

## Who needs to keep contact tracing records?

Contact tracing records are required if you are a:

- [Bar, restaurant, café or nightclub](#)
- [A public venue](#) (e.g. a swimming pool, cinema, museum, library)
- A public gathering (including sporting events)

In all other situations, contact tracing records are **encouraged**, but not required.

- If you **can** maintain contact tracing records, your environment is considered to be controlled, and the 1 metre separation distance applies.
- If you **cannot** maintain contact tracing records, then your environment is considered to be uncontrolled, and the 2 metre separation distance applies. We recommend all businesses maintain contact tracing records if they can, particularly if you have a close proximity working environment This means keeping a register of:
  - all people, both workers, visitors, entering or leaving the workplace
  - all people that workers have contact with while conducting their work, including customers where this is practicable

## What do you need to collect when recording contacts?

At a minimum, you should collect the following information:

- date of contact (and time if practicable).
- full name (not nickname)
- contact telephone number
- physical address.

[You'll need to make sure you keep this personal information safe.](#)

You should consider:

- how you'll make sure the register is being used and maintained correctly
- where the register will be located and who is best to make the entries

- whether you divide your workplace into zones and limit movement between the zones
- whether you'll supervise visitors who aren't at your site regularly
- asking your workers to keep a personal record of places they have been and the names of people they have been in contact with.
- avoid use of shared pens and paper.

You should keep the records for at least two months, in case the local Public Health Unit needs to access them.

Depending on the nature of your business and the type of work being undertaken, there may be other information that you'll need to collect or things you'll need to consider. Minimising contact between people and providing good information about contacts will help your local Public Health Unit to more quickly identify and isolate affected individuals in the event of a COVID-19 exposure. Quick isolation will reduce the spread of COVID-19 and may lessen the impact on your business.

[Additional information on COVID-19 contact tracing is available through the Ministry of Health.](#)

To learn more about COVID-19 health and safety at work, [refer to our advice for essential businesses](#). Guidance for [developing a COVID-19 safety plan](#) is also available to you.

## **Controlled environments**

Controlled environments are those in which you can reasonably:

- require hand sanitising/cleaning
- clean frequently including between occupancy by different groups
- manage distancing of people
- keep groups contained and not mixing groups
- inquire regarding the health of users and refuse access if necessary
- keep a record (name, phone and physical address) of people who are present to facilitate contact tracing if necessary.

Controlled environments are likely to include factories, offices, small retail stores, cafes and restaurants.

In controlled environments you should ensure there's 1 metre separation between workers, workers and customers, and between groups of customers, so far as is reasonably practicable.

If it's not reasonably practicable to maintain 1 metre separation, you will need to implement additional infectious disease control measures.

### **Uncontrolled environments**

Uncontrolled environments are those in which you cannot reasonably:

- expect or monitor hand sanitising/cleaning
- clean frequently including between occupancy by different groups
- manage distancing of people because the numbers of the people or the nature of the service or the place
- inquire regarding the health of users and refuse access if necessary
- keep a record (name, phone and physical address) of people who are present to facilitate contact tracing if necessary.

The expectation is 2 metres of separation, so far as is reasonably practicable. In uncontrolled environments your processes and arrangements should enable people to maintain 2 metres separation between workers and customers, and between groups of customers in line with public health requirements, or else have Perspex screens in place.

Uncontrolled environments are likely to include shopping malls (but not necessarily the shops within the mall), and large retail premises like supermarkets and hardware stores.

You still need to maintain good hygiene and cleaning practices to prevent exposure to COVID-19.

## **Close proximity environments**

Close proximity environments are those in which PCBUs can meet the same requirements as in a controlled environment and also provide services involving close personal contact that mean it will not be possible to maintain a 1 metre distance at all times.

Close proximity environments are likely to include, but are not limited to hair salons, physiotherapists, dentists, and home carers.

In these environments, when working closer than 1 metre, PPE needs to be used. Other additional safety measures should also be considered also (eg. appropriate use of barriers)

The type of PPE you use is an individual business' decision based on the level of risk for that organisation (e.g. number of people (workers and clients), the working proximity, the physical work area, ventilation of the area, and the time length of time people are together).

Work should only be completed within 1 metre if it can't otherwise be achieved. The time spent in close proximity needs to be kept to a minimum. At all other times, a 1 metre distance should be maintained.

We expect you to keep up-to-date customer records for contact tracing.

At Alert Level 2, it's important that businesses help prevent COVID-19 spreading again by putting good hygiene practices into place and by keeping good records to support contact tracing if required.