

Notice to Service Providers

TE TARI TIAKI PŪNGAO
ENERGY EFFICIENCY & CONSERVATION AUTHORITY



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 The WKH tool has been taken down and has been replaced by a form where applicants can leave their details to be contacted once the programme is up and running again.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



Notice to Service Providers

TE TARI TIAKI PŪNGAO
ENERGY EFFICIENCY & CONSERVATION AUTHORITY



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

-
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



Notice to Service Providers

TE TARI TIAKI PŪNGAO
ENERGY EFFICIENCY & CONSERVATION AUTHORITY



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, 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. 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



Notice to Service Providers

TE TARI TIAKI PŪNGAO
ENERGY EFFICIENCY & CONSERVATION AUTHORITY



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, 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. 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 • 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.

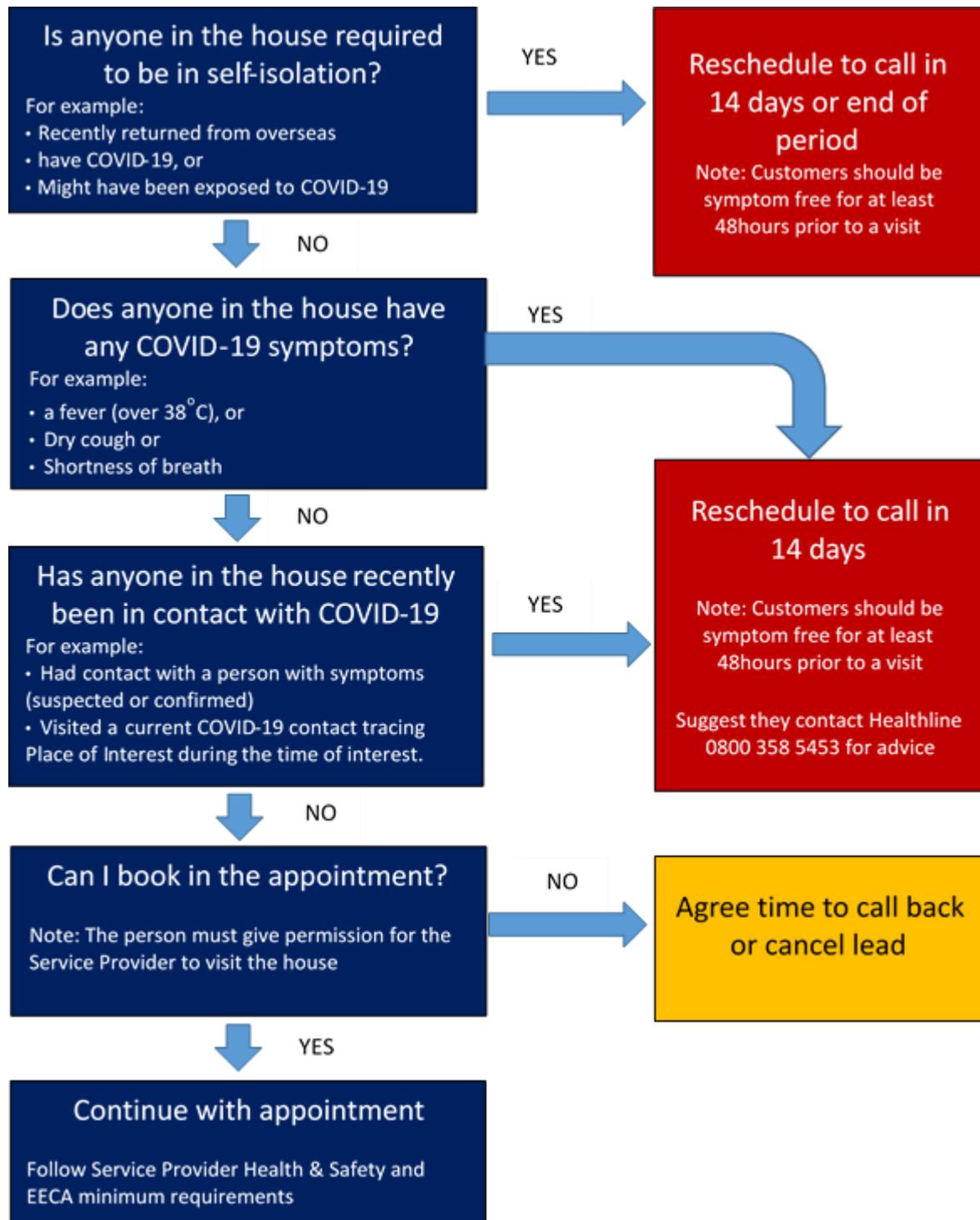
No personnel to attend independent audits

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



Notice to Service Providers

TE TARI TIAKI PŪNGAO
ENERGY EFFICIENCY & CONSERVATION AUTHORITY



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, 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. 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 • 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.

