

COVID Safe plan

Our COVID Safe Plan

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Guidance	Action to mitigate the introduction and spread of COVID-19
Hygiene	
Provide and promote hand sanitiser stations for use on entering building and other locations in the worksite and ensure adequate supplies of hand soap and paper towels are available for staff.	<i>The employer will ensure there are adequate and accessible facilities to achieve good hygiene and that they are in good working order, are clean and are otherwise safe.</i> <i>The employer has considered whether there are an adequate number of hand washing and drying stations, in convenient locations, to sustain the increase in workers' practicing good hygiene in the workplace.</i> <i>Subsequently the employer has provided alcohol-based hand sanitiser in appropriate locations, such as entry and exits, meeting rooms, and near workstations where it deemed there were limited hand washing facilities available.</i> <i>Washroom facilities are properly stocked and have adequate supplies of toilet paper, soap, water, and drying facilities (single-use paper towels). They are also kept clean and in good working order.</i> <i>When determining what facilities were required, consideration was given the number of employees on site, the shift arrangements and when access to these facilities is required. In addition to this sanitisers were provided to all employees conducting open for inspections and auctions to facilitate for their personal use and used by the clients.</i> <i>Mask wearing is mandatory in all public-facing settings, including when dealing with public in the office, opens and auction centre.</i> <i>The receptionist places the mask on when a visitor arrives, including when accepting deliveries</i>
Where possible: enhance airflow by opening windows and adjusting air conditioning.	<i>The office, and in client properties open for inspection or auction, where practical, have windows opened or air-conditioning adjusted for more ventilation throughout the property.</i>

Guidance	Action to mitigate the introduction and spread of COVID-19
Replace high-touch communal items with alternatives.	<i>The employer will provide clients with either complimentary pens or utilise the option of electronic signatures for the execution of key documentation such as authorities, leases, contracts of sale etc...</i> <i>In instances where this is not viable, employees will wipe down pens after each use with a disinfecting towelette.</i>

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Cleaning	
Increase environmental cleaning (including between changes of staff), ensure high touch surfaces are cleaned and disinfected regularly (at least twice daily).	<i>The workplace has prepared, implemented and maintained a schedule for cleaning, and where appropriate disinfecting, that ensures the workplace is routinely cleaned. This consists of:</i> Office • <i>Arranging for extra cleaning of frequently used surfaces. Frequently used or touched surfaces or items, include:</i> ○ <i>table tops, counters, desks, furniture, handrails, doors, door handles, cupboards, cupboard handles and light switches</i> ○ <i>phones, keyboards and EFTPOS machines</i> ○ <i>amenities, including toilets and taps</i> • <i>This is documented in the cleaning schedule.</i> • <i>Ensuring the cleaning of less frequently used surfaces at least daily</i> • <i>Any surfaces that are visibly dirty, or have a spill, are cleaned as soon as this is noticed, regardless of when they were last cleaned</i> • <i>Using detergent and water deemed appropriate for cleaning</i> • <i>Starting cleaning with the cleanest surface first, progressively moving towards the dirtiest surface</i> • <i>When surfaces are cleaned they are to be as dry as possible, to prevent slips/falls and the spread of viruses and bacteria through droplets</i> • <i>Disinfectants are usually only necessary if a surface is contaminated with potentially infectious material, or in high traffic areas of the workplace</i> • <i>Cleaning a surface before disinfecting</i> • <i>Cleaning contractors and employees responsible for cleaning are consulted with regarding the workplace cleaning requirements. Appropriate steps have been taken to ensure that they can make sure an increased cleaning schedule can be maintained including supplies etc..</i> • <i>The cleaning schedule is displayed in the workplace. Relevant employees and cleaning contractors sign them off each time they clean the area/items.</i> Client Properties: Inspections / Open Houses • <i>Clients are encouraged to clean their properties pre and post inspection</i> • <i>Employers provide employees and clients (buyers and prospective tenants) alcohol-based hand sanitiser to use at the start & end of property inspections</i> • <i>Direct clients viewing properties are requested to refrain from unnecessary touching of items within the properties</i> • <i>Frequently touched surfaces such as handles which clients touch are wiped down with disinfectant wipes before and after each showing</i>

