



Your COVID-19 Safety Plan

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

Business details

Business name	Googong Township Realty Pty Limited
Business location (town, suburb or postcode)	12 Courtney Street, Googong NSW 2620
Completed by	Adam Casan
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Effective date	1 July 2020
Date completed	12 November 2020

Wellbeing of staff and customers

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

All staff, customers and attendees who are displaying or experiencing any of the following symptoms are to be excluded from the GTR Sales Office:

- Coughing
- Sore Throat
- Shortness of breath
- Fever

- Loss of taste or smell

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

Employee symptoms / testing:

If an employee feels unwell and is displaying any symptoms as defined by NSW Health, a COVID-19 test should be completed within 24 hours. The employee is to remain isolated while awaiting the result of the test

If an employee tests positive to COVID-19:

- o The employee is to remain isolated at home for a minimum of 14 days or until cleared by NSW Health to leave isolation
- o The sales office is to undertake a deep clean and is not to reopen until approved by the Regional General Manager – East
- o All attendees at appointments over the previous 7 days are to be contacted so they can complete COVID-19 testing
- o NSW Health and SafeWork NSW to be contacted to notify them of the case
- Where three or more workers/attendees are suspected to have COVID-19 within a 5-day period:
 - o NSW Health is to be immediately contacted for advice on further actions
 - o The sales office is to be immediately closed. Reopening is subject to direction from relevant authorities

Attendee symptoms/testing:

- If a recent attendee contacts Peet to advise they are positive for COVID-19:
 - o The sales office is to immediately close
 - o A deep clean of the sales office is to be completed as soon as possible and is not to reopen until approved by the Regional General Manager – East
 - o The employee who conducted the appointment is to immediately present to a medical practitioner for COVID-19 testing and is to remain isolated while awaiting the result of the test
- If the test result is positive, the employee is to remain isolated at home for a minimum of 14 days or until cleared by NSW Health to leave isolation
- o All attendees to the sales office after the time of the confirmed positive case are to be contacted so they can complete COVID-19 testing
- o NSW Health and SafeWork NSW to be contacted to notify them of the case

Physical distancing:

- Signage
- Outline maximum capacity allowed inside and outside the sales office at any one time (in accordance with the one person per 4 square metres rule)

- Attendees to remain 1.5m away from one another at all times
- Install signage at entrance to each room outlining maximum capacity allowed in the room at any one time
(in accordance with the one person per 4 square metres rule)

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

Staff to utilise their accrued sick leave.

Arrangements will be made for staff who do not have an adequate accumulation of sick leave in order to self-isolate.

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

Signage:

Install signage at entrance of the sales office reminding attendees:

- To remain 1.5m away from one another at all times
- To not enter if they are displaying/experiencing any of the following symptoms:
 - o Coughing
 - o Sore Throat
 - o Shortness of breath
 - o Fever
 - o Loss of taste or smell

Similar messaging included on the website, social media, newsletters etc

Physical distancing

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

- Signage
- Outline maximum capacity allowed inside and outside of the sales office at any one time
(in accordance with the one person per 4 square metres rule)

- Attendees to remain 1.5m away from one another at all times
- Install signage at entrance to each room outlining maximum capacity allowed in the room at any one time
(in accordance with the one person per 4 square metres rule)

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

Builder Ballots to be held outside

Builder meetings to be held at the Community Centre

New Release Ballots:

- When scheduling appointments ensure clients are reminded in advance of their requirement to practice social distancing and abide by the capacity limits of the Sales Office

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.

New Release Ballots:

- When scheduling appointments ensure clients are reminded in advance of their requirement to practice social distancing and abide by the capacity limits of the Sales Office

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.

Furniture to re-located in accordance with physical distancing requirements:

Maximum capacity: one person per 4 square metres

Attendees to remain 1.5m away from one another at all times

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).

- Signage

- Outline maximum capacity allowed inside and outside of the sales office at any one time

(in accordance with the one person per 4 square metres rule)

- Attendees to remain 1.5m away from one another at all times

- Install signage at entrance to each room outlining maximum capacity allowed in the room at any one time

(in accordance with the one person per 4 square metres rule)

Furniture to re-located in accordance with physical distancing requirements:

Maximum capacity: one person per 4 square metres

Attendees to remain 1.5m away from one another at all times

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.

- Signage

- Outline maximum capacity allowed inside and outside of the sales office at any one time

(in accordance with the one person per 4 square metres rule)

- Attendees to remain 1.5m away from one another at all times

- Install signage at entrance to each room outlining maximum capacity allowed in the room at any one time

(in accordance with the one person per 4 square metres rule)

Furniture to re-located in accordance with physical distancing requirements:

Maximum capacity: one person per 4 square metres

Attendees to remain 1.5m away from one another at all times

Use telephone or video for essential meetings where practical.

Consider the number of attendees to all internal/external meetings. Consider utilising Skype, Microsoft Teams or any applicable program when sending invitations.

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

Sales Team Roster in place - No more than x2 members of the Sales Team operating within the office at any point in time

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

Staff to consider physical distancing and record keeping requirements when receiving deliveries.

Contactless deliveries to be utilised when possible

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

- Signage
- Outline maximum capacity allowed inside and outside of the sales office at any one time
(in accordance with the one person per 4 square metres rule)
- Attendees to remain 1.5m away from one another at all times

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.

N/A

Hygiene and cleaning

Adopt good hand hygiene practices.

- Install a hand sanitising station at entrance

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

Supplies:

- Ensure adequate supplies of the following and make available for all staff and customers throughout the sales office:
 - o Hand sanitiser
 - o Disinfectant wipes
 - o Clean cloths
 - o Disinfectant spray
 - o Soap / hand wash
 - o Any other supplies necessary to satisfy these actions

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.

Cleaning:

- Sales office to continue to be professionally cleaned on a daily basis
- Employee to undertake frequent cleaning and disinfection of shared spaces, frequently touched surfaces (at least twice a day) and publicly accessible areas
- Display a cleaning log in shared spaces
- Clean shared equipment after any use

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

All cleaning supplies to be of appropriate strength and utilised in accordance with manufacturers instructions

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

Employees have been briefed in respect to practicing good hygiene

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

All relevant collateral to be made available via soft copies/digital channels in order to reduce hard copies where possible

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

Credit card or EFT are the preferred payment method for all deposits

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.

Supplies:

- Ensure adequate supplies of the following and make available for all staff and customers throughout the sales office:
 - o Hand sanitiser
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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.

- Maintain a register of all attendees at the sales office for every day of operation (including staff), recording the following at a minimum:
 - o Date
 - o First name & surname
 - o Phone number
 - o Email address
 - o Check-in time
 - o Check-out time
 - o Relationship with business
 - o Area(s) visited

Record keeping via QR Code process preferred as well as manual log for those not able/willing to download NSW Health App

Make your staff aware of the COVIDSafe app and its benefits to support contact

tracing if required.

Record keeping via QR Code process preferred as well as manual log for those not able/willing to download NSW Health App

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.

Employee symptoms / testing:

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 - o NSW Health and SafeWork NSW to be contacted to notify them of the case

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

Yes