

### **Sample customer email for businesses that are reopening**

To our customers,

As you may know, our business has been allowed to re-open. We will be opening our business on [insert date]. At first, we will limit our hours to [insert adjusted store/service times] in order to allow for overnight cleaning and sanitization.

We are experiencing a backlog, and we are doing our best to accommodate each one of our customers. You can reach us at [insert website, social media channels, email address, and/or phone number] if you have an urgent matter.

#### **How we are reopening**

We will also be following the NZ Govt's recommended guidelines to keep our employees and customers safe.

In addition, we are taking the following precautions with our employees:

[Insert new policies, such as]

All workers will have their temperature taken before entering the building

All workers are required to have a face mask

Workers will sanitize and disinfect shared services frequently

We encourage our customers to wear masks or facial coverings, wash/sanitize your hands before coming to the store, and — most importantly — stay at home if you are feeling sick.

To ensure employees and clients maintain distance, we will be following extra caution.

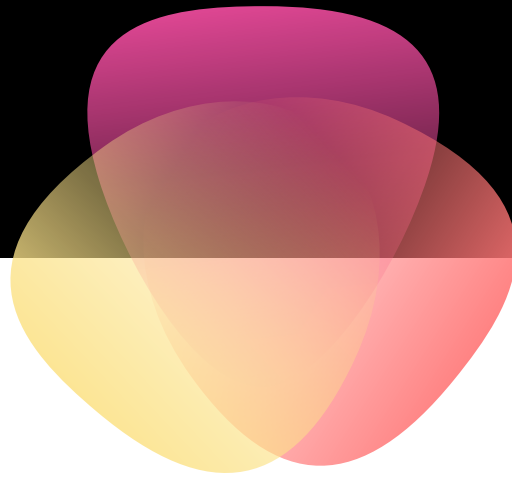
We will also use contact-less payment technology, such as Pay wave, Apple Pay or GPay etc.

We are carefully monitoring the situation. The most important thing is to make sure we conduct business in a safe environment.

If you have specific questions not addressed here or on our website, reach out to us.

We look forward to seeing you,

[Your Name]



## Sample customer email for businesses that are reopening

Staff/internal communication

Internal Communication to Staff on COVID 19 – Sample  
Letter From Leadership

Good afternoon everyone,

I want to specifically address \_\_\_\_\_ (name of practice/org) plan in dealing with COVID-19.

The past few weeks we have all watched in anticipation as both our state and the nation have wrestled with how to manage COVID-19. Within \_\_\_\_\_ (name of practice/org), this virus is creating stress and worry and with everyone—no one is immune from the uncertainty of this pandemic.

First and foremost, I want everyone to know that your safety and health are always my highest concern, and it's important that at \_\_\_\_\_ (name of practice/org) we do all we can to keep one another safe.

As we are monitoring the COVID-19 situation closely, our team will meet weekly to discuss the situation.

We will be primarily using the guidelines from the Health Department and the NZ Govt to make these decisions, as well as taking into account what other organizations are doing.

Our guiding star in these decisions is your health and safety.

We are also taking extra sanitary precautions. Our cleaning service will continue to clean every day and will expand their services to provide a deeper cleaning to all surface areas, restrooms and meeting spaces.

I appreciate how many of you have banded together to help make sure our success in this uncharted territory. Your patience as we navigate this is appreciated. Thank you for all of the contributions you make to \_\_\_\_ (name of practice/org)!

I hope you and your loved ones stay healthy and well during this time. Please reach out to me if you have any questions.

Thank you for all you do for \_\_\_\_\_ (name of practice/org)