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	Where practical, windows are opened or air-conditioning adjusted for more ventilation throughout the property being inspected.
Ensure adequate supplies of cleaning products, including detergent and disinfectant.	The employer provides all the supplies and equipment necessary to ensure that the cleaning schedule and hygiene procedure implemented for the workplace can be complied with. This includes: - Ensuring appropriate cleaning and disinfectant products are available. Instructing employees in their safe use, including PPE, and have Safety Data Sheets available - Establishing/documenting procedures for the safe disposal of contaminated waste - Wearing gloves and eye protection when handling and preparing disinfecting solutions (as required). The employer will ensure that there appropriate levels of stock of: - Alcohol based hand sanitisers - Hand washing liquid - Chlorine based disinfectants. The employer will regular monitor supplies of cleaning products and restock as required. It will also identify at least two providers where the products may be re-stocked from should issues around availability become an issue.

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Physical distancing and limiting workplace attendance	
Ensure that all staff that can work from home, do work from home.	The employer will ensure that all employees that can work from home do work from home. This will be facilitated by: - Provide guidance on what is a safe home office environment, including what a good workstation set up looks like, why employees should not be sedentary all day and how to avoid this - Allowing employees to borrow any necessary work station equipment from the office to take to the home as agreed - Requiring employees to familiarise themselves and comply with good ergonomic practices, consistent with any workplace policies and procedures, for example requiring employees to complete a workstation self-assessment checklist and providing their responses - Maintaining regular communication with employees - Providing access to information and support for mental health and wellbeing services. (Beyondblue has a freely available website) - Appoint a contact person in the business that employees can talk to about any concerns related to working from home.
Establish a system that ensures staff members are not working across multiple settings/work sites.	The employer has taken reasonable steps to ensure that employees are not working with other employers. Employees are required to declare to employers when they are working across multiple sites or employers. Where an employee undertakes employment with another employer, they are required to disclose this employment with the Director who will make an assessment to risk and safety and implement controls as required.

Guidance	Action to mitigate the introduction and spread of COVID-19
Establish a system to screen employees and visitors before accessing the workplace. Employers cannot require employees to work when unwell.	<i>The employer will take all reasonable steps to ensure that an employee, client or visitors does not enter or attend the workplace, or properties, if they are required to self isolate, quarantine, or showing symptoms of COVID-19.</i> <i>The office will communicate and display signage with the conditions of entry at all entry doors of its offices, and at the entry of all properties open for inspection or auction which request employees and clients to:</i> • <i>Not to enter if they have COVID-19 symptoms</i> • <i>To leave the premises if they display symptoms associated with COVID-19</i> • <i>Not to enter if they have been in contact with someone with COVID-19 in the last 14 days</i> • <i>Not to enter if they have been overseas within the last 14 days.</i> <i>The employer also advertises conditions of entry on its website, social media and digital newsletters.</i> <i>The employer will place an emphasis on employees not attending work if they are unwell, have been in contact with a confirmed case of COVID-19, or have been advised to self-isolate for any other reason e.g. have symptoms and are awaiting a COVID-19 test result etc.</i> <i>Mask wearing is mandatory in all public-facing settings, including when dealing with public in the office, opens and auction centre.</i> <i>The receptionist places the mask on when a visitor arrives, including when accepting deliveries</i>
Configure communal work areas so that there is no more than one worker per four square meters of enclosed workspace, and employees are spaced at least 1.5m apart. Also consider installing screens or barriers.	<i>The employer will take all reasonable steps to ensure that, as far as is reasonably practicable, the current physical distancing requirements are complied with.</i> <i>To assist with this process, the employer has:</i> • <i>Worked out the capacity of its/client premises so that it can apply the appropriate density and physical distancing requirements.</i> <i>This included measuring the area of a room/space and calculating its capacity against the current physical distancing requirements.</i> <i>This ensured that the employer knows the maximum capacity of your gathering spaces.</i> • <i>Limited the number of people into the premises at any one time to meet these requirements.</i> <i>Office</i> • <i>Adjustments were made to the layout of the workplace or your workflows to enable employees to keep at least 1.5 metres apart</i> • <i>In changing the physical layout of the premises, the employer ensured that employees and others are able to safely enter, exit and move about the workplace under normal working conditions and in an emergency situation</i> • <i>In instances where the employer was not able to achieve this physical distancing, it identified appropriate alternative controls, including:</i> ○ <i>minimising the number of people within any area at any one time</i> ○ <i>limiting access to the workplace or parts of the workplace</i> ○ <i>change in work processes to reduce people movements</i> ○ <i>moving tasks to different areas of the workplace, or off-site if possible.</i>

