

## **CORONAVIRUS POLICY FOR INTERACTIONS WITH CLIENTS & COMMUNITY**

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### **1.1 INTRODUCTION**

Brad Teal Real Estate (BTRE) is committed to ensuring the health and safety of our people, our clients and the local communities in which we operate. This policy sets out steps that the Organisation is taking in order to tackle the coronavirus outbreak.

### **1.2 COVID-19 OVERVIEW**

Coronaviruses are a large family of viruses that cause respiratory infections. These can range from the common cold to more serious diseases. COVID-19 is the disease caused by a new coronavirus. It was first reported in December 2019 in Wuhan City in China.

Symptoms can range from mild illness to pneumonia. Some people will recover easily, and others may get very sick very quickly.

People with coronavirus may experience:

- fever
- flu-like symptoms such as coughing, sore throat and fatigue
- shortness of breath

### **1.3 INFECTION CONTROL MEASURES**

To prevent the spread of viruses, we follow the guidelines from the World Health Organisation on infection control, both whilst at work and in our interactions with our clients and communities.

These include requiring our people and those we interact with to:

- cover your coughs and sneezes with your elbow or a tissue
- dispose of tissues properly
- wash your hands often with soap and water, including before and after eating and after going to the toilet
- use alcohol-based hand sanitisers
- clean and disinfect surfaces, and avoid touching fixtures and fittings
- if sick, avoid contact with others and stay more than 1.5 metres away from people

One way to slow the spread of viruses is social distancing. The following guidelines apply:

- stay at home when you are unwell
- avoid large public gatherings if they're not essential
- keep a distance of 1.5 metres between you and other people whenever possible
- minimise physical contact, especially with people at higher risk such as older people and people with existing health conditions
- avoid handshaking as a greeting

### **1.4 CORONAVIRUS DIAGNOSIS OR EXPOSURE**

#### **i) If you contract the virus**

If you begin to display symptoms of the virus, you must self-quarantine and follow Government guidelines on what to do next.

#### **ii) If you have contact with a confirmed case of the coronavirus**

If you have been in contact with someone who has a confirmed case of the coronavirus, you must self-quarantine and follow Government guidelines on what to do next.

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**iii) If you have contact with a suspected case of the coronavirus**

If you have been in contact with someone who has a suspected case of the coronavirus, you are required to disclose this and not engage in face to face interaction until you and/or the contact receives medical clearance.

**1.5 INTERNATIONAL TRAVEL****i) Returning from international travel**

All travellers must isolate for a period of 14 days after they have entered Australia. If you need to transit domestically, you may complete this transit and then begin your precautionary 14 day self-isolation period. If you have a layover, you must remain in the airport or self-isolate in your accommodation for the transit period. This period of isolation will be taken from accrued personal leave and subsequently annual leave entitlements.

**ii) Contact with someone who has travelled/transited through a higher risk country**

You are required to disclose if in the last 14 days you have come into contact with someone who has travelled to, or transited through a higher risk country, as determined by the Australian Government, and not engage in face to face interaction for the same period.

**iii) Contact with someone who has travelled/transited through a medium or lower risk country**

If there is a reason why you think you may have been exposed to the virus, you should avoid face to face interaction for 14 days.

**1.6 CONDITIONS OF ENTRY TO BRAD TEAL REAL ESTATE OFFICES AND OPEN HOMES**

The following notifications will be provided as a condition of entry.

In the health interests of our team, clients and community:

- DO NOT ENTER if you have a diagnosed or suspected case of COVID-19 Coronavirus
- DO NOT ENTER if you have been in contact with someone who has been diagnosed with or has a suspected case of COVID-19 Coronavirus
- DO NOT ENTER if you have travelled overseas in the last 14 days
- PLEASE ENSURE YOU PRACTICE GOOD HYGEINE, including handwashing or applying alcohol-based sanitiser before entering
- AVOID TOUCHING fixtures, fittings, furniture and surfaces
- AVOID greeting by SHAKING HANDS

Where clients are not comfortable to participate in meetings with our team or public open for inspections for properties for sale or lease:

- We will provide the opportunity to conduct our meeting virtually through appropriate platforms which may include, for example, Google hangouts, Facetime, Microsoft Teams or Zoom
- We will provide an option for open for inspections to be held by appointment only or in smaller groups
- Tenant applications will be pre-approved (subject to inspection) before inspections are organised, with entry numbers limited by pre-determined appointments
- Routine inspections for rental properties will be postponed until further notice