

**NZW POLICY – COVID-19 Safe Harvest Hotline: 0800 946 303 & [safeharvest@nzwine.com](mailto:safeharvest@nzwine.com)**

### Purpose

This policy is to help ensure 100% compliance with COVID-19 Alert Level requirements by winegrowers.

The overall objectives of this policy are to stop the spread of COVID-19 while ensuring operations can continue and the reputation and viability of the entire industry is protected.

### Context

The Government's key goal is to **stop the spread of COVID-19** protecting the lives of New Zealanders. Operating at this time is a privilege that winegrowers must respect. Our industry requires all members to take responsibility for ensuring their operations can continue while supporting the Government's overall goal. This policy will help to ensure that all members can continue to operate in these extraordinary times.

### "V.A.E.E." compliance model

Compliance with the Government's COVID-19 requirements is mandatory; however the requirements are new, and rapidly evolving. Members will need NZW support to understand their obligations.

NZW's principal role is to educate members so that they can **Voluntarily** comply. Given the risk to the entire industry that may result from non-compliance, NZW will rapidly move from education to **Assisting** and **Exhorting** member compliance. NZW may then choose to inform MPI so that MPI can consider **Enforcement**.

Members often use contractors in their operations. NZW regards it as the member's responsibility to ensure their contractors are compliant. NZW will support members in their efforts to achieve contractor compliance.

### Safe Harvest Hotline established: 0800 946 303; [safeharvest@nzwine.com](mailto:safeharvest@nzwine.com)

NZW has set up a dedicated hotline (0800 946 303) and email: [safeharvest@nzwine.com](mailto:safeharvest@nzwine.com) for any person to report a concern with practices they have observed in any member's operation under the Alert Level requirements. NZW may also become aware of concerns through other means.

On the basis of the information received, NZW's potential escalation of compliance concerns will follow a three-step process as follows:

#### **Step 1: Assisted Compliance – Discussion with New Zealand Winegrowers staff**

When a concern is reported to New Zealand Winegrowers, staff will contact the relevant member to inform them that a non-compliance concern has been reported, requesting them to investigate and report back.

If necessary, NZW will provide guidance to help the member achieve compliance with COVID-19 requirements. Such guidance may include clarifying requirements or suggesting potential improvements to current practices to ensure compliance, or seeking further clarification from Government agencies. The member (and if applicable the member's contractors) should implement any improvements as soon as possible to minimise the likelihood of spread, or the activity should cease. NZW will follow up to check on any changes made.

### **Step 2: Exhorted Compliance – from Chair of New Zealand Winegrowers**

If the member's efforts to achieve compliance with COVID-19 requirements following step 1 are insufficient and still causing concern, New Zealand Winegrowers staff may escalate these concerns through the Chief Executive Officer to the Chair of New Zealand Winegrowers.

The Chair will then engage with the member and exhort them to make improvements as necessary. New Zealand Winegrowers has no formal power to direct compliance other than "moral force", but should inform the member that if the Chair does not consider the member's response to be sufficient, the Chair may "name and shame" and/or refer the concern to MPI.

### **Step 3: Enforced Compliance – referral to Ministry for Primary Industries**

If the Chair considers the member's response to step 2 is insufficient, the Chair may choose to escalate the concerns by reporting them to MPI. As the relevant regulator, MPI will then make its own decision regarding compliance, which may include rapid enforcement action.