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	• <i>Where relevant, most lifts can safely take 2 to 4 people providing people can stand apart; display signs near lifts to advise and recommend physical distancing.</i> <i>Public Auctions / Open for Inspections (where relevant and permitted)</i> • <i>Maintaining 1.5 metres distance between agents and clients</i> • <i>Requesting owners not be present when showing a property</i> • <i>Limiting client numbers by asking them not to bring friends or family members that do not normally reside with them</i> • <i>Encouraging attendance of only registered or interested bidders / buyers/ tenants (rather than observers)</i> • <i>Limiting the number of agents showing the property</i> • <i>If appointments are running behind schedule, ringing the next client to let them know and ask them to delay their arrival or to wait outside the property</i> • <i>Exploring/continuing the use of virtual property tours so that in person inspections may be shorter in duration</i> • <i>Advising clients of the requirements and controls in advance of inspection appointments/ auctions</i> • <i>Managing traffic flow throughout the property, particularly around chokepoints such a narrow hallways. Consider a one way flow of traffic through the property, and use different doors for clients to enter and exit</i> • <i>Where multiple agents are present, spreading them out throughout the property and assigning them specific areas to reduce the need for agents to move throughout the property – agents can be responsible for interacting within their assigned area, as well as monitoring client compliance with physical distancing measures</i> • <i>Considering the most appropriate location to hold an auction for a property to ensure physical distancing is achieved</i> • <i>Developing strategies to reduce crowding wherever possible, such as markers on the floor</i> • <i>Providing property flyers, contracts and building inspection reports electronically, not in hard copy at inspections etc.</i> <i>Property Maintenance</i> • <i>Communicating with tenants by phone/email where possible</i> • <i>Encouraging tenants to video/photograph any faults and email them with an explanation of the problem</i> • <i>When visiting the property, if tenant interaction is not required, requesting they wait outside/in another room</i> • <i>Where tradespersons attend a property for repair or maintenance purposes, ensuring that they are aware of the measures required for physical distancing.</i> <i>If it is not reasonably practicable to comply with the physical distancing requirements described above, then the employer will ensure that control measures are implemented in keeping with the requirements to manage the risks to health and safety</i>

