

> 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:	One Agency Bestwick Real Estate
Plan completed by:	Sheridan Bestwick
Approved by:	Sheridan Bestwick

> 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.	Staff must stay home if unwell. If exhibiting symptoms of Covid-19, they cannot return to work until tested negative for Covid-19.
Provide staff with information and training on COVID-19, including when to get tested, physical distancing and cleaning.	Posters displayed in office with relevant information.
Make staff aware of their leave entitlements if they are sick or required to self-isolate.	Staff have been informed about their entitlements.

Wellbeing of staff and customers

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

Signage on entry doors to office.

REQUIREMENTS

ACTIONS

Physical distancing

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

4 persons only are allowed in reception area. 3 people maximum in meeting room.

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

Auctions on-site are held outside the home.

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.

Rental inspections must pre-register.
Open home inspections are registered on entry - numbers are monitored before entry is granted.
Private inspections 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.

Not practical for our office.

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

Seats are spread 1.5m apart in reception and in meeting room.

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).

Potential Auction bidders are encouraged to register at least one day prior to the Auction. Only registered or intended bidders are encouraged to attend.

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.

Staff offices/desks are spread more than 1.5m apart.

Use telephone or video for essential meetings where practical.

Skype / Face-Time "inspections" are offered to clients unable to attend inspections in person.

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

Staff breaks are staggered and are encouraged to be taken off site where possible.

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.	Not applicable. No on street frontage.
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 are always given notice of pre-booked inspections and are encouraged to leave while inspection is on.

REQUIREMENTS	ACTIONS
Hygiene and cleaning	
Adopt good hand hygiene practices.	Signage is displayed in kitchen and bathrooms promoting hand hygiene.
Ensure bathrooms are well stocked with hand soap and paper towels or hand dryers. Provide hand sanitiser at entry and exit points.	Supply levels are checked on a weekly basis. Hand sanitiser is located at reception for staff & visitors.
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.	Hard surfaces are cleaned after every client. Staff work stations are cleaned down at the end of the day.
Disinfectant solutions need to be maintained at an appropriate strength and used in accordance with the manufacturers' instructions.	Office (and our cleaner) are using appropriate products.
Staff are to wear gloves when cleaning and wash hands thoroughly before and after with soap and water.	Kitchen is stocked with disposable gloves, masks, soaps & disinfectants.
Consider removing printed pamphlets, and instead providing relevant information through digital channels such as email or website where practical.	Printed booklets are on offer however a web version is also available.
If onsite payment is required, limit the use of cash transactions by encouraging contactless payment options.	Cashless transactions are preferred. We have a register recording any cash received, from who and on what date.
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.	Signage in office promoting hand washing/sanitising. Inspection attendees are asked not to touch surfaces in homes.

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. Ensure records are used only for the purposes of tracing COVID-19 infections and are stored confidentially and securely.</p>	<p>All face to face appointments/inspections are recorded in CRM.</p>
<p>Make your staff aware of the COVIDSafe app and its benefits to support contact tracing if required.</p>	<p>Every staff member is encouraged to download the COVIDSafe app.</p>
<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>	