

# > 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](https://nsw.gov.au)

#### BUSINESS DETAILS

Business name: Richardson and Wrench Bondi Junction

Plan completed by: Brooke Roberts

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
<b>Wellbeing of staff and customers</b>	
Exclude staff, customers and attendees who are unwell from the auction, open house or saleyard.	All staff are provided with a COVID safe toolkit for the office and to use at open homes, including posters to display at all open homes with a list of questions parties must agree to prior to entering a property, including: not experiencing any flu like symptoms, have not been in contact with anyone with flu like symptoms. This also includes max numbers in property, physical distancing and the requirement to sanitise prior to entry and instructions not to touch anything. All clients contact details are recorded by agents for contact tracing purposes. This is in place, a list of questions is asked to tenants and clients wanting to attend an open home prior to arranging an open home to ensure tenants have not experienced any flu like symptoms in last 14 days
Provide staff with information and training on COVID-19, including when to get tested, physical distancing and cleaning.	All staff continue to receive regular COVID safe communication on how we are minimising risk, including additional cleaning of high touch areas in the office and the use of hospital grade disinfectant. Additional cleaning products and instructions to clean desk and shared equipment after use. Staff are reminded to stay home if they have any flu like symptoms and get tested as per government guidelines. Sanitiser stations set up at all entry points and throughout office
Make staff aware of their leave entitlements if they are sick or required to self-isolate.	All staff are aware of their leave entitlements if they are sick or need to self isolate, this is outlined in our regular COVID safe communications.

Wellbeing of staff and customers	
Communicate and display conditions of entry (website, social media, digital newsletters and at entry points).	COVID safe posters and process at office entry point including the requirement for all clients attending the office to sign in for contact tracing purposes, reminded to social distance, sanitise prior to entry at office. Along with the reminder to cough & sneeze into elbows & no shaking hands
REQUIREMENTS	ACTIONS
Physical distancing	
Capacity must not exceed one visitor per 4 square metres of space.	COVID safe posters are placed in prominent areas in the office and open homes, reminding people to social distance
Where reasonably practical, consider holding an auction outdoors or in a large indoor space.	
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.	Where possible private inspections are arranged.
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.	N/A
If seating is required, move or remove seating to comply with 1.5 metres of physical distance where possible.	Chairs and room set up to ensure minimum 1.5m between clients in auction room for in house auctions
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).	Chairs and room set up to ensure minimum 1.5m between clients in auction room for in house auctions
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 workstations have been moved to ensure minimum 1.5m between staff and auction room is set up the same for in house auctions
Use telephone or video for essential meetings where practical.	Zoom meetings are held where practical, COVID safe practises outlined in the COVID safe toolkit where face to face meetings required
Where reasonably practical, stagger start times and breaks for staff members to minimise the risk of close contact.	This is in place where practical and staff follow COVID safe procedures
Review regular deliveries and request contactless delivery and invoicing where practical.	This is in place where practical

Physical distancing	
Have strategies in place to manage gatherings that may occur immediately outside the premises.	Posters are provided for this purpose at open homes, and staff are aware that it is their responsibility to ensure social distancing is occurring at all times at open homes and in office
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.	This is in place, a list of questions is asked to tenants prior to arranging an open home to ensure tenants have not experienced any flu like symptoms in last 14 days

REQUIREMENTS	ACTIONS
Hygiene and cleaning	
Adopt good hand hygiene practices.	All staff continue to receive regular COVID safe communication on how we are minimising risk, including additional cleaning of high touch areas in the office and the use of hospital grade disinfectant. Additional cleaning products and instructions to clean desk and shared equipment after use. Staff are reminded to stay home if they have any flu like symptoms and get tested as per government guidelines.
Ensure bathrooms are well stocked with hand soap and paper towels or hand dryers. Provide hand sanitiser at entry and exit points.	All staff continue to receive regular COVID safe communication on how we are minimising risk, including additional cleaning of high touch areas in the office and the use of hospital grade disinfectant. Additional cleaning products and instructions to clean desk and shared equipment after use. Staff are reminded to stay home if they have any flu like symptoms and get tested as per government guidelines.
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.	All staff continue to receive regular COVID safe communication on how we are minimising risk, including additional cleaning of high touch areas in the office and the use of hospital grade disinfectant. Additional cleaning products and instructions to clean desk and shared equipment after use. Staff are reminded to stay home if they have any flu like symptoms and get tested as per government guidelines.
Disinfectant solutions need to be maintained at an appropriate strength and used in accordance with the manufacturers' instructions.	All staff continue to receive regular COVID safe communication on how we are minimising risk, including additional cleaning of high touch areas in the office and the use of hospital grade disinfectant. Additional cleaning products and instructions to clean desk and shared equipment after use. Staff are reminded to stay home if they have any flu like symptoms and get tested as per government guidelines.
Staff are to wear gloves when cleaning and wash hands thoroughly before and after with soap and water.	All staff continue to receive regular COVID safe communication on how we are minimising risk, including additional cleaning of high touch areas in the office and the use of hospital grade disinfectant. Additional cleaning products and instructions to clean desk and shared equipment after use. Staff are reminded to stay home if they have any flu like symptoms and get tested as per government guidelines.
Consider removing printed pamphlets, and instead providing relevant information through digital channels such as email or website where practical.	Online marketing in use as much as possible, we have also commenced with virtual tours for our properties for lease
If onsite payment is required, limit the use of cash transactions by encouraging contactless payment options.	N/A
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.	Online marketing in use as much as possible, we have also commenced with virtual tours for our properties for lease. Sanitiser is provided at all entry points of the office and all staff are provided with sanitiser to be used at all open homes

REQUIREMENTS	ACTIONS
<b>Record keeping</b>	
<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>	<p>This is in place via inspection app for all leased properties, and sales agents are requesting details from each party at all open homes. Details are collected at reception for all external customers attending the office for contact tracing purposes.</p>
<p>Make your staff aware of the COVIDSafe app and its benefits to support contact tracing if required.</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>	