Guidance	Action to mitigate the introduction and spread of COVID-19
Use floor markings to provide minimum physical distancing guides between workstations or areas that are likely to create a congregation of staff.	<i>Office</i> - Adjustments were made to the layout of the workplace or your workflows to enable employees to keep at least 1.5 metres apart - In communal areas (such as meeting rooms, tea rooms) where seating is required, seats have been moved or removed to comply with the physical distancing requirements - Where relevant, most lifts can safely take 2 to 4 people providing people can stand apart; signs displayed near lifts to advise and recommend physical distancing. <i>Public Auctions / Open for Inspections (where relevant and permitted)</i> - Develop strategies to reduce crowding wherever possible, such as markers on the floor
Modify the alignment of workstations so that employees do not face one another.	<i>The employer has changed the physical layout of the premises to ensure:</i> - Employees do not face one another in the workplace whilst in their workstations - Perspex screen has been installed in the property management department where face to face seating is required - Employees and others are able to safely enter, exit and move about the workplace under normal working conditions and in an emergency situation.
Minimise the build up of employees waiting to enter and exit the workplace.	<i>Office</i> - Employees have staggered meal breaks where practical - Employees have keys to enter and exit the premises as required <i>Public Auctions / Open for Inspections (where relevant and permitted)</i> - Limiting client numbers by asking them not bring friends or family members that do not normally reside with them - Encouraging attendance of only registered or interested bidders / buyers/ tenants (rather than observers) - Limiting the number of agents showing the property - If appointments are running behind schedule, ringing the next client to let them know and ask them to delay their arrival or to wait outside the property - Exploring/continuing the use of virtual property tours so that in person inspections may be shorter in duration. - Developing strategies to reduce crowding wherever possible, such as markers on the floor.
Provide training to staff on physical distancing expectations while working and socialising (e.g. during lunchbreaks).	<i>The employer has provided training to all employees on physical distancing to help slow the spread of COVID-19. This training consisted of the following components:</i> <i>Office</i> - Assigning employees to specific workstations (not facing each other). If this is not practical, workstations and shared office equipment should be wiped down with disinfectant surface wipes between users - Using flexible working arrangements where possible, such as working from home or other locations - Considering physical, distance or other controls to protect employees and visitors at physical interaction points such as counters or service desks to maintain social distancing - Where reasonably practical, ensuring employees and visitors maintain 1.5 metres physical distancing at all times (including in meeting rooms and at meal breaks).

Guidance	Action to mitigate the introduction and spread of COVID-19
	• <i>Using telephone or video platforms for essential meetings where practical.</i> • <i>Where reasonably practical, staggering start times and breaks for employees to minimise the risk of close contact</i> • <i>Reviewing regular deliveries and request contactless delivery and invoicing where practical.</i> <i>Public onsite auctions (where applicable)</i> • <i>Displaying appropriate safety signage at the entry of the property and where the auction is to be conducted</i> • <i>Capacity must not exceed one visitor per 4 square metres of space (to be monitored by employees)</i> • <i>Where reasonably practical, considering holding an auction outdoors or in a large indoor space</i> • <i>Where practical, use separate doors for entry and exit</i> • <i>If seating is required, moving or removing seating to comply with 1.5 metres of physical distance where possible</i> • <i>Having strategies in place to manage gatherings that may occur immediately outside the premises such as communicating physically distancing requirements</i> • <i>Developing strategies to reduce crowding wherever possible, such as markers on the floor or encouraging attendance of only registered or interested bidders (rather than observers).</i> <i>Public open for inspections (where applicable or permitted)</i> • <i>Displaying appropriate safety signage at the entry of the property</i> • <i>Capacity must not exceed one visitor per 4 square metres of space (to be monitored by employees)</i> • <i>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</i> • <i>Where practical, using separate doors for entry and exit</i> • <i>Having strategies in place to manage gatherings that may occur immediately outside the premises such as communicating physically distancing requirements</i> • <i>Encouraging 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.</i> <i>Employees are made aware that if a tenant or resident is in quarantine or self-isolation in the property, then no inspections of the occupied property can take place.</i> <i>Private Inspections (where directed by State Government Directions)</i> • <i>Displaying appropriate safety signage at the entry of the property</i> • <i>Ensuring that the property is attended by one employee and one tenant / buyer only</i> • <i>Having strategies in place to manage gatherings that may occur immediately outside the premises such as communicating physically distancing requirements.</i> <i>Marketing and property styling activities</i> • <i>Capacity not exceed one visitor per 4 square metres of space (to be monitored by employees).</i>

