

Alert Level 2 - Q & A's

Question	Answer
What will Auckland and Wellington corporate office environments look like at Alert Level 2?	<p>Employees returning to the office environment will notice the following changes –</p> <ul style="list-style-type: none"> • The desk you had before may not be the desk you can use. • Certain desks have been taped off, do not use these desks as it will compromise physical distancing requirements. • Final employee numbers and desk allocation will be determined by the Significant Incident Management Team to ensure all business requirements are considered. • Manager's will assist you with the return of any office / IT equipment if required.
Is everyone required back at work as soon as Alert Level 2 is announced.	No, you should remain working from home unless otherwise advised by your Manager.
Can I go back to the office on the first day of Alert Level 2 arrangements.	<p>Remain working from home unless otherwise advised by your Manager.</p> <p>The number of workers returning to work sites / offices will be controlled and coordinated according to physical distancing application and guidelines together with business requirements.</p>
What if I want to keep working from home?	<p>All people currently working from home will remain doing so unless advised otherwise by your Manager.</p> <p>I'd recommend you highlight your desire to keep working from home with your Manager so your request can be considered when returning to work numbers are being determined.</p>
Do I need to do anything special before I return to the office.	<p>No, just remember things will be different.</p> <p>It is advisable you log on if you can and visit https://kiwirail.sharepoint.com/sites/HUB_Covid-19/SitePages/WorkingSafely.aspx where KiwiRail has a lot of useful information regarding COVID-19 and returning to work.</p> <p>Otherwise if you have any queries at all please don't hesitate to contact your Manager or one of the support services listed further below in this Q&A.</p>
Can I wear / will I have to wear PPE in the workplace?	<p>KiwiRail will be enforcing physical distancing (1 metre) and enhanced hygiene and cleaning protocols as determined by the NZ Government to keep employees as safe as possible.</p> <p>Hence, generally there is no requirement for PPE, where the above enforcements are in place. If you choose to wear PPE when it is not required, that is your decision, and you will need to supply your own PPE.</p> <p>There are circumstances where PPE will still be required to be worn. KiwiRail will supply PPE to employees as required if physical distancing requirements cannot be met or in emergency situations e.g. attending to an unwell employee.</p> <p>If you feel unwell do not come back to the office even if you are wearing PPE</p>

Will I have an assigned desk / can I sit at my normal desk?	<p>There will be a limited number of desks available on each floor level so it is unlikely you will be sat at your normal desk.</p> <p>Desk allocations will be determined and agreed by the Significant Incident Management Team.</p>
I took my computer equipment home – will IT set it up for me at work?	<p>Yes.</p> <p>Managers will work with employees, as required to assist with return and set up of equipment.</p>
What if I am going to work from home & at work – can I have a second set of equipment?	<p>Flexible work arrangements is a larger project currently underway and will include resolution for this type of issue.</p> <p>At the moment additional equipment will not be available.</p> <p>However, Managers are working together to consider all possible options for providing the best return to work outcomes for each employee.</p>
I really like my desk and if no-one is using it or it is tagged as 'don't use', can I just use it anyway?	<p>No.</p> <p>Your Manager will assign you a desk and this is the only desk you can use.</p> <p>If you don't follow the new ways of working you will be required to work from home.</p>
I have personal effects on my desk so I don't want other people sitting at it?	<p>All personal effects will be removed from desk surfaces and stored in a box under the desk.</p> <p>During COVID-19 arrangements the expectation will be that all people now work with a clear desk policy.</p> <p>Allocated desk surfaces must be cleared at the end of each day to assist with sanitising / cleaning.</p>
Can we move between floors within the building?	<p>If working in a corporate office you are strongly discouraged from moving between floors, if you must go to another floor you must sign the sign in / sign out register when entering and exiting.</p> <p>You must also wash your hands before and after going onto other floors</p>
Can we use the lifts in the buildings?	<p>Yes.</p> <p>To maintain physical distancing requirements the lifts can only be used by one person at a time.</p> <p>There will be signage to remind you of this requirement.</p> <p>There will be hand sanitisers outside the lifts, please use these before entering the lift.</p>
How are KiwiRail tracking the number of people on each floor?	<p>Your Manager in consultation with the Significant Incident Management Team will be assigning numbers of personnel and desk allocations on a daily basis.</p> <p>You will work at one desk within your business unit zone for a full day.</p> <p>A floor plan with names and numbers for every business unit will be completed daily.</p>
Will KiwiRail be limiting staff to 100 or less in work areas?	<p>Yes.</p> <p>It is a NZ Government requirement no more than 100 people 'gathered' indoors or outdoors.</p> <p>A floor level is considered to be a work area in the Auckland and Wellington corporate offices.</p>

