

# ALERT LEVEL 4: COVID-19 Guidance for Transport Operators

***Last updated: 2330 hrs, 17 August 2021***

1. This guidance is applicable to operators for the provision of all transport services, including public transport, aviation, maritime and other land-based passenger services. To the extent that it is relevant, it may also be used by organisations transporting passengers without hire or reward.
2. It is intended to be read in conjunction with official information about COVID19 Alert Level 4 contained on, or linked from, the [covid19.govt.nz](https://covid19.govt.nz) webpage and on the [Ministry of Transport website](https://www.mot.govt.nz).
3. Possible community transmission is under investigation in Auckland. At 11.59pm on 17 August 2021, all of New Zealand will move to Alert Level 4.

## Executive summary

- Possible community transmission is under investigation in Auckland.
- At 11.59pm on 17 August 2021, all of New Zealand will move to Alert Level 4. Alert Level 4 will be in place for at least 7 days for Auckland and Coromandel, and at least 3 days for the rest of New Zealand.
- Only Alert Level 4 business and services can operate at Alert Level 4. Transport entities that are able to operate at Alert Level 4 include: passenger transport services, freight transport services, airports and ports, essential vehicle safety and recovery services (subject to specified conditions), the transport Crown Entities (subject to specified conditions), and the transport State Owned Enterprises (subject to specified conditions).
- Transport businesses and services permitted to operate will only be able to carry passengers who are permitted to travel under Alert level 4.
- Travel is severely restricted.
- Physical distancing needs to be observed on public transport services, and at terminals, stations, and airports. Physical distancing rules for flights will be pragmatic, particularly for the first 48 hours.
- Face coverings are required to be worn (with some exceptions) on public transport services, and at terminals, stations, and airports.
- Operators are required to support contact tracing. Most transport operators are required to display QR codes. Public transport services that require passengers to provide their name and a contact phone number (in order to use the service) do not need to display QR codes.
- Operators should continue to clean vehicles, vessels, aircraft and facilities (e.g terminals) in line with Ministry of Health guidance.
- With regards to workplace health and safety, operators should consider advice and guidance from Worksafe and the Ministry of Health.
- Transport operators are not expected, or required, to enforce passenger compliance with the Order or Ministry of Health guidelines; but may provide advice to passengers for travelling safely for example by displaying public information posters. Passengers and staff should not be encouraged to call Police if someone is not complying with the requirements. As per normal procedures, if the situation is dangerous or a passenger is displaying threatening behaviour, for example, Police should be called.

*Advice for traveling safely under Alert Level 4*

4. We all need to remain vigilant in the battle against COVID-19. We recommend travellers:
  - Note that travel restrictions are in place, please check <https://covid19.govt.nz/> before travelling.
  - Be kind and patient with each other and transport staff, especially your driver or crew.
  - Observe physical distancing measures on board public transport services, at terminals, at stations, and at airports.
  - Wear a face covering while on public transport, and while waiting for a service
  - Keep a record of where they go and their interactions on the NZ COVID Tracer App; including scanning QR codes (where available), or manually recording travel information in the NZ COVID Tracer App (where QR codes are not available); OR keep a manual record if you do not have a smartphone.
  - Practice good hygiene and follow Ministry of Health advice. This includes washing and drying their hands thoroughly with soap and water (or hand sanitiser if soap and water not available), coughing and sneezing into their elbow, and not touching their face.
  - Plan ahead, and allow extra time to ensure their journey is as comfortable as possible.
  - Stay home if they're unwell, or may have COVID-19. They should also not travel if they: have been requested to self-isolate/quarantine, have symptoms of COVID-19, or are awaiting COVID-19 test results.
5. We recommend operators encourage their passengers and users to follow the safe travel tips (list above) and by publicly displaying COVID-19 educational posters on site, and through social media and public announcements (e.g. in terminals and on-board).

***About this guidance***

6. This guidance outlines key information for transport service operators under Alert Level 4. Specifically, the following matters are covered:
  - Section 1:** Workplace health and safety
  - Section 2:** Alert Level 4 businesses
  - Section 3:** Travel restrictions
  - Section 4:** Physical distancing
  - Section 5:** Face coverings
  - Section 6:** Supporting contact tracing efforts
  - Section 7:** Cleaning practices
  - Section 8:** Customer compliance
7. If you require further information or advice, please email the Ministry of Transport at: [essentialtransport@transport.govt.nz](mailto:essentialtransport@transport.govt.nz). We will do our best to address your questions as soon as we can.