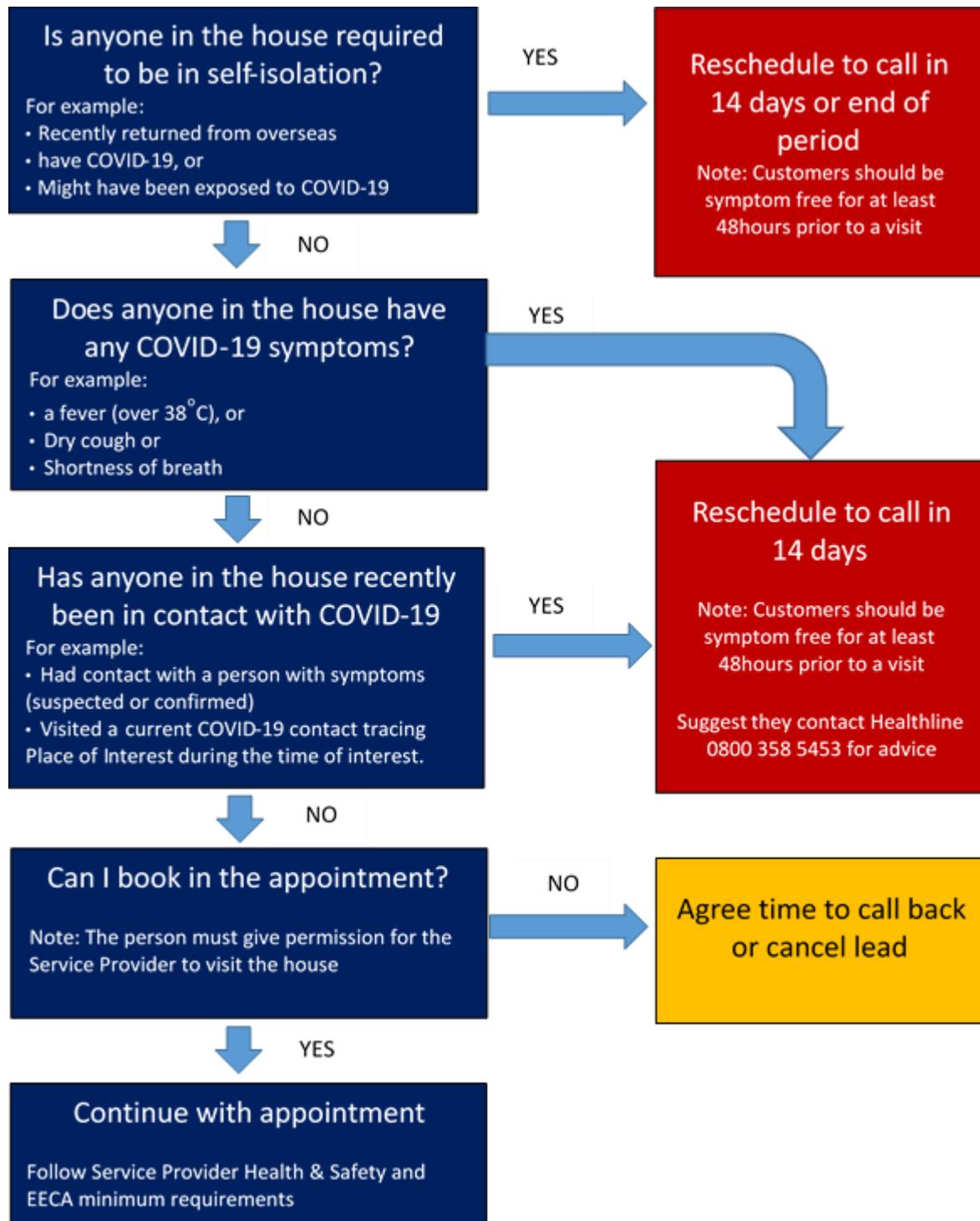
No personnel to attend independent audits

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



Notice to Service Providers

TE TARI TIAKI PŪNGAO
ENERGY EFFICIENCY & CONSERVATION AUTHORITY



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, 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. 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 • 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 • Alert Level 2: New independent audit requirements for Service Providers <i>*please see bullet points 33 to 38 on page 5</i>
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.

