

Re-Opening Plan

Alert Level 3 – Step 2

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TO: Other market managers as a resource

1 PURPOSE

To provide assurance to the Grey Lynn Community Centre and the market management committee that Grey Lynn Farmers Market will be operating safely and in compliance with government directives when the market re-opens.

This document provides a summary of the key operational processes that we will be operating, building on our previous experiences of operating with level 2 restrictions.

2 BACKGROUND

Following identification of a case of Delta in the community, Auckland has been in Level 4 or 3 since 18 August 2021.

We are preparing for re-opening of the market at Level 3 - Step 2.

Following the Cabinet announcement that Auckland will go to Step 2 on Wed 10 November, we are planning for our first market back to be 14 November.

As a retail operation, at a public facility, the following restrictions will apply.

Steps 2 and 3

If you are a retail business, you will be able to open your store to customers from Step 2. Workers and customers must wear a face covering — unless they are exempt.

Food courts inside shopping malls must continue to offer contactless pick-up or delivery options only. Customers cannot consume food or drink inside a shopping mall.

Fruit and vegetable markets can reopen. Food trucks and other hospitality businesses that operate at a market can only provide food and drinks for contactless pick up or takeaway. Customers will not be able to eat or drink at the market as they must wear a face covering at all times.

Make sure you have ways for customers to shop safely. This includes:

- limiting customer numbers so everyone can safely stay 2 metres apart
- asking customers to stay home if they are unwell
- reminding customers to scan in using the NZ COVID Tracer app every time they enter your store
- offering contactless options for payment, pick up and delivery
- providing hand sanitiser for people to use, and regularly cleaning and disinfecting shared surfaces.

Source: <https://covid19.govt.nz/business-and-money/businesses/doing-business-at-alert-level-3/doing-business-at-steps-1-2-and-3/#if-you-are-a-retail-business>

3 LOCAL ENVIRONMENT

- Our area has very high levels of vaccination. Over 85% are double dosed.
- Covid Cases are increasing in Auckland.
- Customers have been highly compliant in the past.
- Typically 50-60% of customers are regulars.
- Customers primarily visit to shop; socialising is secondary.
- About 30 stallholders available to be at market up to Xmas.
- Committee members are available to help with crowd control.
- Assistants are available.

4 RISK PROFILE

Risk considerations (source: Work Safe)	Low Risk	Medium	High
How many people do workers come into contact with?			Many
How easy will it be to identify the people who the worker comes into contact with?	Known co-workers Known customers	High-level of scanning	
How close is the worker carrying out the tasks in proximity to other people?	Arms-length from customers hands.	Closer to co-workers	
How long does the work require the employee to be in that proximity to other people?	Brief contact with customers	Longer contact with co-workers	
Will the work continue to involve regular interaction with unknown people if the region is at a higher alert level?		Mix of known and unknown	
What is the risk of COVID-19 infection and transmission in the work environment when compared to the risk outside work?	Many are outside	Inside workers are in highly ventilated spaces.	
Does the work involve regular interaction with people considered at higher risk of severe illness from COVID-19, such as people with underlying health conditions?	No		
Vaccination Rates of co-workers and customers	High vaccination rates		

5 MITIGATION MEASURES

We will use the following measures to mitigate against the risk of COVID:

- 1) Masks mandatory for stallholders, exemptions will not be accepted
- 2) Masks strongly encouraged for customers; disposables will be offered if not wearing masks.
- 3) Community Centre QR codes will be displayed prominently around the centre.

- 4) Everyone at the market will all be asked to scan-in or manually enter their details for contact-tracing.
- 5) Manually-submitted details will be kept private by customers writing their details on a slip of paper that they place in a box with a slotted lid.
- 6) Hand sanitiser will be available throughout the market
- 7) Contactless payments are encouraged.
- 8) Contactless payments are required for food truck and hospitality businesses.
- 9) Layout/stallholder numbers - as spacious and ventilated as possible
- 10) Hall - will be well ventilated, fans, louvres, side doors all used to maximise air flow.
- 11) Kitchen - can be used with open window and both doors open
- 12) Garden Room - can be ventilated by opening doors, and automatic door set to always open.
- 13) Ask customers not to use toilets - ventilation issue and risk mitigation for stallholders.
- 14) No eating or drinking at the market
- 15) Hot food sold as take-away only
- 16) All "food trucks" must use contactless payment and pickup.
- 17) NO tables and chairs
- 18) Customers to take all rubbish with them.
- 19) Scanning strongly encouraged.
- 20) Private manual sign-in.
- 21) Encourage designated shopper only
- 22) 2m distances between groups
- 23) Monitoring 2m distances between customers and halting entry when becoming congested
- 24) Stallholders and customers told to stay home if unwell or classified as a close contact.
- 25) Pack-in and out processes will be designed to minimise stallholder congestion before and after the market
- 26) Assistants on entry points to draw attention to market entry conditions
- 27) Market entry conditions stated in the pre-market communications.

6 STALL OPERATIONS

All stallholders are required to maintain high hygiene standards, and all will be required to follow all the directives in this plan and have hand sanitiser at their stall for use by themselves and customers.

Stalls will be set up to avoid creating congestion at pinch points like doorways.

Stall operations will be observed by market workers and improvements requested where appropriate.

Anyone using Community Centre tables, will wipe their table before they start, to keep themselves safe, and wipe their table at the end, to keep other Centre users safe.

Stallholders will be required to follow processes that minimise congestion at the start and end of the market.

Stallholders, who haven't already submitted their plans, will be asked to specify their plans to manage the Health and Safety risks.

7 MARKET WORKERS

We will employ sufficient assistants to ensure that we have sufficient capacity to manage entry and market flow, for the markets held at Level 2.

In addition, some committee members will provide additional assistance at the first return market to ensure that unexpected incidents can be easily resolved.

8 INDICATIVE MARKET LAYOUT FOR 14 NOV

MAPs were inserted

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