

> 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: Richardson & Wrench Maroubra
Plan completed by: 25/08/2020
Approved by: Hendra Wijaya

> 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.	The attendee will be advised to leave if they are showing obvious sign of Covid 19 symptoms during open home. Hand sanitiser is provided during open home and staff wear mask.
Provide staff with information and training on COVID-19, including when to get tested, physical distancing and cleaning.	Office Hygiene procedure signage display in the office which include stay home if unwell, social distancing, wash hand/hand sanitiser and cover your nose and mouth when cough or sneezing.
Make staff aware of their leave entitlements if they are sick or required to self-isolate.	Available

Wellbeing of staff and customers

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

Covid19 Response is display on our website
Office Hygiene signage & Standard office procedure for Covid19 are displayed at the front office for conditions of entry, common area and inside our office.

REQUIREMENTS

ACTIONS

Physical distancing

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

Office capacity 20 people (approx. office area is 110 sqm)

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

Preferable outdoor auction

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.

Limit a number of people entering premises by introducing time slot for each inspection which include inspection slot or wait outside where crowding occur.

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.

"No seating" signage display on every 2nd seat to comply social distancing"

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).

"Stop, one person at a time" signage display at the front office to maintain social distancing

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.

Work station arrangement 1.5 meter physical distancing.

Use telephone or video for essential meetings where practical.

Zoom/video call and telephone arranged during meeting.

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

Lunch and break time is arranged on different time for each staff

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

N/A

Physical distancing

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

N/A

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.

Option given to tenants

REQUIREMENTS

ACTIONS

Hygiene and cleaning

Adopt good hand hygiene practices.

Standard office procedure signage includes wash hands or use hand sanitiser every time entering the office and avoid hand shaking and physical contact display at the front office and within office and kitchen area.

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

Provide hand soap and paper towels in the kitchen and boardroom area
Provide hand soap and hand dryers in the toilet area.
Provide hand sanitiser at the entry and exit points.

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.

Clean the common area with wet wipes including seating area, doors, front desk, work station daily. Using disinfectant spray at the common area several times a day.

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

Anti bacteria spray used in line with manufacturer instruction.

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

During the cleaning, staff wear gloves and mask and wash their hands thoroughly after the cleaning.

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

Company website displays Covid-19 response

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

Most of transactions are contactless payment (fund transfer) and online applications.

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 is provided during inspection

REQUIREMENTS**ACTIONS****Record keeping**

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.

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

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.

Visitor requires to fill out their detail (date, name, mobile number and residency area) on the contact tracing form

Staff will be advised it is recommended to download the Covid19 safe app, noting this is not compulsory.

The company cooperate with NSW Health in relation to a positive case of Covid19 and will notify SafeWork NSW if this occurs.