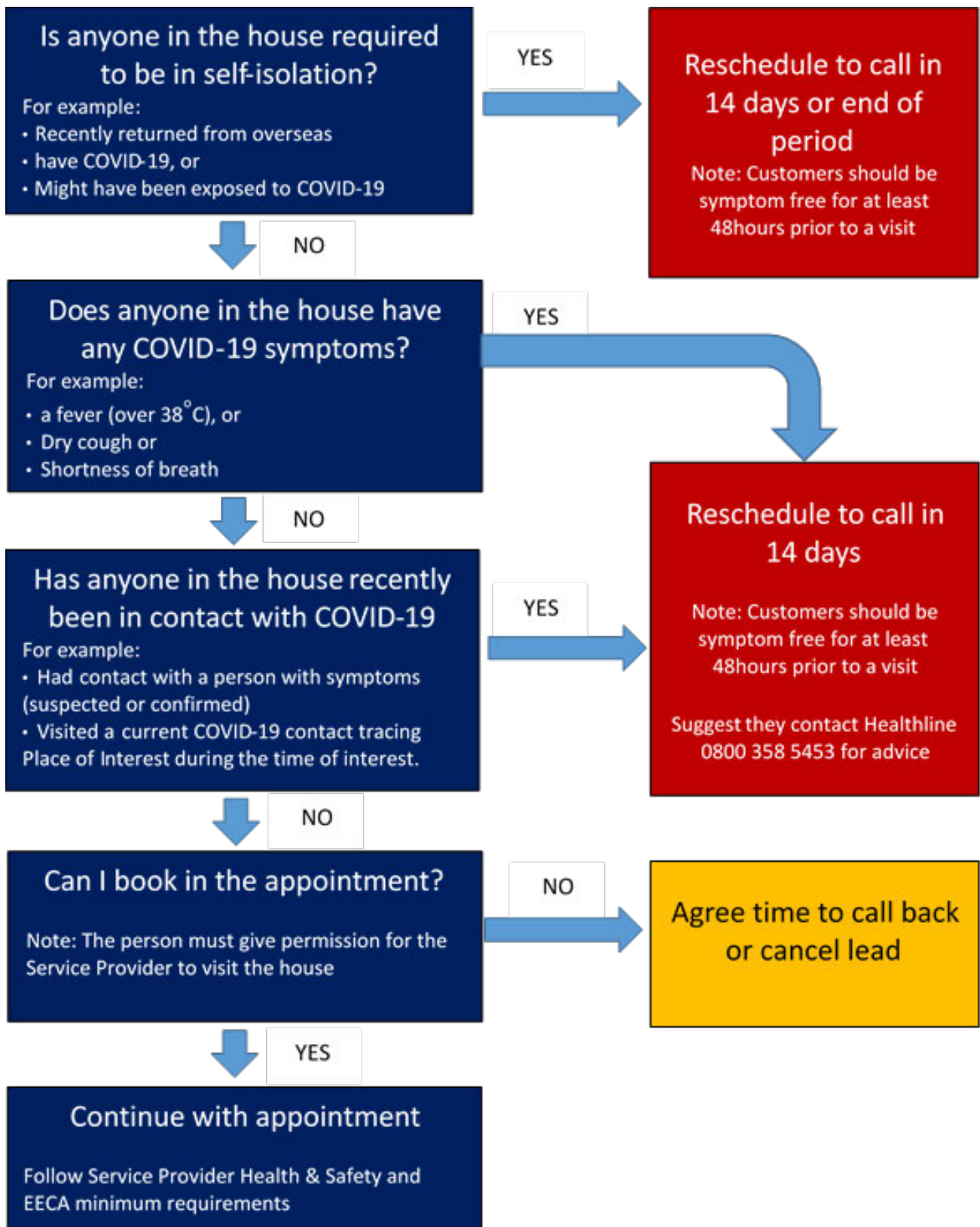
7. At alert levels Orange and Red Service Providers **MUST** complete a screening call before visiting a house for any reason, to:
 - i) Check and get additional customer contact details (if required), must have at least two methods with one being email if available.
 - ii) determine if it is safe to visit the house (occupants are well and have not been required to self-isolate),
 - iii) determine that the customer has given permission for you to visit,
 - iv) inform the customer of what you will do onsite during the visit, and
 - v) inform the customer of what you require them to do while your staff and/or sub-contractors are onsite.

Note: Customers may be required to self-isolate if they:

- have recently returned from overseas, or
 - have COVID-19 and have been directed to self-isolate by a healthcare professional, or
 - have had close contact with someone with COVID-19 and a healthcare professional has required them to self-isolate (they maybe awaiting test results).
8. Service Providers **MUST NOT** visit the house if any person living in the house:
 - i) has been required to self-isolate, or
 - ii) has COVID-19 symptoms (i.e., a fever (over 38°C), or Dry cough or Shortness of breath), or
 - iii) does not give the Service Provider permission to visit.
 9. A pre-appointment screening call and/or email to the customer with all the information in the screening call flowchart in Page 4 below and information in clause 9 above **MUST** occur at the time the appointment is made to visit.
 10. In addition, a call **MUST** be made to the customer within 24 hours of the appointment to ensure it is still safe and they give you permission to visit.