## Section 1: Workplace health and safety

8. When considering workplace health and safety arrangements, transport operators should consider:
- any advice or guidance issued by Worksafe <https://worksafe.govt.nz/managing-health-and-safety/novel-coronavirus-covid/>
  - advice or guidance issue by the Ministry of Health <https://www.health.govt.nz/our-work/diseases-and-conditions/covid-19-novel-coronavirus> (where this may be relevant to their health and safety arrangements).

## Section 2: Alert Level 4 businesses

9. Only designated Alert Level 4 businesses and services can operate at Alert Level 4.
10. Transport entities that are able to operate at Alert Level 4 include: passenger transport services, freight transport services, airports and ports, essential vehicle safety and recovery services (subject to specified conditions), the transport Crown Entities (subject to specified conditions), and transport State Owned Enterprises (subject to specified conditions).
11. For the full list of Alert Level 4 businesses and services (including the conditions) see Schedule 2. Also please note the entities specified in clause 23 are fully exempt from the Order

## Section 3: Travel restrictions

12. Effective 1159 hours on 17 August 2021, travel will be severely restricted. Travel is only permitted for the following reasons:
- travelling:
    - to provide an Alert Level 4 service or business listed in [Schedule 2] of Order; or
    - to provide an service or business listed in an exemption gazetted by the Director-General of Health; or
    - as a person who is exempted from the Order, pursuant to clause 23; or as an enforcement officer
  - accessing local Alert Level 4 businesses or services, or exempt businesses or services (within the same territorial authority, or if it is the nearest service of its kind); or
  - accessing low-risk recreation (that is readily accessible to their home or place of residence); or
  - undertaking customary food gathering (at a place that is readily accessible to their home or place of residence); or
  - maintaining a shared bubble arrangement or shared caregiver arrangement; or
  - providing urgent care for a child; or

- providing urgent care for a person in a critical or terminally ill condition; or
  - attending an appointment with a health service (including scheduled vaccination appointment); or
  - attending Court, tribunal, New Zealand Parole Board hearing or another judicial institution; or
  - leaving or relocating a home, or place of residence, on court order; or
  - travelling to a home, or place of residence, after detention or determination; or
  - leaving New Zealand (including travelling to a managed isolation or quarantine facility immediately before leaving New Zealand); or
  - travelling to preserve life or safety (including relocating to a temporary or emergency residence); or
  - returning home (note exemption only applies for 48 hrs from 11.59 pm on 17 August 2021); or
  - returning home after arriving in New Zealand (and after completion of isolation/quarantine where applicable)
  - collecting a person who has returned to New Zealand as is returning home (and after completion of isolation/quarantine where applicable); or
  - providing care, or enable care to be provided, for pets or other animals (that the person owns or are in charge of, and are in the same or adjacent territorial authority)
  - accompanying a fellow resident, where necessary, for the travel listed above; or
  - travelling under an exemption granted by the Director General of Health.
13. Transport operators should not carry passengers on services which are not travelling for a permitted reason.
14. In some cases passengers are required to provide documentary evidence to support their reason for travel. Recommended documents, which the passenger should provide to support their reason for travel, can be found at Appendix A.

## Section 4: Physical distancing

### Public transport services

15. Air passenger services and small passenger vehicle services are required to maintain physical distancing to the extent practicable (please see guidance on previous seating configurations):
  - air passenger services, please note physical distancing rules for flights will be pragmatic, particularly for the first 48 hours.
  - small passengers services in accordance with previous guidance the passenger(s) should be seated as far from the driver as practicable, and the front passenger seat should be unoccupied; passengers can travel together in the back seats if they are part of the same bubble.
16. On board other public transport services physical distancing is generally required at a distance of 1 metre to the extent practical (taking into account the nature of the service) – for trains and buses, please see Appendix B with regards to further guidance.
17. Regional authorities (in the case of public transport) and transport operators should also issue public messaging that discourages people who are unwell from using their services.

### Airports, bus stations, train stations, and ferry terminals

18. 1 metre distance between people and passengers at the airport, station, or terminal is required (unless they are travelling together within their 'household bubble').

