

Here is a selection of latest COVID-19 updates for the business sector.

My Vaccine Pass and International Travel Vaccination Certificates now available

My Vaccine Pass

My Vaccine Pass is an official record of your COVID-19 vaccination status for use in Aotearoa New Zealand. Anyone aged 12 and over who has had two COVID-19 vaccinations administered in New Zealand, or who has been given a medical exemption, can now request a My Vaccine Pass. Your My Vaccine Pass will include your name, date of birth and a QR code. You can save this pass on a digital device, like your phone, or print a physical copy.

Businesses, events, organisations, community, and a range of sectors may legally choose to implement a vaccination entry requirement for customers.

Businesses offering essential services, including supermarkets and pharmacies, will not be allowed to introduce vaccination status certificate requirements.



For business

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Businesses offering essential services, including supermarkets and pharmacies, will not be allowed to introduce vaccination status certificate requirements.

Businesses do not need to take any action with My Vaccine Pass until the COVID-19 Protection Framework is in place. Decisions on when the country will move to the COVID-19 Protection Framework will be made on 29 November. You may then be required to check customers' My Vaccine Pass with the NZ Pass Verifier app, depending on your sector or the choices you have made about how you will operate under the new framework.

Once final decisions are made, guidance will be published on business.govt.nz about business requirements under the new framework, including verifying passes.

How to get My Vaccine Pass

Requesting your pass takes just a few minutes, and will be emailed to you within 24 hours. Your pass will have an expiry date 6 months after the date of issue. The quickest way to get your pass is through your [My Covid Record](#), but if you cannot access this service you can call [0800 222 478](tel:0800222478) — have your NHI number ready.

When you might need to use My Vaccine Pass

When New Zealand moves into the COVID-19 Protection Framework, also known as the traffic light system, you may need to use My Vaccine Pass to enter events and venues. Read more about [Vaccination certificates and the COVID-19 Protection Framework](#)

Businesses may ask for photo ID when you show My Vaccine Pass.

You may be required to show it in a range of public settings. This could include:

- events
- hospitality
- close contact businesses, such as hairdressers and beauticians
- sport
- faith-based gatherings.

When you will not need to use My Vaccine Pass

Requiring My Vaccine Pass will be optional for many locations. You will not need to show proof of vaccination to access essential services like:

- supermarkets
- pharmacies
- health and disability services
- food banks
- petrol stations
- public transport, for example buses, trains and ferries
- schools
- housing and housing support services.

My Vaccine Pass cannot be used for overseas travel. If you are going to another country, you will need to request an [International Travel Vaccination Certificate](#).

[Read more about My Vaccine Pass](#)

International Travel Vaccination Certificate

International Travel Vaccination Certificates comply with EU Digital COVID Certificate standards. Your certificate will have a QR code that will be scanned when you are travelling. It will include details of the COVID-19 vaccinations you have had administered in New Zealand.

You can save this certificate on a digital device, like your phone, or print a physical copy. This certificate is valid for 12 months.

Anyone 12 years and over who has had any dose of the COVID-19 vaccine administered in New Zealand can now request an International Travel Vaccination Certificate.

Requesting your certificate takes just 1 to 2 minutes and will be emailed to you within 24 hours. The quickest way to get your pass is through your [My Covid Record](#), but if you cannot access this service you can call [0800 222 478](tel:0800222478) — have your NHI number ready.



[Read more about International Travel Vaccination Certificates](#)

Booster doses of the Pfizer vaccine will start being administered from 29 November

Booster doses of the Pfizer vaccine will start being administered at vaccination clinics, pharmacies and GPs from 29 November.

“Combining the Protection Framework with the booster programme will reduce the risk of severe disease caused by COVID-19, reduce the burden on hospitals and other healthcare providers, and protect those at high occupational risk of exposure,” COVID-19 Response Minister Chris Hipkins said yesterday.

People 18 years or older will be able to access boosters in New Zealand, whether they received their earlier doses here or overseas. The Pfizer vaccine will be used for boosters, regardless of which vaccine was used for earlier doses.