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.

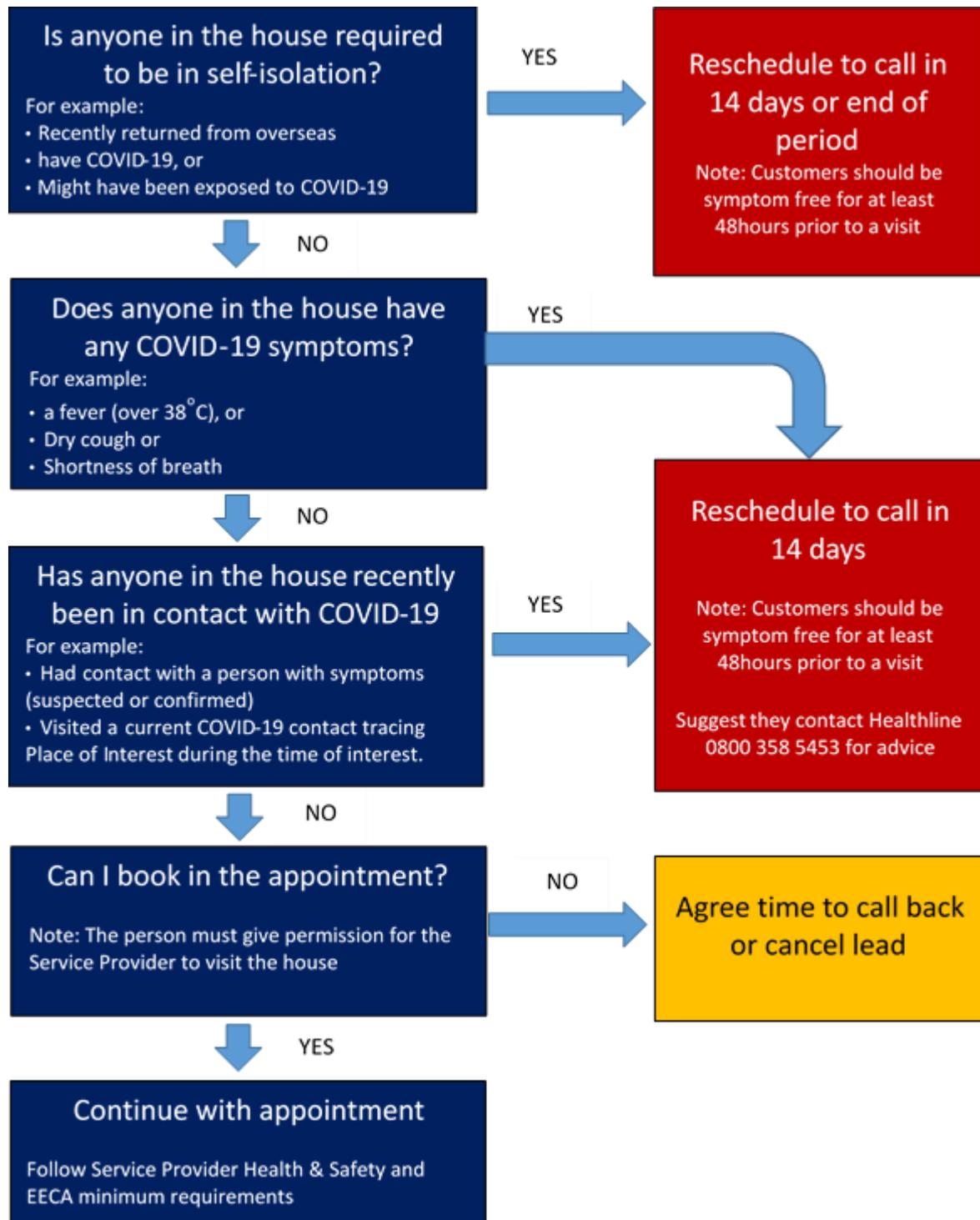
ALERT LEVEL 2: New independent audit requirements for Service Providers