## Section 5: Face coverings

### *Who needs to wear a face covering?*

19. Face coverings must be worn on all public transport services.
20. However, there are some exemptions, these include:
  - persons on Cook Strait ferry services (see letter from the Director-General of Health (dated 16 September 2020)),
  - passengers of small passenger services (but drivers of small passenger services are required to wear face coverings),
  - the following specific services:
    - school buses (meaning dedicated school services contracted by: the Ministry of Education, or Local Authority, or School Board, or Auckland Transport), or
    - a ship that has no enclosed space for passengers, or
    - charter services and tours.

### *What kind of face covering can be used?*

21. Any face covering that adequately covers the mouth and nostrils can be used, these include: single use

disposable masks, washable reusable masks (whether purchased or homemade), or other types of face coverings (e.g. a scarf wrapped around the face).

*Is anybody exempt from wearing a mask?*

22. Yes. Transport operators should be aware that the following persons are not required to wear face coverings:

- persons under the age of 12, and
- persons who have a medical condition or disability that make it unsuitable to wear a face covering (*please note it might not always be clear why someone may need to be exempt from wearing a face covering*); and
- drivers or staff, if:
  - they are in a space separated from passengers (e.g. pilots in a cockpit, or train drivers in a train cab), or
  - wearing a face covering could make it unsafe to operate the vehicle (e.g. wearing a face covering means drivers or staff are unable to properly communicate, or causes the eyeglasses of the driver to fog).

23. In addition, transport operators should note that the use of face coverings is not required in the following situations:

- if it is unsafe to wear a face covering (e.g. if the person's only face covering is wet, or wearing a face covering means a driver cannot safely operate the vehicle),
- if there is an emergency that requires the face covering to be removed (e.g. to perform CPR),
- if removal of the face covering is required to prove identity,
- if visibility of the mouth is required for communication (e.g. when communicating with someone who is deaf),
- if there is a need to remove the face covering to take medicine,
- if there is a need to remove the face covering to eat or drink (if eating or drinking is permitted by the conditions of carriage), (Please note: the Ministry of Health advises that the eating of food and drink should be discouraged on services at Alert levels 4).

24. Information from the Ministry of Health, regarding the use of face coverings in the community, is available [here](#).

*What about enforcement?*

25. The obligation to wear a face covering on public transport is the responsibility of the individual.

26. Operators, drivers and staff are not expected to assume the role of enforcement officer; but they still have their usual customer relations role to remind people about face coverings. The role is to educate and encourage passengers to do the right thing, but not be the enforcer.

27. Staff are not expected to refuse boarding to people who do not have a face covering. This kind of issue should be dealt with as you would normally manage a difficult passenger situation.
- 28.
29. Passengers and staff should not be encouraged to call Police if someone is not wearing a face covering. As per normal procedures, if the situation is dangerous or a passenger is displaying threatening behaviour, for example, Police should be called.

*Should operators be encouraging and educating passengers about wearing face coverings?*

30. Yes, the support of operators and staff in encouraging and educating passengers about the wearing of face coverings is appreciated. A range of collateral is provided with this guidance including posters which operators are asked to display across their fleets, terminals, stations and other facilities.
31. The government will continue to remind people to follow the instructions of the public transport workforce regarding face coverings.
32. These messages will be reinforced through a major All of Government public communications campaign, including COVID-19 TV advertising.

## **Section 6: Supporting contact tracing**

*What is contact tracing and why is it important?*

33. The purpose of contact tracing is to prevent potential onward transmission, raise awareness about the disease and its symptoms and support early detection of suspected cases.
34. It is important that everyone undertakes practicable actions to support a quick and robust contact tracing process. Contact tracing (coupled with testing and quarantine/isolation measures) is a critical pillar in supporting New Zealand's goal to eliminate COVID-19.

*Who undertakes contact tracing?*

35. Contact tracing is undertaken by Public Health Units (in the DHB where the confirmed or probable case was diagnosed), or by the Ministry of Health's National Close Contact Service.

*What should regional authorities and transport operators do to support contact tracing?*

36. Under Alert Levels 4, transport operators are required to support contact tracing.
37. Regional authorities, and transport operators, are required to display QR codes that are compatible with the NZ COVID Tracer App for their transport assets. Those QR codes need to be displayed in an easily accessible prominent place.
38. Public transport services are not required to obtain and display QR codes if they require all passengers to provide their name and a contact telephone number (in order to use the service); these may include services, such as:
  - air passenger services,
  - interregional bus services,
  - interregional passenger train services.