Guidance	Action to mitigate the introduction and spread of COVID-19
Review delivery protocols to limit contact between delivery drivers and staff.	<i>The workplace has established and encouraged contactless delivery and invoicing where practical. Where a delivery driver enters the premises they are required to disclose if they are ill and not enter the premises.</i> <i>Bulky items for delivery such as stationary and marketing material are placed in designated drop off zones within the office located away from employees.</i>
Review and update work rosters and timetables where possible to ensure temporal as well as physical distancing.	<i>Where reasonably practical, the employer has implemented staggered start times and breaks for employees to minimise the risk of close contact.</i>
Where relevant, ensure clear and visible signage in areas that are open to the general public that specifies maximum occupancy of that space, as determined by the ‘four square metre’ rule.	<i>Public open for inspections (where applicable)</i> <i>Displaying appropriate safety signage at the entry of the property</i> <i>Capacity must not exceed one visitor per 4 square metres of space (to be monitored by employees).</i>

Guidance	Action to ensure effective record keeping
Record keeping	
Establish a process to record the attendance of customers, clients, visitors and workplace inspectors, delivery drivers. This information will assist employers to identify close contacts.	<i>The workplace has implemented the Service NSW COVID Safe Check in QR Code for every person entering the premises</i> <i>All prospective buyers and tenants attending open for inspections or auctions are recorded using the Service NSW COVID Safe Check in QR Code</i> <i>Records are now kept with Service NSW</i>
Provide guidance to staff on the effective use of the workplace OHS reporting system (where available).	<i>The employer has provided training and guidance to all employees on the workplace’s OHS policies and procedures and incident reporting requirements.</i>

Guidance	Action to prepare for your response
Preparing your response to a suspected or confirmed COVID-19 case	
Prepare or update your business continuity plan to consider the impacts of an outbreak and potential closure of the workplace.	<i>The employer has a business continuity plan in place that addresses the potential impact of COVID-19 on its operations. The Director(s) are responsible for keeping the business continuity plan up to date and for making any modifications as required.</i> <i>The business continuity plan addresses the impacts of physical distancing measures including:</i> • Remote working • Office closures (as a result of government directions or an identified case of COVID-19 in the workplace) • Ceasing certain work practices that compromise physical distancing (ie auctions, open for inspections, fundraising activities etc) • Changing the way the workplace interacts with clients (ie online auctions, virtual inspections, online meetings, use of electronic documents) • Potential employee absenteeism due to confirmed COVID-19 case (contracted outside and while away from the workplace), or quarantining or self isolating. <i>The business continuity plan identifies:</i> • The risks associated with staff absenteeism, including the temporary loss of specialist skill sets • Dependencies such as use of third party providers, including increased cleaning requirements • The processes or tasks that if interrupted could lead to serious financial, reputational, health or legal impacts • How essential service delivery will be maintained in the event of potential staff absenteeism • How, and under what circumstances, the employer will communicate with external stakeholders, suppliers and clients • Key roles and responsibilities to support the business continuity maintenance and plan.
Prepare to assist NSW Health with contact tracing and providing staff and visitor records to support contact tracing.	<i>To support contact tracing, the employer will ensure that the workplace will request that each person who attends the premises for more than 15 minutes (including employees) or attend any open for inspections or auctions to provide:</i> • First name • Phone number • Date attended • Time attended. <i>The employer will keep a record of those details, and the date and time at which the person attended the premises. Records will be kept for 28 days.</i> <i>The record keeping requirement applies to all persons attending a facility or venue for longer than 15 minutes, which may include employees, clients, maintenance and delivery workers.</i> <i>The employer/manager will prepare records from the period of 48 hours prior to the onset of symptoms in the suspected case that includes all rosters and employee details along with customers, clients, visitors and workplace inspectors.</i> <i>This will assist in contact tracing should an employee test positive. This process will include:</i> 1. Determining what areas of the workplace were visited (this includes details of properties attended by the confirmed case) or used by the confirmed case by referring to records of employee attendance at the workplace