Note: You should be prepared to be questioned by the customer about the procedures you have in place to ensure the safety of those in the house.

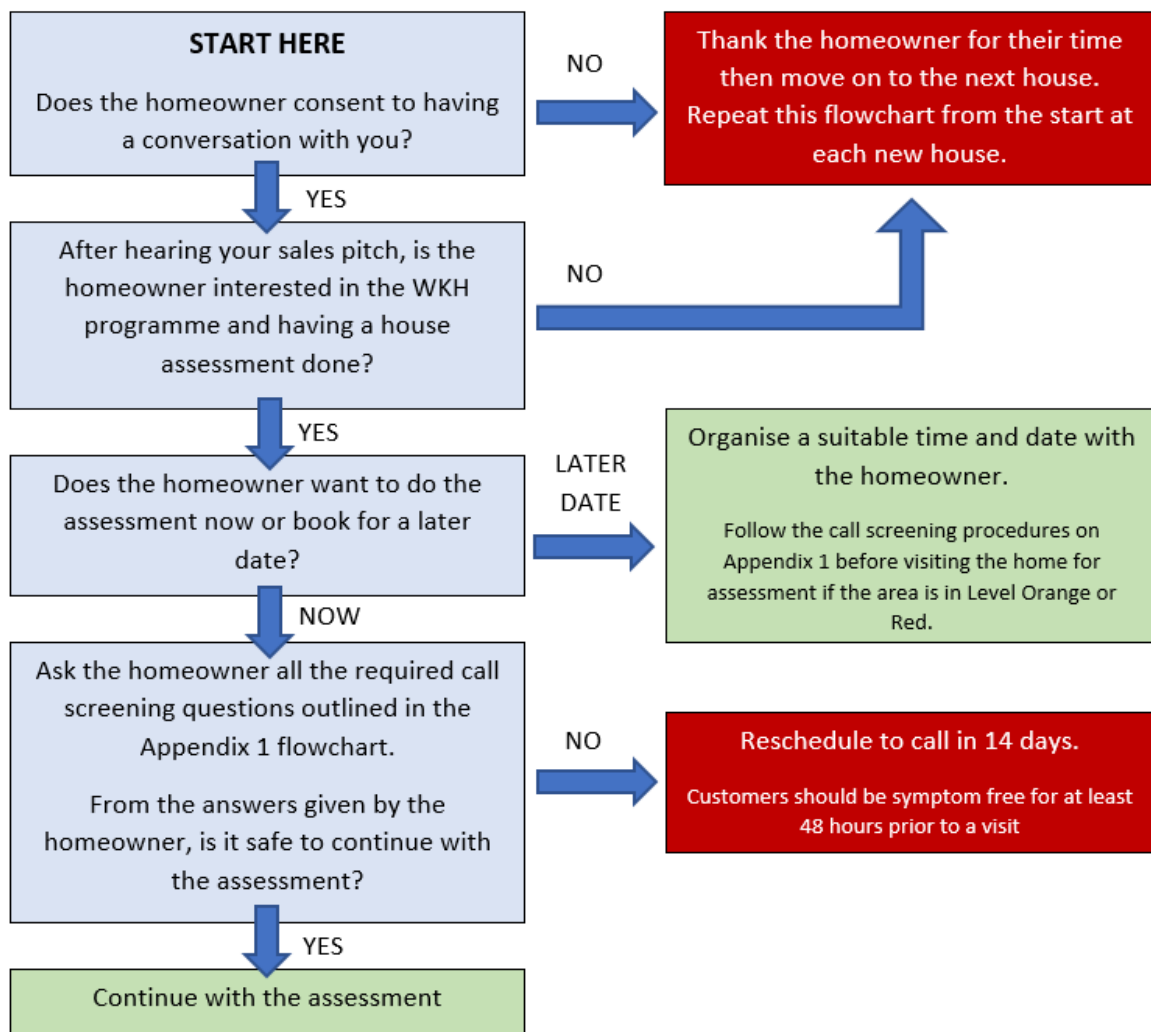
Screening Call Flowchart



Appendix 2

Direct sales requirements (door knocking)