39. In addition the following services do not need to obtain and display QR codes:

- school buses (meaning dedicated school services contracted by: the Ministry of Education, or Local Authority, or School Board, or Auckland Transport), or
- car sharing services and carpooling services.

40. Regional authorities (in the case of public transport) and transport operators should also take steps to promote and enable users and passengers to keep records for contact tracing purposes. We recommend transport operators issue public messaging (e.g. through posters, announcements, social media) to encourage users and passengers to:

- use the NZ COVID Tracer App by scanning the QR code (where display of the QR code is available), or recording the trip manually in the NZ COVID Tracer App (if the QR code is not available); OR keep a manual record if you do not have a smartphone.
- use public electronic ticketing cards where these are available (e.g. AT HOP, Snapper, Metrocard or Bee Card) and make sure those cards are registered with the passenger's contact information.

*What can regional authorities and operators expect if there is a confirmed or probable case of COVID-19 on their transport service?*

- 41. If there is a confirmed or probable case of COVID-19 on a transport service, a health official will notify the regional authority (in the case of public transport) and/or operator and request your support with identifying the contacts of that person. The health official will be particularly interested in details you might have of any people who were in 'close contact' with the COVID-19 case on the bus/train/ferry they are investigating.
- 42. For example, you may be asked to review CCTV footage, or online passenger registers (e.g. public transport electronic ticketing card registration details).
- 43. The health official may also ask you to provide any contact information you might have for people who were in 'casual contact' with the COVID-19 case on the bus/train/ferry/aircraft they are investigating. This is so they can ask these 'casual contacts' to get tested if they have (or develop) symptoms of COVID-19.
- 44. If you do not have this information (but are not certain that there were no 'close contacts') the health official will discuss with you what action should be taken. For example, they may request that you undertake public messaging asking people that travelled on the service to contact the COVID-19 Healthline.
- 45. If you are certain that there were no 'close contacts' (e.g. CCTV footage shows no 'close contacts' were established), then you should advise the health official of this and ask if there is anything more that you should do.

## **Section 7: Cleaning**

46. Transport operators should apply cleaning practices consistent with Ministry of Health guidance.

- Ministry of Health general guidance on cleaning can be found [here](#)
- Ministry of Health cleaning FAQs can be found [here](#)



47. Cleaning regimes should include:

- cleaning the vehicle/vessel/aircraft regularly with particular attention to high-touch surfaces (where possible, at the end of each shift/sailing/flight, but at least at the end of each day).
- as far as practicable, frequent cleaning of high-touch surfaces throughout the day.

#### **Section 8: Customer compliance**

48. With respect to the other public health measures, transport operators are not expected, or required, to enforce passenger compliance with:

- the COVID-19 Public Health Response (Alert Level Requirements) Order (No 9) 2021, or
- Ministry of Health guidelines.

49. Transport operators, however, may choose to stop passengers boarding, where it is lawful to do so on health and safety grounds as per their standard operating procedures.

50. Transport operators may also provide advice to passengers for travelling safely for example by displaying public information posters.