To ensure simplicity and equity, boosters will be available to everyone 18 years or older once six months have passed since their second dose. You will be able use the [Book My Vaccine website](#) to book a free booster vaccine dose from 26 November.

Booster doses are not currently required for the public to get a vaccine certificate for access to events, gyms, churches, hairdressers, and other services and premises.

For people who are immuno-suppressed and receiving a third dose of Pfizer as part of their primary vaccinations, they will need to wait at least six months after the third dose.

Healthcare and border workers are a priority group for booster vaccine doses because they’re on the front line against COVID-19 and because large numbers of them completed their vaccine course six months or longer ago. We will also be making sure older people including people in residential care have good access to booster doses when they become eligible.

There are currently 144,000 people in New Zealand who have been vaccinated for six months and 455,847 who will be by the end of the year.

[Booster vaccine available from end of November | Beehive.govt.nz](#)

New Zealand will soon move to the new COVID-19 Protection Framework

Unlike the existing Alert Level framework, the new COVID-19 Protection Framework is designed for when COVID-19 is in the community. The new COVID-19 Protection Framework provides more safety than Alert Level 2: currently at Alert Level 2 anyone can go to a hospitality venue with people seated and separated. At 'red' or 'orange' under the new COVID-19 Protection Framework, everyone would need to be vaccinated.

Decisions on when the country will move to the COVID-19 Protection Framework will be made on 29 November.

Mandatory vaccinations for the health, disability and education sectors

As of Monday 15 November 2021 all health, disability and education sectors staff covered by the mandatory vaccination order must have received their first dose of vaccination in order to work. They must get their second dose by 1 January 2022.

More information is available on the [Unite Against COVID-19 website](#)

KEY MESSAGES

Key Use of My Vaccine Pass

- My Vaccine Pass is not yet legally required for entry to premises.
- Businesses are not required to check the My Vaccine Pass of people entering premises until the COVID-19 Protection Framework is live and only if their business is in a sector where the Pass is mandatory.
- Further guidance will be coming to businesses once final decisions on the Framework are made. This includes how employers can check their employees' vaccination status for work that requires vaccination.
- My Vaccine Pass will ensure that those who are medically unable to be vaccinated will not be discriminated against and the privacy of their personal information is protected.

Use of Verifier App for businesses

- The Ministry of Health is building a free verifier app called *NZ Pass Verifier* which will be available on the App Store and Google Play, for companies to use to scan and verify a *My Vaccine Pass*.
- *NZ Pass Verifier* will be available to download before we move into the COVID-19 Protection Framework.
- Once the COVID-19 Protection Framework comes into effect, some businesses will use a verifier app to scan the *My Vaccine Pass* of customers over 12 years and 3 months old.

When My Vaccine Pass will be required

- Requiring a My Vaccine Pass will be optional for many locations. There will be some higher-risk settings where they will be a requirement in order to open to the public.
- At all levels, businesses, and public facilities will generally be able to remain open for vaccinated people.
- Businesses, events, organisations, community, and a range of sectors may legally choose to implement a vaccination entry requirement for customers.
- If a business, organisation or service does not wish to request proof of vaccine, they will have to operate with strict limits on capacity and space requirements. They may need to close in **Orange** and/or **Red** levels.
- Businesses that do require proof of vaccination status - *My Vaccine Pass* - should verify each customer's *My Vaccine Pass* using NZ Pass Verifier. This includes businesses who choose to operate under *My Vaccine Pass* rules in order to be open (such as hospitality)
- Businesses who have opted to require *My Vaccine Pass* in order to operate under the required rules will also need to verify each customer's *My Vaccine Pass* using NZ Pass Verifier
- Businesses who have opted to require My Vaccine Pass, for example after having completed a health and safety risk assessment, should scan each customer's *My Vaccine Pass* with NZ Pass Verifier.
- Some businesses are prohibited from asking for or scanning passes, such as supermarkets, pharmacies, all health and disability services, food banks or petrol stations.
- Some businesses who are not requiring staff to be vaccinated may choose not to require *My Vaccine Pass* for entry. For example, retail businesses may not.