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.
- 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



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:

Notice to Service Providers

TE TARI TIAKI PŪNGAO
ENERGY EFFICIENCY & CONSERVATION AUTHORITY



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

- 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.
- 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/>
- 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.
- 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

- Service Providers are ultimately responsible for the health and safety of their staff and sub-contractors.
- 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.
- 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>
- 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

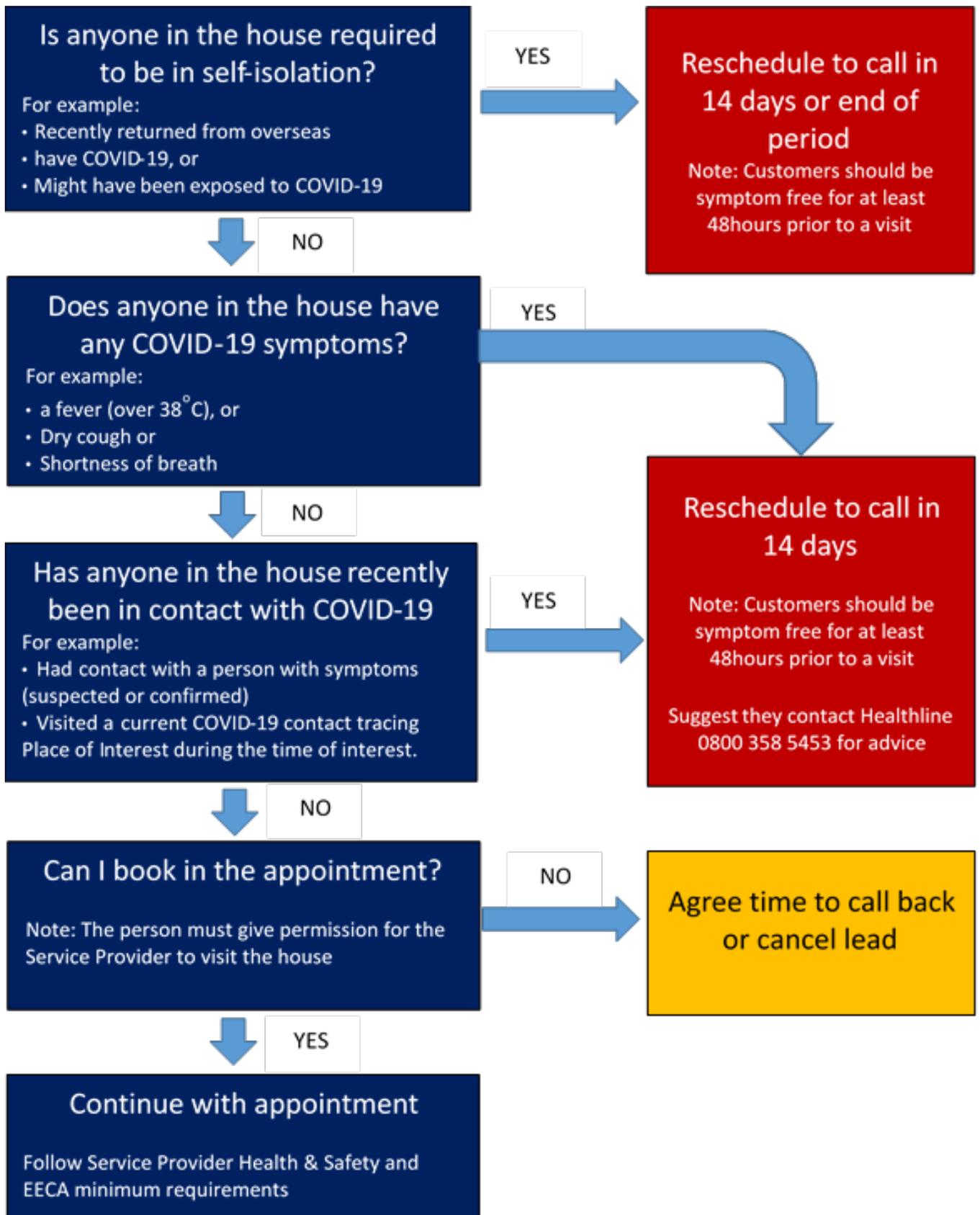
Call screening of customers before visit