<p>How will visitors be managed on any given day as more staff return to work?</p>	<p>At Alert Level 2 visitors will not be encouraged, however if a visitor does come to site / workplace they must follow the KiwiRail physical distancing and hygiene protocols. It is also mandatory they complete the Sign In / Sign Out register.</p>
<p>Will cleaning continue at the current level?</p>	<p>For Alert Level 2 KiwiRail has agreed and implemented the following enhanced cleaning regimes –</p> <ul style="list-style-type: none"> • Business as usual cleaning arrangements will remain in force; • Introduction of regular (three times per day where appropriate) high touch point cleaning e.g. - desks, coffee machines, printers, door handles, hand rails etc.; • Vacant sites will have ‘deep cleans’ before being reoccupied and upon request; • Where possible all night cleaning arrangements will be changed to become day cleaning to ensure reactive cleaning is possible if needed; • Desks (Auckland & Wellington corporate sites) will be tagged as either ‘Clean’ or ‘Not Clean’. Employees cannot utilise an available desk until such time as it is tagged as ‘Clean’. • Availability of additional cleaning supplies for ad hoc cleaning as required.
<p>Can we utilise the meeting rooms?</p>	<p>Use of meeting rooms presents issues for regular cleaning. For corporate offices please avoid the use of meeting rooms if possible. Meetings should still be held via teams. If you have to use a meeting room for a business critical activity and there are no alternative options, you must ensure that proper cleaning and sanitation is carried out before and after the meeting. Meeting rooms must be booked via outlook, and these will be subject to approval. All other locations (outside of corporate offices) can continue to utilise meeting rooms as per Alert Level 3 requirements i.e. physical distancing, proper cleaning / sanitising before and after every use and provision of hand washing facilities or hand sanitiser for all attendees.</p>
<p>How will we use the bathrooms and kitchens safely?</p>	<p>Bathrooms and kitchens will be cleaned more frequently and frequently used touch points / surfaces e.g. door handles, coffee machines will be cleaned more frequently also. Hand sanitiser will be placed either outside or near the doors of the kitchens and bathrooms for use by employees as they exit those areas. Please wipe down your touch points prior to leaving the room.</p>
<p>I’m immune compromised (or living with someone who is) can I return to the workplace?</p>	<p>At Alert Level 2 high-risk workers (70+ years, those with existing medical conditions, or living with someone who is immune compromised, etc.) are encouraged to stay at home where possible. If they decide they would like to return to work, or if they are required at work, it will be at the discretion of their Manager. Managers must be confident there are sufficient controls in place for the worker to return safely.</p>

Will we be able to use the printers	Yes you will be able to use the printers. They are considered high touch points so will be cleaned frequently, you are encouraged to clean your hands with soap or sanitiser after using this equipment.
Who do I call if I see something wrong in the office?	If you come back to the office and there are things that are not working normal procedures are followed. If it is building related call Programmed Facilities Management or email kiwi.rail@programmed.co.nz if it is IT related call 147 or log a ticket online If it is Covid19 related email though to covid-19@kiwirail.co.nz
Will I be able to use the stairs?	Yes, you will need to ensure that social distancing is adhered too. In Bunny Street this will mean that Stairwell 3 (back entrance) is only used in the down direction to avoid clashes.
I don't want to use Public Transport, will there be carparks available for me to use?	There are no additional carparks for staff to use. If you are not comfortable getting to work on public transport you are encouraged to continue working from home. Please advise your Manager of your concerns.
What should I be wearing in the office?	You may be used to working in casual clothes from home. When you are back in the office you are requested to resume with your pre Covid19 work attire.
Do I need to order hand sanitiser and disinfectant?	In the Auckland and Wellington corporate offices these are being supplied and coordinated though the property team. If you are running low on supplies, please email a request though to kiwi.rail@programmed.co.nz and property will order the products through our Covid19 Supplies team. In other offices you need to order supplies directly through covidsupplies@kiwirail.co.nz
What other supports and resources are available for staff?	KiwiRail People Assistance Line (PAL) - 0800 696 646 or PAL@kiwirail.co.nz . KiwiRail EAP Services: <ul style="list-style-type: none"> • Free service available 24 hours a day 7 days a week • Call 0800 327 669 (0800 EAP NOW) • www.eapservices.co.nz. • Telephone counselling services now on offer in replacement face to face counselling. • EAP NOW App to gain immediate, confidential, and secure access to your Employee Assistance Programme (EAP) on your mobile device. • This app is free to download and provides a range of resources and support to help you and your family. • Once downloaded, click on register, enter your personal details and then our unique organisational code: KiwiRail EAP. National Telehealth Service for support with grief, anxiety, distress or mental wellbeing, or addiction you can call or text 1737 – free, anytime, 24 hours a day, 7 days a week – to talk with a trained counsellor.

	<p>Ministry of Health special government Covid19 website, https://covid19.govt.nz/help-and-advice/for-everyone/looking-after-your-mental-health/</p> <p>Government Welfare Number to provide welfare information and support for individuals in self-isolation; this is available 7 days a week - 0800 779 997.</p> <p>Government Work and Income website: https://www.workandincome.govt.nz/eligibility/emergencies/2020/coronavirus.html</p>
--	---