- How you use the verifier app will depend on your sector or the choices you have made about how you will operate under the new framework.
- Customers wanting to enter a business that is requiring the *My Vaccine Pass* are obligated to provide their *My Vaccine Pass* to be scanned, when asked.
- Once final decisions are made, more detailed guidance will be available about verifying passes.

Integration of the verifier app for businesses

- If you want to integrate the QR code scanner into your existing smartphone apps or ticketing operations, or are interested in how to offer this service, information on the specifications and other documentation is available on the Ministry of Health's Github repository. If you would like to talk to the team please email integration@health.govt.nz
- Smaller businesses may wish to download the verifier app onto a smartphone or tablet to use on entry to their businesses.
- Technical information about the verifier app is available from the Ministry of Health - <https://nzcp.covid19.health.nz/> www.github.com/minhealthnz

FAQS

At what stage, do I need to do anything or ask the customer for their vaccine pass?

When the region your business operates in moves from Alert Levels to the COVID-19 Protection Framework. Depending on the sector you are in, you will have to use a Verifier app to check a customer's vaccine pass in accordance with the traffic light setting your region is at. You can also choose to require a My Vaccine Pass for customers if you want

When does the Covid Verifier app launch?

Once final decisions are made, more detailed guidance will be available about verifying passes. Technical information about the verifier app is available from the Ministry of Health.

The app will launch will be before we move into the COVID-19 Protection Framework.

What if i want to build my own app or build it into my existing systems?

If you want to integrate the *verifier process* into your existing smartphone apps or ticketing operations, or are interested in how to offer this service. Information on the specifications and other documentation is available on the Ministry of Health's Github repository. If you would like to talk to the team please email integration@health.govt.nz

What are the responsibilities for business owners around the Covid Verifier app?

If your business requires vaccination to enter the premises, then you will be required to scan customers' My Vaccine Pass QR codes at the point of entry.

Can I legally ask for vaccine proof before we reach the Go Live phase?

You can ask customers to show their My Vaccine Pass before go live, and there may be good reasons, such as testing out the process and training staff. However, until the system is live, we don't recommend refusing customers who don't have a pass. This gives people time to get their My Vaccine Pass, and also ensures you don't accidentally discriminate against the very small number of people who cannot be vaccinated for medical reasons (who, with a valid exemption, will still receive a My Vaccine Pass).

What are my rights as a business owner if people refuse to disclose their vaccine status? Can I refuse entry to my business?

Yes, you can refuse entry under your property rights just like you can refuse entry to someone who does not satisfy the dress code (ie is not wearing a shirt). However, until the system is live, we don't recommend refusing customers who don't have a pass. This gives people time to get their My Vaccine Pass, and also ensures you don't accidentally discriminate against the very small number of people who cannot be vaccinated for medical reasons (who, with a valid exemption, will still receive a My Vaccine Pass).

How can I keep staff safe if customers become upset over being asked to show a My Vaccine Pass?

We recommend you provide your staff with wording they can use if things escalate, so they are best able to de-escalate a situation. We recommend you are clear when workers should walk away or decide not to continue to engage with the person. You should also consider what kind of behaviour might mean you call the Police and publicising this – for example you may want to put signs up indicating that abuse of your staff will not be tolerated.

My business isn't covered by the Government vaccination mandate, but I wish to make it mandatory for my staff and customers to be vaccinated. Can I enforce this?

Businesses can undertake a risk assessment to establish whether it is appropriate to require vaccination of workers or customers.

Businesses are legally able to require that their customers are vaccinated you can refuse entry under your property rights just like you can refuse entry to someone who does not satisfy the dress code (ie is not wearing a shirt). However, until the system is live, we don't recommend refusing customers who don't have a pass. This gives people time to get their My Vaccine Pass, and also ensures you don't accidentally discriminate against the very small number of people who cannot be vaccinated for medical reasons (who, with a valid exemption, will still receive a My Vaccine Pass).

What is the point of the My Vaccine Pass?

My Vaccine Pass is the key enabler for businesses and venues to open and operate safely, and will help minimise the impact of COVID19 and protect everyone in New Zealand from serious illness and death.

Does having a My Vaccine Pass ensure that people are vaccinated?