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/

Notice to Service Providers

TE TARI TIAKI PŪNGAO
ENERGY EFFICIENCY & CONSERVATION AUTHORITY



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

- 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.
- 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/>
- 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.
- 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

- Service Providers are ultimately responsible for the health and safety of their staff and sub-contractors.
- 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.
- 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>
- 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

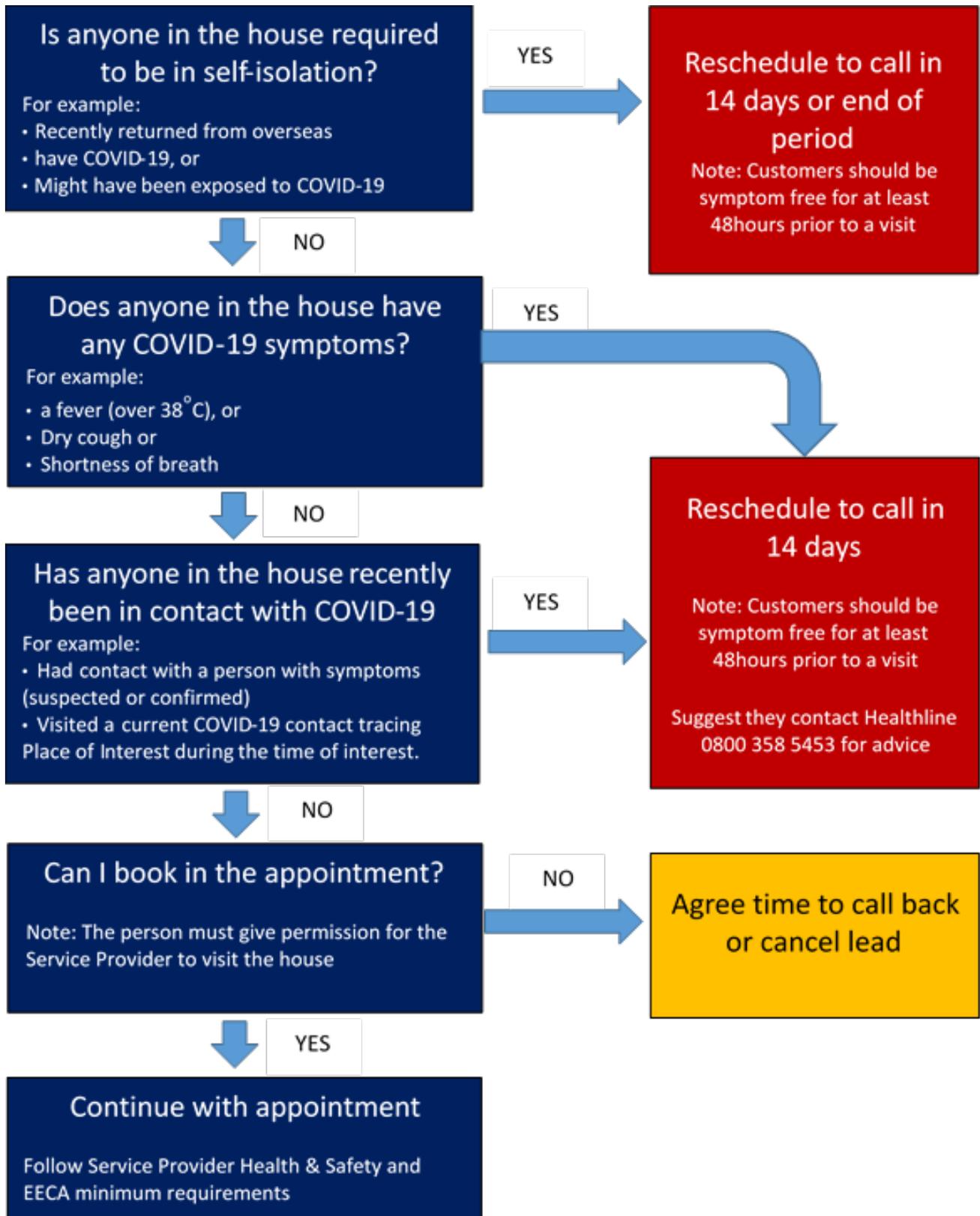
9. At alert levels Orange and Red Service Providers **MUST** complete a screening call before visiting a house for any reason, to:
- i) Check and get additional customer contact details (if required), must have at least two methods with one being email if available.
 - ii) determine if it is safe to 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.

