



Commercial Real Estate

COVID-19 FAQs

To our valued customers,

Below are some answers to questions you may have. We hope these are useful however if there's anything we haven't covered please let us know.

About us.

How is Domain handling the current COVID-19 situation?

Domain is fortunate enough to have the technology and systems in place for all staff to work remotely. It's business as usual for us, with all employees working from home into the foreseeable future. For our sales teams, road travel is accepted however they will be rebooking all non-essential in-person meetings to phone or video. They will still be in touch with all clients - just not face to face!

We have banned all flights and have been closely following all recommendations from the World Health Organisation and The Department of Health.

What about the Domain platforms and websites?

Whilst staff are working from home, there is nothing restricting their day to day activities. This includes all our support staff who are online to troubleshoot concerns or answer questions. Product releases are still going ahead, technical updates are on track and motivation is high. We've got this!

What about Nine's print publications and Commercial Real Estate's Leasing Features?

Again, it's business as usual. It is our understanding that newsagents - along with supermarkets, convenience stores and petrol stations - are considered essential and will be allowed to remain open. Nine's newspapers are an important source of information for the communities we serve. Nine have put in place a range of measures to ensure they can continue to print and distribute publications and are committed to continued supply. Operations for primary freight contractors, distributors and newsagents will continue as normal.

This includes the production of Commercial Real Estate's print leasing features that will be distributed in May and June 2020 in *The AGE (VIC edition only)* and *The Australian Financial Review (NSW, WA & QLD editions)*.

What if I'd like to cancel my meetings with my Domain Account Manager?

Absolutely you should if you're concerned. We'd love to hear from you and check in, so please don't hesitate to call your representative. If the face to face meeting does go ahead, thanks for toe tapping instead of hand shaking and for understanding that your Account Manager will sit a minimum of 1.5 metres away.

If you are displaying any unwell symptoms, there are guidelines for self-isolating on the Department of Health website; please [refer to these guidelines](#) should you need to self isolate.

How is Domain monitoring the ongoing COVID-19 situation in Australia?

Domain Group has set up a Business Continuity Plan (BCP) Team which has been established to continually monitor changes to government or health authority advice, and its impact on Domain's workplace. We will update all employees and clients with any relevant alerts.

We hope this is helpful. As mentioned, your Domain representative is only a phone call away. Please reach out if you have any questions or require further support.