## Appendix A: Recommended evidence travel

<i>Business Travel</i>	
Reason for travel	Recommended evidence to carry
Travelling to provide an Alert Level 4 business or service, listed in Schedule 2 of the Order.	<p>Evidence of the purpose of travel and the person's destination; this could be a letter (issued by the persons employer) stating that:</p> <ul style="list-style-type: none"> <li>the person named in the letter providing an Alert Level 4 business or service (listed in Schedule 2 of the Order), and</li> <li>the destination the person is travelling to (<i>note alternatively the letter, and a document showing the persons destination, can be two separate documents</i>).</li> </ul> <p>A person driving a road vehicle <b>must</b> have Photo ID (Photo Driver's Licence). Drivers/operators (of other vehicles), and passengers (of any type of vehicle) <b>are recommended to</b> have a Photo ID, unless it is not reasonably practicable (e.g. because they are a minor).</p>
Travelling: <ul style="list-style-type: none"> <li>to provide specified exempted business/service under clause 23 of the Order</li> <li>as an enforcement officer</li> </ul>	<p>Evidence of the purpose of travel and the person's destination; this could be a letter (issued by the relevant business or service) stating that the person named in the letter is:</p> <ul style="list-style-type: none"> <li>providing a specified exempted business/service, or is an enforcement officer, and</li> <li>the destination the person is travelling to (<i>note alternatively the letter, and a document showing the persons destination, can be two separate documents</i>).</li> </ul> <p>A person driving a road vehicle <b>must</b> have Photo ID (Photo Driver's Licence). Drivers/operators (of other vehicles), and passengers (of any type of vehicle) <b>are recommended to</b> have a Photo ID, unless it is not reasonably practicable (e.g. because they are a minor).</p>
Travelling to provide or enable care to be provided for pets or other animals, <i>but not a business listed under Schedule 2 of the Order</i>	<p>Evidence, where possible, showing the purpose of travel and the person's destination.</p> <p>A person driving a road vehicle <b>must</b> have Photo ID (Photo Driver's Licence). Drivers/operators (of other vehicles), and passengers (of any type of vehicle) <b>should</b> have a Photo ID, unless it is not reasonably practicable (e.g. because they are a minor).</p>
Travelling to provide a business or service, not listed in Schedule 2 or clause 23 of the Order, but subject to a gazetted class exemption.	<p>Evidence of the purpose of travel and the person's destination; this could be a letter (issued by the persons employer) stating that:</p>

	<ul style="list-style-type: none"> <li>the person named in the letter is providing a business or service that has been exempted (with reference to the gazette number), and</li> <li>the destination the person is travelling to (<i>note alternatively the letter, and a document showing the persons destination, can be two separate documents</i>).</li> </ul> <p>A person driving a road vehicle <b>must</b> have Photo ID (Photo Driver's Licence). Drivers/operators (of other vehicles), and passengers (of any type of vehicle) <b>are recommended to</b> have a Photo ID, unless it is not reasonably practicable (e.g. because they are a minor).</p>
Travelling to provide a business or service, not listed in Schedule 2 or clause 23 of the Order, or a gazetted class exemption, <i>individual exemption required</i> .	<p>Evidence of an exemption issued by the Director-General of Health).</p> <p>A person driving a road vehicle <b>must</b> have Photo ID (Photo Driver's Licence). Drivers/operators (of other vehicles), and passengers (of any type of vehicle) <b>are recommended to</b> have a Photo ID, unless it is not reasonably practicable (e.g. because they are a minor).</p>
<i>Personal Travel</i>	
<b>Reason for travel</b>	<b>Recommended evidence to carry</b>
Accessing local Alert Level 4 or exempt businesses	No recommended documentation. A person driving a road vehicle <b>must</b> have Photo ID (Photo Driver's Licence). Drivers/operators (of other vehicles), and passengers (of any type of vehicle) <b>are recommended to</b> have a Photo ID, unless it is not reasonably practicable (e.g. because they are a minor).
Accessing local recreation	No recommended documentation. A person driving a road vehicle <b>must</b> have Photo ID (Photo Driver's Licence). Drivers/operators (of other vehicles), and passengers (of any type of vehicle) <b>are recommended to</b> have a Photo ID, unless it is not reasonably practicable (e.g. because they are a minor).
Undertaking local customary gathering.	No recommended documentation. A person driving a road vehicle <b>must</b> have Photo ID (Photo Driver's Licence). Drivers/operators (of other vehicles), and passengers (of any type of vehicle) <b>are recommended to</b> have a Photo ID, unless it is not reasonably practicable (e.g. because they are a minor).
Maintaining a shared bubble arrangement	Proof of address of both parties in the shared bubble arrangement (e.g. bank statement or utilities bill).