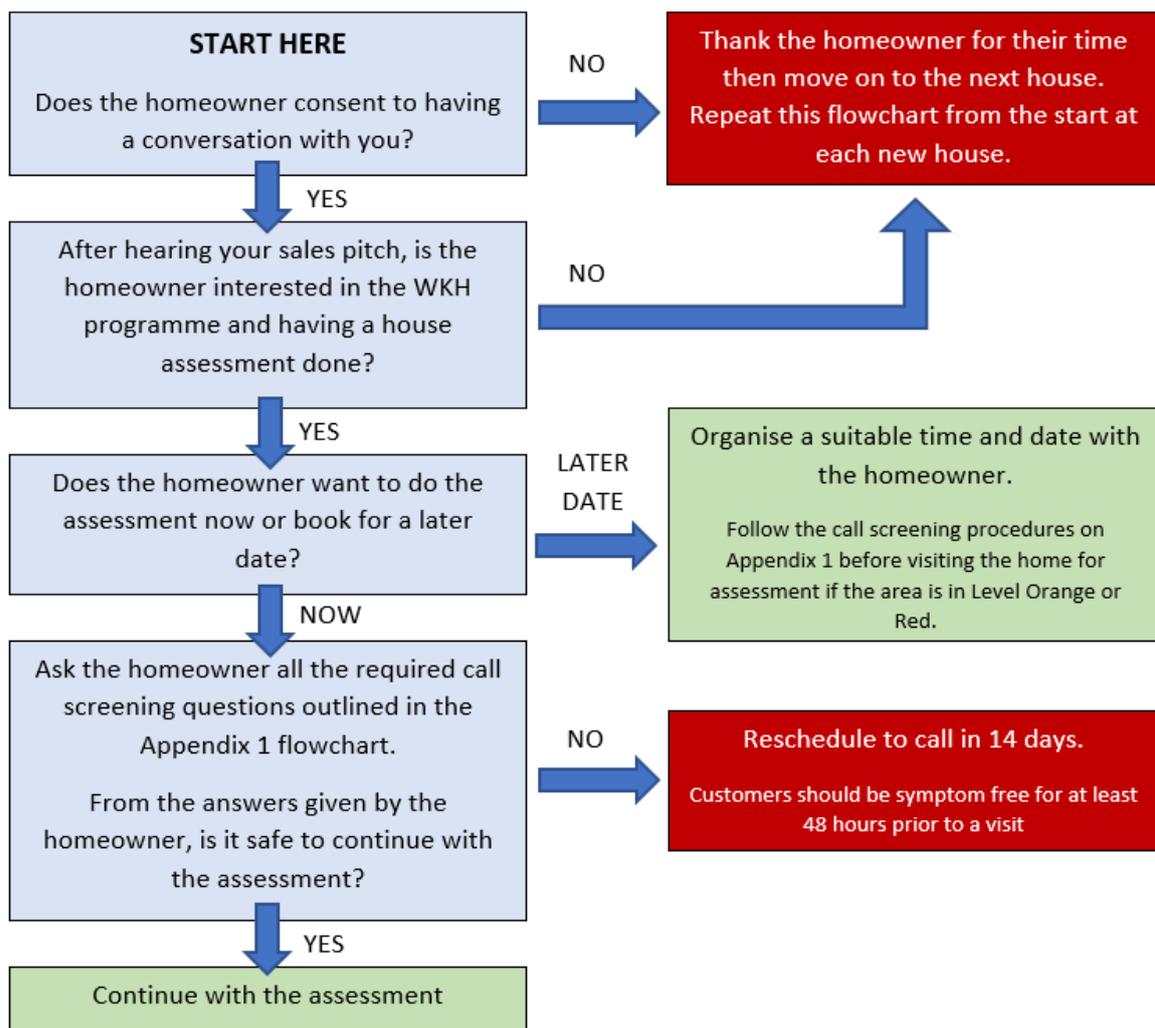
Screening Call Flowchart



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/

Notice to Service Providers

TE TARI TIAKI PŪNGAO
ENERGY EFFICIENCY & CONSERVATION AUTHORITY



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

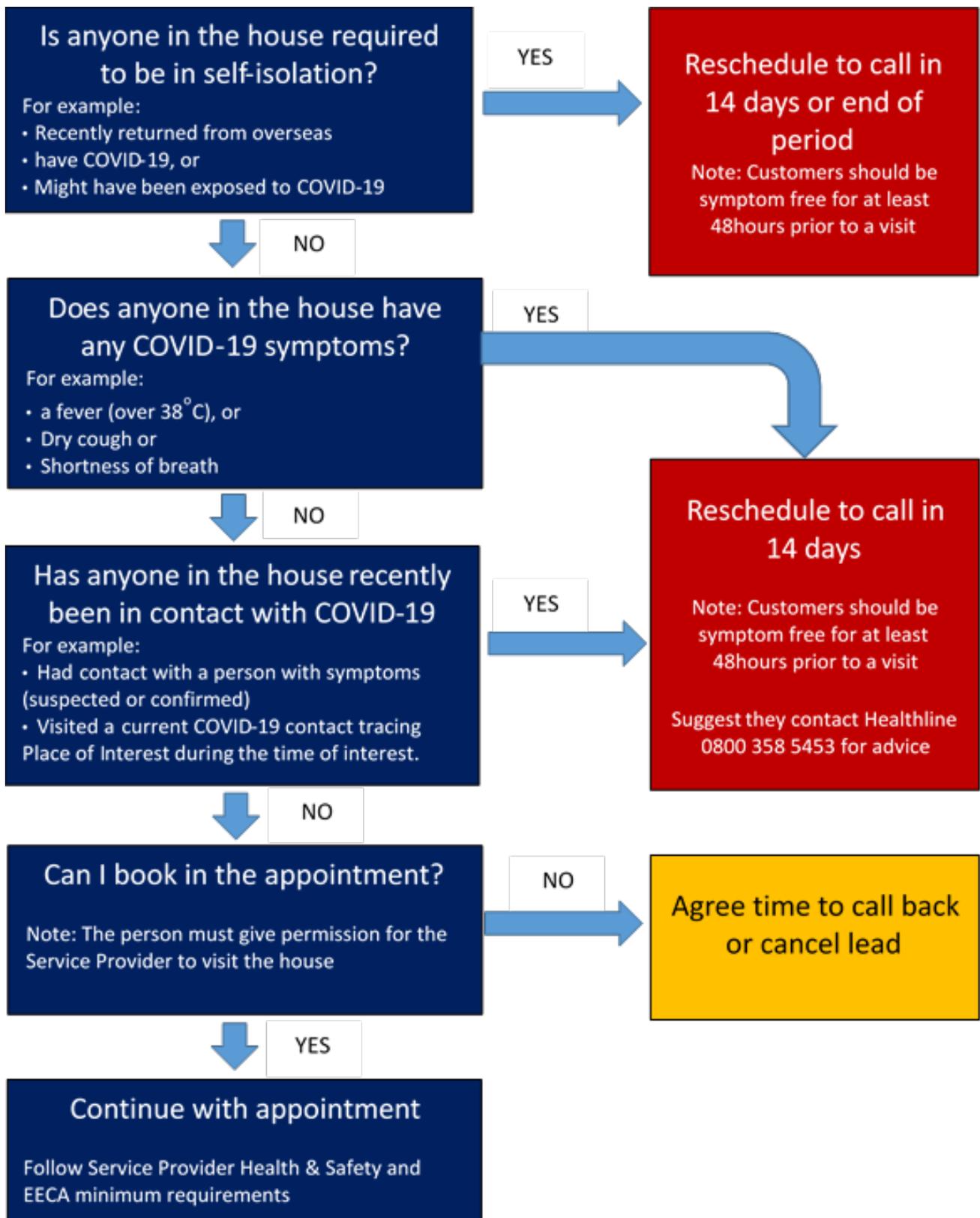
7. At alert levels Orange and Red Service Providers **MUST** complete a screening call before visiting a house for any reason, to:
 - i) Check and get additional customer contact details (if required), must have at least two methods with one being email if available.
 - ii) determine if it is safe to 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.

