

**> BE COVID SAFE.  
HELP NSW STAY IN BUSINESS.**

## Your COVID-19 Safety Plan

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

### Business details

Business name	Upstate Property Group
Business location (town, suburb or postcode)	Dee Why
Completed by	Michelle Alchian
Email address	<a href="mailto:michelle.a@upstate.com.au">michelle.a@upstate.com.au</a>
Effective date	3 January 2021
Date completed	7 January 2021

---

### Wellbeing of staff and customers

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

Agreed and communicated.

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

Agreed and regularly communicated in writing and weekly team meetings.

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

Agreed and communicated.

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

Conditions of entry on display entrance of office an open inspections.

---

## **Physical distancing**

Capacity must not exceed one visitor per 2 square metres of space. Children count towards the capacity limit.

In Greater Sydney, indoor areas must not exceed one person per 4 square metres of publicly accessible space.

*Note: 'Greater Sydney' means Greater Sydney as defined by the Public Health (COVID-19 Restrictions on Gathering and Movement) Order (No 7) 2020.*

Agreed and communicated.

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

Agreed and communicated.

**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.**

Agreed and communicated and private inspections offered.

**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.**

Agreed and communicated.

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

Agreed and actioned.

**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).**

Agreed, communicated and actioned.

**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.**

Agreed, communicated and actioned.

**Use telephone or video for essential meetings where practical.**

Agreed, communicated and actioned.

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

Agreed, communicated and actioned.

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

Agreed, communicated and actioned.

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

Agreed and communicated.

**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.**

Agreed and communicated.

## **Hygiene and cleaning**

### **Adopt good hand hygiene practices.**

Agreed and communicated.

Hand sanitiser available at all entry points into office and open homes.

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

Agreed and actioned. Hand soap, hand towels and hand dryers all on offer.

Hand sanitiser available at all entry points into office and open homes.

### **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.**

Agreed and actioned.

Surface wipes available and meeting and boardroom tables wiped down after every meeting.

All incoming keys are sprayed with steriliser.

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

Agreed and actioned.

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

Agreed, communicated and actioned.

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

Printed brochures are available on request only. Buyers are provided a digital version once interest is made.

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

We utilise the DEFT system for transactions and direct transfer option for our trust

accounts. All contactless and online.

**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.**

Hand sanitiser, disinfectant wipes and face masks are available at all entry points in office and open homes.

**In indoor areas, increase natural ventilation by opening windows and doors where possible, and increase mechanical ventilation where possible by optimising air conditioning or other system settings (such as by maximising the intake of outside air and reducing or avoiding recirculation of air).**

Agreed and actioned.

---

## **Record keeping**

Keep a record of the name, contact number and entry time for all staff, customers and contractors for a period of at least 28 days. Contact details must be collected for each person using a contactless electronic method, such as a QR Code or similar. Processes must be in place to ensure that customers provide the required contact information. Records must be provided as soon as possible, but within 4 hours, upon request from an authorised officer.

*Note: If a person is unable to provide contact details, for example due to age or language barriers, another person may provide contact details on their behalf. If there are unexpected circumstances which prevent the use of electronic methods to collect contact details (such as an internet outage), any paper records must be entered into an electronic format such as a spreadsheet within 12 hours.*

Service NSW app at entry point in office.

All customers attend open homes are registered via Agentbox electronic method and or QR code.

Records can be provided within 4 hours of request.

**Ensure records are used only for the purposes of COVID-19 contact tracing and are collected and stored confidentially and securely. When selecting and using an**

**electronic method of record collection, take reasonably practical steps to protect privacy and ensure the records are secure. Consider the 'Customer record keeping' page of [nsw.gov.au](https://nsw.gov.au)**

Agreed and communicated.

**Make your staff aware of the COVIDSafe app and its benefits to support contact tracing if required.**

Agreed and communicated.

**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.**

Agreed.

**I agree to keep a copy of this COVID-19 Safety Plan at the business premises**

Yes