	<p>No recommended documentation. A person driving a road vehicle <b>must</b> have Photo ID (Photo Driver's Licence). Drivers/operators (of other vehicles), and passengers (of any type of vehicle) <b>are recommended to</b> have a Photo ID, unless it is not reasonably practicable (e.g. because they are a minor).</p>
Maintaining a shared childcare arrangement.	<p>Evidence, where possible, showing the purpose of travel and the person's destination; this could be:</p> <ul style="list-style-type: none"> <li>• a copy of the signed shared childcare agreement, or</li> <li>• a copy of the Court Order directing the shared childcare arrangement.</li> </ul> <p>A person driving a road vehicle <b>must</b> have Photo ID (Photo Driver's Licence). Drivers/operators (of other vehicles), and passengers (of any type of vehicle) <b>are recommended to</b> have a Photo ID, unless it is not reasonably practicable (e.g. because they are a minor).</p>
Providing urgent care for a child	<p>Evidence, where possible, showing the purpose of travel and the person's destination; this could be a letter from social worker or other professional (explaining that there is a child in need of urgent care).</p> <p>A person driving a road vehicle <b>must</b> have Photo ID (Photo Driver's Licence). Drivers/operators (of other vehicles), and passengers (of any type of vehicle) <b>are recommended to</b> have a Photo ID, unless it is not reasonably practicable (e.g. because they are a minor).</p>
Providing urgent care or support for a person in a critical or terminal condition	<p>Evidence, where possible, showing the purpose of travel and the person's destination; this could be a letter from a medical professional (explaining that there is a person in critical or terminal condition that requires care or support).</p> <p>A person driving a road vehicle <b>must</b> have Photo ID (Photo Driver's Licence). Drivers/operators (of other vehicles), and passengers (of any type of vehicle) <b>are recommended to</b> have a Photo ID, unless it is not reasonably practicable (e.g. because they are a minor).</p>
Attending an appointment with a health service	<p>Evidence of the purpose of travel and the person's destination; this could be proof of an appointment with a health service (e.g. a letter (signed by a health professional) detailing the time and location of the appointment).</p>

	<p>A person driving a road vehicle <b>must</b> have Photo ID (Photo Driver's Licence). Drivers/operators (of other vehicles), and passengers (of any type of vehicle) <b>are recommended to</b> have a Photo ID, unless it is not reasonably practicable (e.g. because they are a minor).</p>
Attending court, tribunal, New Zealand Parole Board hearing, or other judicial institution	<p>Evidence of the purpose of travel and the person's destination; this could be proof of requirement/permission to attend a court, tribunal, New Zealand Parole Board or other judicial institution (e.g. a jury summons, a witness summons, a summons to a defendant etc)</p> <p>A person driving a road vehicle <b>must</b> have Photo ID (Photo Driver's Licence). Drivers/operators (of other vehicles), and passengers (of any type of vehicle) <b>are recommended to</b> have a Photo ID, unless it is not reasonably practicable (e.g. because they are a minor).</p>
Leaving or relocating home, or place of residence, on Court Order	<p>Evidence of the purpose of travel and the person's destination; this could be a copy of the Court Order</p> <p>A person driving a road vehicle <b>must</b> have Photo ID (Photo Driver's Licence). Drivers/operators (of other vehicles), and passengers (of any type of vehicle) <b>are recommended to</b> have a Photo ID, unless it is not reasonably practicable (e.g. because they are a minor).</p>
Travelling to a home/residence after detention or determination	<p>Evidence of the purpose of travel and the person's destination; this could be documentary evidence of the detention/determination, and documentation showing the home/residence that the person is travelling to.</p> <p>A person driving a road vehicle <b>must</b> have Photo ID (Photo Driver's Licence). Drivers/operators (of other vehicles), and passengers (of any type of vehicle) <b>are recommended to</b> have a Photo ID, unless it is not reasonably practicable (e.g. because they are a minor).</p>
Leaving New Zealand (including travelling to a managed isolation or quarantine facility immediately before leaving New Zealand);	<p>Evidence of the purpose of travel and the person's destination; this could be a copy of the airline booking (and if staying in a managed isolation or quarantine facility before leaving New Zealand, evidence of a booking in a managed isolation or quarantine facility).</p> <p>A person driving a road vehicle <b>must</b> have Photo ID (Photo Driver's Licence). Drivers/operators (of other vehicles), and passengers (of any type of vehicle) <b>are recommended to</b> have a Photo ID, unless it is not reasonably practicable (e.g. because they are a minor).</p>