Guidance	Action to prepare for your response
	- Consulting with NSW Health on whether the workplace or part of the workplace is required to close for a short period to facilitate cleaning and enable contact tracing - Working with NSW Health to provide details that will assist in contact tracing such as records of employee attendance and up-to-date contact details for employees should they be required. NSW Health will contact anyone who is identified as a close contact of the case or customers the confirmed case had contact with obtained from buyer/tenant/client registers) - Any employee who tests positive for COVID-19 should remain at home in self-isolation until they have been notified by NSW Health that they have met the criteria for release. The employee should follow NSW Health guidance and the workplace's policy with regards to return to work - Following COVID-19 case at a workplace, risk management controls and infection prevention measures should be reviewed in order to reduce risk of further COVID-19 exposures.
Prepare to undertake cleaning and disinfection at your business premises. Assess whether the workplace or parts of the workplace must be closed.	Where a case is confirmed to have been in the workplace, cleaning will be undertaken in accordance with NSW Health guidance. The employer will undertake a risk assessment to determine whether the worksite (or part of the worksite) should be closed. This process may include: - Open outside doors and windows to increase air circulation and close off the affected area before commencing cleaning and disinfection - Organise for the cleaning and disinfecting of all areas that were used by the confirmed case. This may, where required, include the notification of vendors / landlords of properties the confirmed case may have visited. The workplace or part of the workplace as determined by NSW Health should remain closed until this is completed - Conduct wider cleaning and disinfection of the site, conducted by an professional contracted cleaner, paying particular attention to high-touch areas (as may be advised by NSW Health). Where a suspected case is present at the workplace in the 48 hours prior to the onset of symptoms or while symptomatic, the employer will take all practicable steps to manage the risks posed by the suspected case, including cleaning the affected employee's workspace, areas where they attended and high-touch surfaces.
Prepare for how you will manage a suspected or confirmed case in an employee during work hours.	Employees will be directed to stay home if they are sick or go home immediately if they become unwell. Any employee showing COVID-19 symptoms, however mild, will be asked not to come into work or attend any worksite and be asked to leave immediately if they attend while unwell. An employee suspected to have COVID-19 will be supported to travel home immediately OR to isolate at work if unable to travel home immediately. If isolating at work, the employee must wear a mask and be physically distancing from all other employees. The employer will request that an employee undergo a COVID-19 test and self-isolate.
Prepare to notify workforce and site visitors of a confirmed or suspected case.	For a confirmed case of COVID-19 in the workplace, the employer will inform employees, clients, visitors and workplace inspectors who are or have been close contact with the individual and direct them to stay in self-isolation. This process will include: - Ensuring employees who are identified to be close contacts of a person with COVID-19 by NSW Health do not come to work for 14 days after their last close contact with the positive case, as they must self-quarantine for this period. During self-quarantine, the employee should watch for symptoms and seek medical assessment and testing if they develop symptoms such as fever, sore throat, runny nose, shortness of breath or a loss of their sense of taste or smell - If an employee develops symptoms of COVID-19 they should call the coronavirus information line on 1800 675 398 and follow the self-isolation guidance available on NSW Health website

Guidance	Action to prepare for your response
	3. <i>If the case or cases are deemed an outbreak, the employer will follow the guidance of NSW Health and await advice on when the workplace can re-open or when the outbreak is considered resolved.</i> <i>For a suspected case, the employer will inform all employees at the workplace to be vigilant about the onset of COVID-19 symptoms, to self-isolate at symptom onset and be tested as soon as reasonably practicable.</i>
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.	<i>The employer will immediately notify WorkSafe of a confirmed case by calling the mandatory incident notification hotline on 13 23 60 and then providing formal written notification within 48 hours.</i>
Confirm that your workplace can safely re-open and workers can return to work.	<i>The workplace will work with NSW Health to ensure that all appropriate preventative measures have been taken prior to reopening the business.</i> <i>The employer will only reopen the worksite once it has assessed that all required measures within the directions have been completed.</i> <i>NSW Health and WorkSafe will be notified that the workplace is reopening.</i>

I acknowledge I understand my responsibilities and have implemented this COVID Safe plan in the workplace.

Signed

Name Nicole Kay

Date 21/08/2020