



COVID-19 Belgravia NZ Employee Guide

IMPORTANT INFORMATION

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What is the current situation?

The Coronavirus pandemic is, understandably, causing a significant amount of uncertainty and anxiety among our team of employees because we are dealing with many unknowns. It is also causing, and likely to cause further, disruption to our business.

New Zealand is currently at Level 4 of the four-level COVID-19 alert system. This means New Zealanders not working in essential services must stay at home and stop all interactions with others outside of their household.

Stay up to date on the latest information about the spread of COVID-19 by visiting the following websites:

WHO	WEBSITE
Unite against COVID-19	https://covid19.govt.nz/
Ministry of Health	https://www.health.govt.nz/
World Health Organisation	https://www.who.int/

Later in this guide we inform you on some of the things you could do to seek financial support, particularly support that has been announced by the Federal Government to help people who have been stood down from their employment as a result of the Coronavirus pandemic.

Do we know how long this pandemic will last?

No, we don't. The advice being given by government and the actions that we are taking as a business are all designed to safeguard, as much and as well as we can, the health of our teams and the health of our business. We are facing new challenges on a daily basis and if we all stick together and work in unison as a team, will get around this pandemic in better personal and business health sooner than later.

What have our Priorities been?

Our priorities have always been and remain to the health, safety and wellbeing of our people and our communities.

Our Business	Our People	Our Communities
Take early and urgent steps to protect our future so we can continue our good work and remain a large employer of passionate and diverse people	Minimise the impact on our people as much as we possibly can. Provide timely and relevant communication and support	Play our role to limit the spread of infection and provide the community timely and relevant information



How and when will we see this situation having an effect on the employment of our team members?

We are already seeing signs that are affecting employment of our teams. There is nothing anybody can do about this except to try and cushion the impact on the employment of our team members as much as we can. And this is our current focus in Belgravia.

Our aim is to protect the ongoing employment of our people as much as we can for as long as we can. But we have to be aware that, unless the pandemic is brought under control quickly (which is unlikely), we will reach a stage where a reduction in work hours will be unavoidable.

Government Closure of Workplaces

The great work we do in our communities is possible because of the financial viability of our business to remain in operation and offer our services to our customers. A government closure places financial strain on our business and without the income from our customers we would be required to lay off our employees

The Government is acting to support New Zealanders through these changes with an updated package that has been expanded now it has escalated its response. This includes:

- a wage subsidy scheme
- leave and self-isolation support
- business cash flow and tax measures.
- Your usual financial support, such as benefits, will continue.

What will happen to me if my workplace closes?

Because of the circumstances we are facing as a business and government directives as a result of the COVID -19 alert level we are in, and because we offer non-essential services, we have had to close most if not all of our workplaces in New Zealand. This means that we are not able to conduct a business that provides us an income to fund our costs of operation (which includes the wages associated with the employment of our staff).

So, even though we understand that you are willing and able to carry out your agreed hours of work the business does not have any useful work for you to do as a result of the closure of your facility. Further, under the government's directive, you are won't be able to access your workplace because of restrictions which are not directly related your workplace and are out of our control.

The New Zealand government has been proactive in setting up the systems and processes to support the staff who may have been displaced by the closure of the workplaces. This includes a wage support system which will help employers avoid layoffs without pay.

We are pleased that, with the New Zealand government's assistance, we will be able to pay 80% of the fortnightly wages you received before our facilities were closed. The government has guaranteed this payment for a maximum period of 12 weeks. We will keep you informed of developments should the pandemic restrictions exceed the 12-week period.



How will I know when I can return to work?

We suggest that you keep an eye on the media who are reporting on the pandemic regularly. You can also access the web sites placed in this document to get the latest information issued by the government on COVOID – 19.

We will keep you up to date and we will tell you when you can return to work.

What will Belgravia's business look like when I return to work?

All businesses that have been affected by this pandemic are now looking at ways in which they can improve their operations for when normalcy returns. Belgravia is no different.

We cannot say what, if any, changes there will be at the facility you work in. We can say that your employment is secure with Belgravia and, unless you have secured other employment with another employer in the intervening period, we look forward to having you back at work from the resumption of operations after this pandemic has been resolved.

Is there someone you should ask “R U OK?”

A CONVERSATION CAN CHANGE A LIFE

Look after yourself and look after each other. You don't need to be an expert to reach out - just a good friend and a great listener.

Start a conversation with these four steps:

1. Ask R U OK?
2. Listen
3. Encourage action
4. Check in

HOW TO ASK <https://www.ruok.org.au/how-to-ask>

Looking after your mental health during the coronavirus outbreak

We recognise and understand the feelings of anxiety, distress and concern many people may be experiencing in relation to the constantly evolving coronavirus (COVID-19) situation.

- Try to maintain perspective
- Find a healthy balance in relation to media coverage
- Access good quality information
- Try to maintain a practical and calm approach
- Try not to make assumptions



We encourage you to check some of the apps below. They could be useful to you during this time during this time.

- [Smiling Mind](#)
 - Smiling Mind is a unique tool developed by psychologists and educators to help bring balance to your life.
- [Headspace: Meditation & Sleep](#)
 - Meditation has been shown to help people stress less, focus more and even sleep better. Headspace is meditation made simple. We'll teach you the life-changing skills of meditation and mindfulness in just a few minutes a day.
- [Calm – Meditation & Sleep](#)
 - Calm is the perfect mindfulness app for beginners, but also includes hundreds of programs for intermediate and advanced users. Guided meditation sessions are available in lengths
- [Shine - Self-Care & Meditation](#)
 - Learn a new self-care strategy every day, get support from a diverse community, and explore an audio library of over 500+ original meditations, bedtime stories, and ambient music to help you shift your mindset or mood.

Learn how to protect yourself and others

COVID-19 Knowledge Resources

[United against COVID - 19](#) contains a lot of material and information related to the pandemic. We encourage you to engage with this website which is regularly updated.

Handwashing, are you doing it right?

The single best thing you can do to play your role in the preventing the infection rate of COVID-19, or any virus, is to wash your hands with soap for 20 seconds.

Ask yourself, “do I ever wash my hands for less than 20 seconds?” Maybe you get busy? Surely a quick rinse is better than no rinse at all?

Soap will kill the virus. Find out how and find out why you **MUST** wash with soap for **20 seconds!**

<https://www.youtube.com/watch?v=-LKVUarhtvE>

Media contact and social media policy

Covid-19 is topical in the news media. We remind you of your obligations under the company's media policy. Only nominated personnel are authorised to make statements to the media.

If you are approached by news media in person, email or telephone, politely take their details and let them know you will forward them to an authorised spoke person.



To create clarity about what is and *is not* acceptable comments about the business, all employee agreements contain contractual obligations which include confidentiality and non-denigration. Good judgement should be used to ensure that no unauthorised or reputationally damaging commentary is made on social media and other media channels.

Key Contacts

Please, as always, refer to your line management with any questions.