Travelling to preserve life or safety (including relocating to a temporary or emergency residence)	<p>A person driving a road vehicle <b>must</b> have Photo ID (Photo Driver's Licence). Drivers/operators (of other vehicles), and passengers (of any type of vehicle) <b>are recommended to</b> have a Photo ID, unless it is not reasonably practicable (e.g. because they are a minor).</p> <p><b>No other documentation is required;</b> but if a person does have documentation that helps explain their situation (e.g. a letter from a Police Officer or Social Worker), they should carry it.</p>
Returning home (within 48 hours of 11.59pm 17 August 2021).	<p>Evidence of the purpose of travel and the person's destination; this could be proof of residential address, which has both the person's name and address on the document (e.g. utility bill, bank statement etc)</p> <p>A person driving a road vehicle <b>must</b> have Photo ID (Photo Driver's Licence). Drivers/operators (of other vehicles), and passengers (of any type of vehicle) <b>are recommended to</b> have a Photo ID, unless it is not reasonably practicable (e.g. because they are a minor).</p>
Returning home after arriving in New Zealand (and after completion of isolation/quarantine where applicable)	<p>Evidence of the purpose of travel and the person's destination; this could be proof of residential address (e.g. utility bill, bank statement etc)</p> <p>A person driving a road vehicle <b>must</b> have Photo ID (Photo Driver's Licence). Drivers/operators (of other vehicles), and passengers (of any type of vehicle) <b>are recommended to</b> have a Photo ID, unless it is not reasonably practicable (e.g. because they are a minor).</p>
Collecting a person that has arrived in New Zealand (and after completion of isolation/quarantine where applicable)	<p>Evidence, where possible; this evidence could be documentation that helps explain the situation (e.g. proof of residence that shows that both persons reside at the same residence).</p> <p>A person driving a road vehicle <b>must</b> have Photo ID (Photo Driver's Licence). Drivers/operators (of other vehicles), and passengers (of any type of vehicle) <b>are recommended to</b> have a Photo ID, unless it is not reasonably practicable (e.g. because they are a minor).</p>
Travelling to provide or enable care to be provided for pets or other animals (that the person owns or are in charge of, and are in the same or adjacent territorial authority)	<p>Evidence, where possible, showing the purpose of travel and the person's destination.</p> <p>A person driving a road vehicle <b>must</b> have Photo ID (Photo Driver's Licence). Drivers/operators (of other vehicles), and passengers (of any type of vehicle) <b>are recommended to</b> have a Photo ID, unless it is not reasonably practicable (e.g. because they are a minor).</p>

Accompanying a fellow resident, where necessary, for the travel listed above	<p>Evidence, where possible; this evidence could be documentation that helps explain the situation (e.g. proof of residence that shows that both persons reside at the same residence).</p> <p>A person driving a road vehicle <b>must</b> have Photo ID (Photo Driver's Licence). Drivers/operators (of other vehicles), and passengers (of any type of vehicle) <b>are recommended to</b> have a Photo ID, unless it is not reasonably practicable (e.g. because they are a minor).</p>
Travelling for a personal reason, not permitted by the Order, but subject to a gazetted class exemption.	<p>Evidence of the purpose of travel and the person's destination; this could be a letter (from an appropriate authority) stating:</p> <ul style="list-style-type: none"> <li>• that the person named in the letter is travelling for an exempted purpose (with reference to the gazette number), and</li> <li>• the destination of the person.</li> </ul> <p>A person driving a road vehicle <b>must</b> have Photo ID (Photo Driver's Licence). Drivers/operators (of other vehicles), and passengers (of any type of vehicle) <b>are recommended to</b> have a Photo ID, unless it is not reasonably practicable (e.g. because they are a minor).</p>
Travelling for a personal reason, not permitted by the Order, or a gazetted class exemption, <i>individual exemption required</i>	<p>Evidence of an exemption issued by the Director-General of Health.</p> <p>A person driving a road vehicle <b>must</b> have Photo ID (Photo Driver's Licence). Drivers/operators (of other vehicles), and passengers (of any type of vehicle) <b>are recommended to</b> have a Photo ID, unless it is not reasonably practicable (e.g. because they are a minor).</p>

## Appendix B: further physical distancing guidance for bus and train operators

Regional authorities and operators should put in place measures that promote and enable passengers to maintain 1m physical distancing. This could include:

- markings on the ground where people can stand at bus or train stops.
- seating configurations on vehicles that indicate appropriate seating distances.

However, it is understood that in some circumstances, fully adhering to the 1m physical distancing requirement may not be practical. In particular, we are aware that achieving a 1m physical distancing seating configuration may be problematic in some public transport vehicles.

To address this, the seating configuration below could be used (where people are seated in the green dots only, and the blue squares are vacant – additionally there should be no standing passengers).