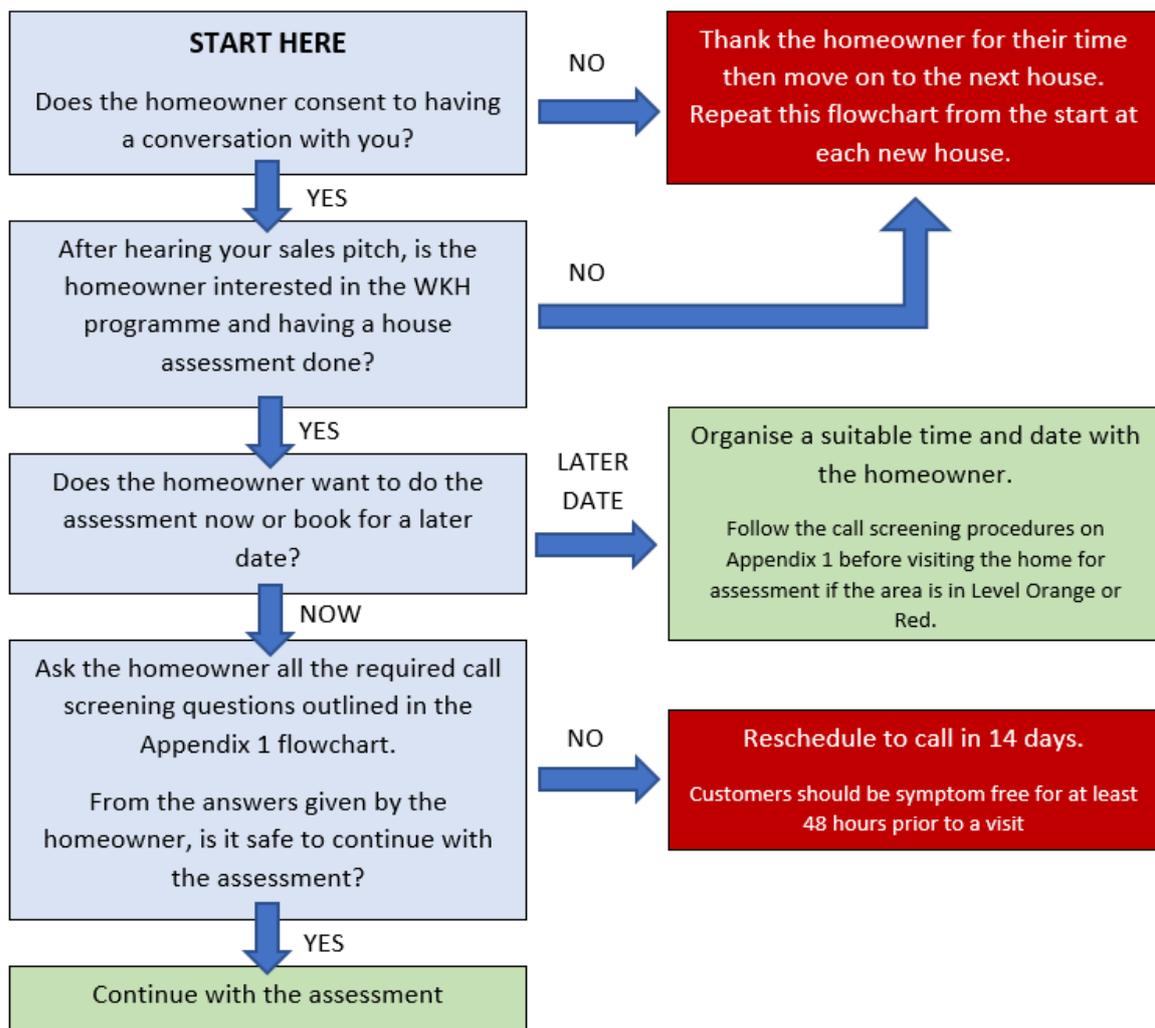
Screening Call Flowchart



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

Notice to Service Providers

TE TARI TIAKI PŪNGAO
ENERGY EFFICIENCY & CONSERVATION AUTHORITY



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

