

> 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:	Upstate Property Group
Plan completed by:	Jennifer Skinner
Approved by:	Meschell Howarth

> 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.	Done
Provide staff with information and training on COVID-19, including when to get tested, physical distancing and cleaning.	Done
Make staff aware of their leave entitlements if they are sick or required to self-isolate.	Done

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

REQUIREMENTS	ACTIONS
Physical distancing	
Capacity must not exceed one visitor per 4 square metres of space.	Done
Where reasonably practical, consider holding an auction outdoors or in a large indoor space.	Done
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.	Offer private inspections
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.	Done
If seating is required, move or remove seating to comply with 1.5 metres of physical distance where possible.	Done
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).	Done
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.	Done
Use telephone or video for essential meetings where practical.	Done, update vendors by phone calls
Where reasonably practical, stagger start times and breaks for staff members to minimise the risk of close contact.	Done
Review regular deliveries and request contactless delivery and invoicing where practical.	Done

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

REQUIREMENTS	ACTIONS
Hygiene and cleaning	
Adopt good hand hygiene practices.	Done, we have hand sanitising stations and hand sanitisers available for all people attending the inspection
Ensure bathrooms are well stocked with hand soap and paper towels or hand dryers. Provide hand sanitiser at entry and exit points.	Done
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.	Office is sanitised daily, surfaces wiped down after use by staff and visitors. We also sterlise keys.
Disinfectant solutions need to be maintained at an appropriate strength and used in accordance with the manufacturers' instructions.	We use medical grade disinfectans
Staff are to wear gloves when cleaning and wash hands thoroughly before and after with soap and water.	Gloves are provided to staff members
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 however we encourage buyers to view the digital version
If onsite payment is required, limit the use of cash transactions by encouraging contactless payment options.	We encourage use of the DEFT Payment System or Direct Transfer to our Trust Account (both 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.	We have hand sanitiser and masks available for all customers to use

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>	<p>We check every visitor in and also ask them to scan into our office if visiting or open homes with our QR code</p>
<p>Make your staff aware of the COVIDSafe app and its benefits to support contact tracing if required.</p>	<p>Done</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>	<p>Done</p>