

> HELPING BUSINESS GET BACK TO WORK



30 June 2020

COVID-19 Safety Plan

Effective 1 July 2020

Auction houses (including residential sales, tenancy open houses and saleyards)

We've developed this COVID-19 Safety Plan to help you create and maintain a safe environment for you, your workers and your customers.

Complete this plan in consultation with your workers, then share it with them. This will help slow the spread of COVID-19 and reassure your customers that they can safely visit your business. You may need to update the plan in the future, as restrictions and advice changes – you can make changes to the plan if you've printed or saved it, or you can choose to download and create a new version of the plan.

Businesses must follow the current COVID-19 Public Health Orders, and also manage risks to staff and other people in accordance with Work Health and Safety laws. For more information and specific advice for your industry go to nsw.gov.au

BUSINESS DETAILS

Business name: *Property Providers*
 Plan completed by: *Hamlet Cotton*
 Approved by:

> REQUIREMENTS FOR BUSINESS

Requirements for your workplace and the actions you will put in place to keep your customers and workers safe

REQUIREMENTS

ACTIONS

Wellbeing of staff and customers

Exclude staff, customers and attendees who are unwell from the auction, open house or saleyard.

• Sick staff to call in sick + not to host OFIs.

Provide staff with information and training on COVID-19, including when to get tested, physical distancing and cleaning.

• Any staff member feeling unwell to get tested & not come to work until they're recovered.
 • cleaning spray available in office + office cleaned twice a week professionally.

Make staff aware of their leave entitlements if they are sick or required to self-isolate.

• staff have 10 days sick leave entitlement a year.
 • WFH is available as an option if required.

Wellbeing of staff and customers

Communicate and display conditions of entry (website, social media, digital newsletters and at entry points).

REQUIREMENTS

ACTIONS

Physical distancing

Capacity must not exceed one visitor per 4 square metres of space.

- Office is 100 Sqm
- No more than 2 visitors in office @ any time.

Where reasonably practical, consider holding an auction outdoors or in a large indoor space.

- N/A rentals only.

For viewings, consider implementing a time-based booking system, with phone or online options, to limit the number of people entering the premises or waiting outside where crowding may occur.

- Allow longer for OFTs (30 mins).
- Face time / video inspections available & encouraged.

Where practical, use separate doors for entry and exit. If there is on-site payment and/or collection, consider putting in place separate customer order and collection points.

If seating is required, move or remove seating to comply with 1.5 metres of physical distance where possible.

- N/A.

Develop strategies to reduce crowding wherever possible, such as markers on the floor or encouraging attendance of only registered or interested bidders (rather than observers).

- N/A.

Where reasonably practical, ensure staff maintain 1.5 metres physical distancing at all times (including at meal breaks and in offices or meeting rooms) and assign workers to specific work stations.

- Office has staff of 6. All staff are adequately distanced at all times.

Use telephone or video for essential meetings where practical.

Where reasonably practical, stagger start times and breaks for staff members to minimise the risk of close contact.

Review regular deliveries and request contactless delivery and invoicing where practical.

Physical distancing

Have strategies in place to manage gatherings that may occur immediately outside the premises.

- Prospects to stand 1.5m apart while waiting for OFI or to enter property

Encourage tenants who want to be present during an open home to leave for a short period or stand in an open space (such as outside) to minimise contact and ensure you can comply with physical distancing requirements.

- Tenants informed of OFIs 24h or more beforehand + encouraged/requested to exit property.

REQUIREMENTS

ACTIONS

Hygiene and cleaning

Adopt good hand hygiene practices.

- Hand sanitiser available in office entrance.

Ensure bathrooms are well stocked with hand soap and paper towels or hand dryers. Provide hand sanitiser at entry and exit points.

- Bathroom Stocked by external supplier
- Hand sanitiser available in office all times.

Clean indoor hard surface areas frequented by staff or customers at least daily with detergent or disinfectant. Clean frequently touched areas and surfaces several times per day with a detergent or disinfectant solution or wipe.

- End of day procedure includes spraying down desk + office surfaces with detergent.

Disinfectant solutions need to be maintained at an appropriate strength and used in accordance with the manufacturers' instructions.

- New detergent ordered with higher chemical content.

Staff are to wear gloves when cleaning and wash hands thoroughly before and after with soap and water.

- Disposable gloves available in office
- Hand soap C kitchen sink.

Consider removing printed pamphlets, and instead providing relevant information through digital channels such as email or website where practical.

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If onsite payment is required, limit the use of cash transactions by encouraging contactless payment options.

N/A - only payment options are digital

If items are to be viewed, encourage visual inspection where practical. Provide hand washing facilities or hand sanitiser for customers to use before and after handling objects. Have detergent or disinfectant wipes available to wipe objects regularly, where practical.

- All Staff to take hand sanitiser, gloves + masks to OFIs + private inspection.
- Prospects must register via IRIS or QR code

REQUIREMENTS	ACTIONS
Record keeping	
<p>Keep a record of name and a mobile number or email address for all staff, customers and contractors for a period of at least 28 days. For groups, one contact is sufficient to support contact tracing.</p> <p>Ensure records are used only for the purposes of tracing COVID-19 infections and are stored confidentially and securely.</p>	<ul style="list-style-type: none"> • Staff to use IRE to record details of visitors to OFTs • keylog manager office attendees in hotkeys • QR code sign in at front desk + OFTs
<p>Make your staff aware of the COVIDSafe app and its benefits to support contact tracing if required.</p>	<ul style="list-style-type: none"> • All staff to download covid safe app
<p>Cooperate with NSW Health if contacted in relation to a positive case of COVID-19 at your workplace, and notify SafeWork NSW on 13 10 50.</p>	