11. Direct sales (door knocking) will be permitted at all Protection Framework levels (Green, Orange, and Red).
12. Government decisions on the implementation of localised or national lockdown restrictions will take precedent over EECA's direct sales requirements.
13. The ability to conduct direct sales may, at the Government's advice, be suspended in areas where lockdown restrictions are implemented and may only resume once the Government has lifted said restrictions.
14. Should the above clause need to be activated, EECA will communicate the details of direct selling restrictions (areas, suspension durations, etc.) to affected Service Providers via email.
15. All direct selling **MUST** be conducted in a respectful and non-coercive manner, with the full consent of the homeowner at all stages.
16. Sales staff **MUST** continue to follow all Service Provider health and safety protocols and EECA's Customer Interaction Protocol requirements at all times.
17. To further ensure the safety of both sales staff and homeowners, Service Providers and subcontractors **MUST** follow the below flowchart when conducting direct selling for the Warmer Kiwi Homes Programme:



Appendix 3

Special independent audit requirements for service provider representatives under Red

18. At Framework level Red, EECA would prefer Service Providers to attend audits to minimise disruption to homeowners where corrective actions are required, however this is not a mandatory requirement at Framework level Red.
19. These special independent audit requirements outlined below will only apply to Service Provider representatives who are not fully vaccinated or do not wish to disclose their vaccination status.
20. While the Audit is taking place, PAE is responsible for the work site and the following requirements are theirs and EECA's expectations of Service Providers while onsite during an audit. **Please ensure any audit attendee understands and follows these requirements to minimise the interaction between the PAE auditors and your representative:**
21. **Protection Framework Level Red – Heat Pump Audits:**
 - i) The Service Provider representative should not enter the home but may be present for the inspection of the outdoor unit.
22. **Protection Framework Level Red – Insulation Audits:**
 - i) The independent auditor will inspect the ceiling insulation while the service provider representative remains outside the property.
 - ii) Should a remedial action be required the independent auditor will move onto the inspection of the underfloor space, at which point the service provider representative may enter the property.
 - iii) If a remedial action is required under the floor, the service provider should wait until the independent auditor leaves the house before entering.
 - iv) If no remedial actions are required, the service provider representative will have no need to enter the residence at any time during the audit.
23. Service Provider representatives attending independent audits during Framework level Red **MUST wear masks while on site regardless of their vaccination status.**
24. If there are any questions regarding the audit process under Level Red, please contact PAE by phone: 04 555 0039; or email: paeaudits@pae.co.nz

Additional Resources

25. Service Providers are responsible for the health and safety of their staff and sub-contractors. Below are some links to information published by the Ministry of Health, WorkSafe New Zealand and CHASNZ that will be helpful when determining your health and safety response to COVID-19.
26. Service Providers should continue to monitor information from official websites in order to get accurate and up to date information on the changing situation with COVID-19.
 - i) NZ Government COVID-19 website for you and your business: www.covid19.govt.nz
 - ii) WorkSafe New Zealand: www.worksafe.govt.nz
 - iii) Ministry of Health: www.health.govt.nz
 - iv) Construction Health and Safety New Zealand: www.chasnz.org/covid19
 - v) The Site Safe website has tools specific for the construction industry. You can find toolboxes for all types of situations and general information on COVID-19: <https://www.sitesafe.org.nz/guides--resources/covid-19-protection-framework-protocols/>

DATED

X July 2023

**AGREEMENT TO VARY FUNDING
AGREEMENT**

Warmer Kiwi Homes – [Heating / Insulation]

BETWEEN

**ENERGY EFFICIENCY AND CONSERVATION
AUTHORITY
(EECA)**

AND

**[INSERT]
(Service Provider)**

AGREEMENT TO VARY FUNDING AGREEMENT

Warmer Kiwi Homes (Insulation)

DATED

X July 2022

BETWEEN

- (1) ENERGY EFFICIENCY AND CONSERVATION AUTHORITY at Wellington ("EECA")
 - (2) [company name] at [Location] (the "Service Provider")
- (each a "Party" and collectively the "Parties")

BACKGROUND

- A. EECA and the Service Provider entered into a Funding Agreement dated [date] for the provision of services and funding for the Warmer Kiwi Homes Programme ("Funding Agreement"). The Funding Agreement will commence on 1 July 2022.
- B. With effect on and from X July 2022 ("Effective Date"), the Parties wish to vary the Funding Agreement to remove the requirement for the Service Provider to ensure that its Personnel are vaccinated against COVID-19 on the terms and conditions of this Agreement ("Agreement").

THE PARTIES AGREE as follows:

1. INTERPRETATION

- 1.1 In this Agreement, unless the context requires otherwise:
 - (a) words and expressions not otherwise defined in this Agreement have the meaning given to them in the Funding Agreement; and
 - (b) references to clauses and schedules are to the clauses and schedules of the Funding Agreement.

