

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.