

**> BE COVID SAFE.
STAY IN BUSINESS.**

Your COVID-19 Safety Plan

Auction houses (including residential sales, tenancy open houses and saleyards)

Business details

Business name	Ratcliff Mathews Real Estate
Business location (town, suburb or postcode)	Dee Why
Completed by	Sandra Wilson
Email address	admin@rmre.com.au
Effective date	1 July 2020
Date completed	13 November 2020

Wellbeing of staff and customers

Exclude staff, customers and attendees who are unwell from the auction, open house or saleyard.

Staff must not attend the office or conduct inspections if unwell. If showing symptoms of COVID-19, staff are to be tested and must not return to work until a negative test is confirmed.

Clients entering the office are required to provide personal details, use hand sanitiser provided at the front desk, and are offered masks. Prior to attending, they are asked to

please reschedule any appointments if they have any COVID-19 symptoms.

Attendees at open homes who are unwell or symptomatic are not permitted to enter the property, and all attendees are asked to provide personal details including their name and contact number in the event contact tracing is required. Attendees are offered masks and are required to use hand sanitiser, and are advised to limit contact and adhere to social distancing rules.

Provide staff with information and training on COVID-19, including when to get tested, physical distancing and cleaning.

Posters are displayed in the office which provides COVID-19 information and advice. Staff have been advised on physical distancing and cleaning procedures required in the office and at open homes.

Make staff aware of their leave entitlements if they are sick or required to self-isolate.

Staff have been made aware of their leave entitlements in the event they are unwell or exhibit COVID-19 symptoms and are required to be tested and self-isolate.

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

Signage is displayed at office entry and internal rooms show capacity limits in line with social distancing rules.

Physical distancing

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

In the office, the reception area, and all meeting rooms have signs showing capacity limits to meet social distancing rules.

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

Any auctions held will be onsite and conducted outside in order to meet physical distancing guidelines.

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.

All rental inspections are by appointment only, and all appointments are staggered to limit contact between parties. Masks and hand sanitiser are available at all appointments. All open homes conducted for home sales are to have a minimum of two staff to manage numbers and physical distancing and to collect information required for contact tracing.

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.

The office only has a single entry/exit so is not practical. At open homes, practical methods of managing numbers will be assessed on a case-by-case basis.

If seating is required, move or remove seating to comply with 1.5 metres of physical distance where possible.

Office seating is managed to comply with physical distancing. 1.5 metre physical distancing and the 4 square metre rule is advised by agents at open homes to attendees.

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).

We rarely conduct auctions but would encourage attendance onsite at an outdoor held auction and advise people to maintain social distancing. For home inspections, we encourage private appointments to manage contact and use adequate staff to manage physical 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.

Staff offices and desks are more than 1.5 metres apart, with dedicated desks for each staff member. Meal breaks have multiple options for distancing, and capacity limits are marked on all offices and meeting rooms.

Use telephone or video for essential meetings where practical.

The use of telephone and video (using Zoom or similar option) is encouraged for meetings that do not require direct contact.

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

Staff breaks are staggered and flexible to enable minimal close contact.

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

Contactless delivery and invoicing options are already in place with most suppliers.

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

As the office is on the 1st floor there is a low likelihood of gatherings occurring immediately outside the premises. In the event of an evacuation (such as a fire emergency), staff are requested to wear a mask to limit potential contact.

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.

Vendors or tenants are always given notice of pre-booked inspections and are encouraged to leave while inspections are conducted.

Hygiene and cleaning

Adopt good hand hygiene practices.

Signage is displayed in office areas promoting hand hygiene, and sanitiser is available at reception for general use by staff and visitors.

Staff members conducting inspections are required to have hand sanitiser for their own use and to provide to attendees.

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

Bathrooms are managed by building management who arrange daily cleaning. Bathrooms are stocked with soap and multiple electric hand dryers are provided.

At inspections, attendees are requested to limit contact to surfaces and are provided hand sanitiser on entry and on request.

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.

Hard surfaces are cleaned after each client attendance. Staff are encouraged to clean their work space at the end of each day. Disinfectant wipes and cleaning products are readily available in the kitchen and at reception.

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

Appropriate products are being used for cleaning and sanitising in accordance with manufacturer directions.

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

Protective equipment including masks and gloves are available for use with cleaning products, along with soaps and disinfectants for hand hygiene.

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

Printed material is available at sales inspections, although all material is also available digitally via our website or can be emailed.

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

Onsite payments are discouraged and electronic funds transfer details are provided to clients for any payments required. If cash must be handled it is banked the same day as receipt and a deposit record kept showing payment details.

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 washing and sanitising is promoted in the office, and hand sanitiser is provided when inspections are conducted outside of the office.

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.

All appointments and inspections are recorded in the office visitors log or our real estate database/CRM, with at least a name and contact phone number in the event contact tracing is required.

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

All staff are encouraged to have the COVIDSafe app installed on their mobile phones.

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.

In the event a positive case of COVID-19 is detected, as much information as possible will be provided to SafeWork NSW.

I agree to keep a copy of this COVID-19 Safety Plan at the business premises

Yes