2. VARIATION

- 2.1 With effect from the Effective Date, the Parties agree to:
 - (a) delete clause X of the Funding Agreement;
 - (b) delete clause X of the Funding Agreement;
 - (c) delete clause X of the Funding Agreement;
 - (d) replace "customer care, and health and safety, insurances and Vaccination" in clause X(x) of the Funding Agreement with "customer care, health and safety, and insurances"; and
 - (e) delete item number X (Covid-19 Vaccination Declaration) in Schedule X of the Funding Agreement.

2.2 In all other respects the Funding Agreement continues with full force and effect.

3. EXPENSES

Each Party will pay its own costs and expenses arising under or in connection with the preparation, negotiation and execution of this Agreement.

4. GOVERNING LAW

This Agreement will be governed by and construed in accordance with the laws of New Zealand.

5. COUNTERPARTS

This Agreement may be executed in any number of counterparts (including facsimile or scanned PDF counterpart), each of which will be deemed an original, but all of which together will constitute the same instrument. No counterpart will be effective until each Party has executed at least one counterpart.

SIGNED

SIGNED for and on behalf of
**ENERGY EFFICIENCY AND
CONSERVATION AUTHORITY**

) _____
) Signature
) _____
) Name

Designation

Date Signed

SIGNED for and on behalf of
[SERVICE PROVIDER]

) _____
) Signature
) _____
) Name

Designation

Date Signed

To	All Warmer Kiwi Homes Service Providers
Subject	Removal of COVID-19 Customer Interaction Protocol
Date	14/09/2022
Reference Number	NTSP 2022-003
Purpose	To inform all WKH service providers that the WKH COVID-19 Customer Interaction Protocol is no longer active.

Background

1. On 22 October 2021 the Government announced the implementation of the COVID-19 Protection Framework (the traffic light system), effective from 11:59pm on 2 December 2021.
2. As a result, the WKH team have updated the Programme's existing COVID-19 Customer Interaction Protocol to reflect the changes that the traffic light system brought.
3. On Monday, 12 September 2022 the Government announced that almost all COVID-19 related mandates and requirements, including the traffic light system, are being repealed.
4. This notice serves to inform you of the WKH response to the above announcement.

WKH Response

5. The Government announcement has rendered the WKH COVID-19 Customer Interaction Protocol redundant as the traffic light system is no longer in place nationwide.
6. **As a result, the WKH COVID-19 Customer Interaction Protocol is no longer active, effective immediately.**
7. We encourage Service Providers to continue practicing good hygiene and to stay home if feeling unwell.
8. Please follow Government advice with regards to self-isolation should you get COVID-19.

Encouragement to continue making screening calls

9. We also encourage Service Providers to continue making phone calls the day before a site visit to ensure that the homeowners are not self-isolating. This will help you keep your staff safe from COVID-19, reschedule the appointment for a later date, and save valuable travel time.



Eddie Thompson

Programme Manager – Warmer Kiwi Homes



Contents of Appendix Two

Document Number	Page Numbers	Date	Document Title	Decision
1	1 - 2	25/03/2020	Notice to Service Providers: COVID-19 Threat Escalation – Warmer Kiwi Homes (WKH) Programme temporarily on hold	Release in Full.
2	3 - 8	22/04/2020	Notice to Service Providers: COVID-19 Customer Interaction Protocol	Release in Full.
3	9 - 15	20/08/2021	Notice to Service Providers: COVID-19 Customer Interaction Protocol (Version 2)	Release in Full.
4	16 - 22	30/08/2021	Notice to Service Providers: COVID-19 Customer Interaction Protocol (Version 3)	Release in Full.
5	23 - 29	07/09/2021	Notice to Service Providers: COVID-19 Customer Interaction Protocol (Version 4)	Release in Full.
6	30 - 36	09/09/2021	Notice to Service Providers: COVID-19 Customer Interaction Protocol (Version 5)	Release in Full.
7	37 - 42	November 2021	Template Variation of Contract – Introduction of Vaccination Mandate & Covering Email Sent to all WKH Service Providers	Release in Full.
8	43 - 48	02/12/2021	Notice to Service Providers: COVID-19 Protection Framework Customer Interaction Protocol (Version 1)	Release in Full.
9	49 - 55	18/01/2022	Notice to Service Providers: COVID-19 Protection Framework Customer Interaction Protocol (Version 2)	Release in Full.
10	56 - 62	17/05/2022	Removal of WKH COVID-19 Vaccination Mandate and updated WKH Customer Interaction Protocol	Release in Full.

11	63 - 65	July 2022	Template Variation of Contract – Removal of Vaccination Mandate Sent to all WKH Service Providers	
12	66	14/09/2022	Removal of COVID-19 Customer Interaction Protocol	Release in Full.

Note: EECA released multiple versions of its “Notice to Service Providers: COVID-19 Customer Interaction Protocol” (see Documents 2 – 6). Updates were made to the protocol as the COVID-19 situation in New Zealand progressed. Any changes made in each version are highlighted in yellow.