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## From the Libelle Group CEO's Desk

21<sup>st</sup> April 2020

### Covid-19 Alert Level 3-2 Back to Service Delivery Plan

Dear Libelle school client whanau,

There can be no doubt that it has been an extraordinary Easter break with unprecedented realizations, sacrifices and uncertainties. Oddly though, we now find ourselves challenged with resuming business / school in some form – right around the original 2020 Term 2 start date.

Yesterday, the Prime Minister announced that 'Schools and early learning centers can be accessed this week for cleaning, maintenance and any other preparations.'

It is our understanding that Libelle – as a contracted service provider – will be able to access the school from Tuesday 21 April to "prepare" to be opened for a teacher-only day on Tuesday 28 April 2020 and then open the school for students on Wednesday 29 April 2020.

There are obviously some very critical boxes to tick in three main areas before this can happen, so Libelle's position and policy regarding a re-engagement is outlined below.

#### 1. Health & Safety

Prior to entering a school site, all contractors must complete a Site-Specific Safety Plan (SSSP) called a COVID-19 response plan to assure the Board of Trustees that Libelle has assessed the new risk COVID-19 infection poses to Libelle and any of our workers. It is Libelle's responsibility to have procedures in place to control this risk which are acceptable to the school and meet the current guidelines for safe workplaces under Alert Level 4 and, from Tuesday next week, Level 3.

The prerequisite to any proposed service resumption, is that the SSSP is signed off jointly by the school and Libelle. Libelle will utilise Worksafes framework of plan, do, check and act, as a minimum and will answer following basic questions, the most important of these relates to social distancing of 1m inside and 2m outside:

- How will you ensure all workers know how and are able to keep themselves safe from exposure to COVID-19?
- How will you gather information on the wellness of your workers to ensure that they are safe and well to work?
- How will you operate your business in a way that keeps workers and others safe from exposure to COVID-19?
- How will you manage an exposure or suspected exposure to COVID-19?
- How will you evaluate, and continuously review, whether your work processes or risk controls are effective?
- How do any changes impact on the risks of the work you do?

Libelle has also developed a site-specific Business Continuity Plan (BCP) that will encompass the SSSP, Food Safety Plan (FSP) and Libelle Emergency Response Plan (ERP). These plans will be developed in consultation with you, the Libelle Site Manager and Libelle Operations Manager. The plans will be reviewed by the Libelle

Chief Executive Officer (CEO), Johannes Tietze and Libelle General Manager (GM), John Ripplingham. Only once the Libelle CEO and GM, the school and the school Board of Trustees have signed off a consolidated plan incorporating the BCP, SSSP, FSP and EMP will Libelle consider providing food services at your school.

## 2. Financial Model Adjustment

Due to the restrictions with a return to school under level 3 and 2, Libelle anticipate a potentially substantial reduction in students and staff on site. It is, therefore, not possible to reopen food services under our current contractual financial arrangement.

Libelle understands the importance of providing on-going food service to attending students at this time. This in mind, we propose temporarily, for the duration of Alert Levels 3 and 2, moving to an invoiced management fee type model subject to mutual agreement on a case-by-case basis.

As our goodwill contribution during these times, we will not be pricing for profit, but break-even and not losing money.

It would look something like this:

- The school notifies Libelle of the number of students expected to attend and “places an order” for that many packed lunches
- The tuck shop / canteen prepares the packed lunches for contactless pick-up / delivery
- Libelle invoices the school for net food cost and administration expenses (management fee) only
- Libelle can provide the labour at no cost by passing on the benefit of Government’s Wage Subsidy
- Invoices are raised at the end of each week and payable on invoice

Under this arrangement Libelle can provide the food service at discounted pricing to the school while still serving the students a full nutritional payload.

## 3. Customer Interface

A reduced menu that allows Libelle to produce safe & nutritious food in lines with Libelle’s FCP and adhering to the rules in the SSSP & BCP.

A food production & delivery system that minimizes people contact and maintains social distancing e.g. a packed lunch produced in your tuck shop and delivered to a classroom or pick up point.

Please let us know if you wish to activate/participate in a food service model like the above during Level 3 and 2. We are here to help and have the resources to deliver, so for more information or to set up the temporary service model, please contact our GM, John Ripplingham [john@libelle.co.nz](mailto:john@libelle.co.nz)

Libelle will continue to keep you informed of our progress, developments and timelines as we move towards a safe new normal in New Zealand schools, our staff and student customers.

Ka kite ano au i koutou



Johannes Tietze  
Chief Executive Officer