My Vaccine Pass does not tell you if the person is vaccinated or not, just if they meet the vaccination requirements ie the person is either vaccinated or medically exempt (a very small number of New Zealanders will be exempt). This maintains the privacy of those who medically cannot be vaccinated.

Is My Vaccine mandated for retail?

My Vaccine Pass is NOT mandated at retailers under any of the levels, red, orange, green. However, retailers can undertake a risk assessment to determine whether to require workers and customers to be vaccinated.

My work is vaccine mandated, but I work remotely at home, do i still need to be vaccinated?

If workers are only working at home remotely, the mandate will not apply to them. That is because the mandate happens to work onsite.

What about businesses that are uncertain whether their workers are subject to the mandate? Can they be confident to enforce this?

Some workplaces may not fit neatly into the definition of a venue where customers must show My Vaccine Passes (for example, a cellar door that primarily provides retail sales, rather than on-site tastings).

If businesses are unsure, they will soon be able to get in touch with MBIE for more information.

My business doesn't require customers to hold a My Vaccine Pass can I employ staff who are unvaccinated?

Businesses that do not require customers to hold a My Vaccine Pass may employ unvaccinated staff.

However, getting as many people vaccinated as soon as possible is the key to keeping workers, customers, whānau and the wider community safe.

My business requires customers to hold a My Vaccine Pass, do my staff need to be vaccinated?

Any business requiring customers to hold a valid Vaccine Pass must also require all workers to be vaccinated.

What is the deadline for workers who require vaccination to have their first dose?

Workers are required to have received one dose at the time we move into the COVID-19 Protection Framework.

What is the deadline for workers who require vaccination to have received 2 doses?

All workers are required to have received 2 doses by 17 January 2022.

How do businesses ID a 12 year old?

Businesses are expected to make reasonable efforts. This might include asking the child their age or year at school, for example.

What happens if the 12 year old does not have ID?

12 year olds will not generally have ID. Businesses are expected to make reasonable efforts. This might include asking the child their age or year at school, for example.

My work is vaccine mandated, will I use My Vaccine Pass to prove that I am vaccinated?

MBIE will be providing more guidance on the use of the My COVID Record, which includes the dates of vaccination, and the My Vaccine Pass, which does not include personal information, but will be able to be verified by employers using a verifier app.

MBIE will be working with the Privacy Commissioner on guidance for employers about record keeping.

My work is vaccine mandated, what are my rights if my staff refuse to be vaccinated?

It is important to note that in no situation are people required to be vaccinated, however, if they choose not to be, and the work they are doing requires vaccination, then that could have implications for continuing in their job.

Employers must consider options like redeployment before giving an employee notice of termination. However, there may be instances when there are no options for redeployment, and other options like taking leave or working from home are not realistic.

In these situations where employment is terminated, we are introducing a requirement for employees to be given a minimum of four weeks' paid notice.

Employers must give employees a reasonable chance to be vaccinated before the end of this notice period.

I am an employee and my work is vaccine mandated, but I do not want to be vaccinated. What are my rights?

It is important to note that in no situation are people required to be vaccinated, however, if you choose not to be, and the work you are doing requires vaccination, then that could have implications for continuing in your job.

Your employer must consider options like redeployment before giving you a notice of termination. However, there may be instances when there are no options for redeployment, and other options like taking leave or working from home are not realistic.

In these situations where employment is terminated, we are introducing a requirement for employees to be given a minimum of four weeks' paid notice.

Employers must give employees a reasonable chance to be vaccinated before the end of this notice period.

When my employees have My Vaccine Pass, will I be able to use it to ensure their vaccine status?

We encourage a Person Conducting a Business or Undertaking (PCBU) to keep a record of their workers' vaccination status where a mandate applies. This should include whether the worker is vaccinated, and if the worker is vaccinated, the name of the vaccine(s) received and date on which doses were received.

MBIE will be providing more guidance on the use of the My COVID Record, which includes the dates of vaccination, and the My Vaccine Pass, which does not include personal information, but will be able to be verified by employers using a verifier app.

MBIE will be working with the Privacy Commissioner on guidance for employers about record keeping.