

# COVID-19 Client and Visitor Policy

Introduced: December 2021

## Introduction

At Trustees Executors, people's health is very important to us and we take our obligations seriously to provide a safe work environment. Our goal is to look after our people both at work and as we return to work, and to ensure we are not putting our people, our clients or our community at risk.

This policy establishes and communicates our position on the management of COVID-19 and vaccination in relation to clients and visitors to our work premises.

The continued adoption of Health & Safety measures in response to the COVID-19 pandemic at individual properties will be guided by the Ministry of Health. Measures are intended to be reasonable responses based on the best information available to Trustees Executors and may change without notice based on evolving information, circumstances, and public health guidance.

Currently, a safe and effective vaccine is one part of keeping the community safe and healthy. Alongside vaccination, we must continue to apply other COVID-19 control measures such as physical distancing, good hygiene and regular cleaning and maintenance.

## Scope

This Policy applies to all clients, visitors, and prospective visitors of Trustees Executors. This includes any contractors who will be undertaking work on Trustees Executors' premises.

## Responsibilities

All parties involved are responsible for familiarising themselves with this Policy and for complying with the Policy requirements. All individuals are also personally responsible for following the official government health advice in relation to the vaccine for COVID-19.

## Vaccination

Trustees Executors requires all clients and visitors to be fully vaccinated against COVID-19 before attending the Trustees Executors' premises or those attending a Trustees Executors' event.

- We appreciate your co-operation in providing any evidence to confirm your vaccination status. In addition to using the COVID-19 tracer app to scan in on arrival, we will ask you for proof of your vaccination status by using the NZ Pass Verifier app or by showing your My Vaccine Pass to our client service hosts. If you do not provide confirmation of your vaccination status your access to our facilities may be limited or restricted.

## Privacy

Any relevant evidence will only be viewed by Trustees Executors staff who need to access it to perform their role, and a relevant regulatory body if required to confirm our compliance with COVID-19 health orders and other applicable law. The evidence will only be used for the sole purpose of verifying your vaccination status in relation to your access to our premises.

Other than as specified above, Trustees Executors will not disclose your evidence or vaccination status information to any third party unless required or authorised to do so by law or a court or tribunal order. However, we may share your information with relevant regulatory bodies if they wish as necessary to check confirm our compliance with the law or any public health order.

## Exemptions

If you have a medical exemption that precludes you from being vaccinated and you need to access Trustees Executors premises, you can provide a copy of this exemption signed by an authorised medical practitioner. We will contact you to discuss the impact of this on your ability to access Trustees Executors premises. Decisions will be made on a case-by-case basis.

## Physical distancing and masks

We expect physical distancing (or social distancing) requirements to be an ongoing response to the pandemic until New Zealand achieves high levels of vaccination. The easing of physical distancing restrictions may vary by region.

While physical distancing requirements remain part of the public health response to COVID-19, we expect all individuals on Trustees Executors premises to comply with these requirements. Successful physical distancing is a shared responsibility.

Face coverings will be required in high density areas and/or anytime distancing cannot be maintained, including lobbies, elevators, shared restrooms, and other common spaces as applicable. Individuals without face coverings may not be permitted entry if face coverings are required.

## Confirmed cases

If and when Trustees Executors is notified by a client, visitor or service provider and/or by the local public health department of a confirmed case of COVID-19 with recent access to Trustees Executors premises, our primary position will be to follow the guidance and direction of the Ministry of Health.

Subject to changes in that direction, at a minimum we anticipate this including the following:

- We will notify affected parties, if we are informed of a confirmed case of COVID-19 accessing the Trustees Executors premises or attending a Trustees Executors' event.
- Enhanced cleaning and disinfection services will be provided, and non-routine cleaning services will be made available under guidance from public health authorities.

## Further information

If you have any questions about this statement, please contact your normal Trustees Executors' contact.