

**> 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	Richardson & Wrench
Business location (town, suburb or postcode)	Wentworth Falls
Completed by	Kerrith Offner
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Effective date	1 July 2020
Date completed	11 November 2020

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### Wellbeing of staff and customers

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

All staff have been advised if unwell to not attend office or open homes.

Ask all attendees on arrival if they have any flu like symptoms if so do not allow entry.

Put on internet advertising if unwell please do not attend.

**Provide staff with information and training on COVID-19, including when to get**

### **tested, physical distancing and cleaning.**

Staff have all been given our Covid safe plan, cleaning bucket containing wipes, spray, gloves and hand sanitizer to display at all inspections.

Staff have all been advised they must ensure the one visitor per 4 sqm rule.

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

All staff have a copy of this Covid Safety Plan and have been made fully aware that if they are unwell with flu like symptoms they are to stay home and get tested, they are not to return to work until they have received a negative result.

Staff have been advised they are entitled to 10 paid sick days per year for permanent fulltime and part time staff, casual staff do not receive paid sick leave, however may swap their day to work a different day if unable to attend work.

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

All staff have a covid safe sign A3 size to display at all inspections, they also have a copy of our covid safe plan to show at all times, we have placed on our website and social media sites our covid safe plan, we have a qr code upon entry to our office as well as pen and paper recording for those that do not have the ability to complete the qr code.

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## **Physical distancing**

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

Size of the property will be taken into consideration and numbers will be limited to ensure the 4sqm rule is adhere to where possible entry will be in one door and exit out another door.

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

Not Applicable We Do Not Hold Auctions

### **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 staff have with them at all times a qr code or pen and paper recording for all inspections and open homes staff ensure that if required people are to enter the home at staggered times to ensure social distance at all times. All attendees are to sanitize upon entry and told they must not touch anything.

**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.**

Staff have been advised where possible to entry through one door and exit through another door have attendees view different rooms at different times.

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

Not applicable we do not hold auctions where seating is required.

**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 do not hold auctions, private inspections are spaced out by time and open homes are supervised and all covid safe plans are followed.

**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.**

All staff have been advised where possible to social distance, work stations are not shared but when a change or shared situation is required staff have been advised to use the cleaning wipes on the desks to wipe down after they leave and staff change to also wipe down when they arrive, and to ensure they have used the hand sanitizer provided.

**Use telephone or video for essential meetings where practical.**

All staff advised.

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

We have 3 offices our front office is limited to 3 seated staff all desks are 1.5 metres apart

and client chairs are 1.5 metres away from staff chairs. Our middle office is limited to 2 seated staff members and our back office is limited to 1 seated staff member.

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

Everyone upon entry is asked to complete the qr code displayed on the front door or trades people are recorded by our staff on our covid visitor log.

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

All staff have been advised they are maintain social distancing outdoors as well as indoors and where this is not possible staff have gloves and masks to ask attendees to wear, everyone must sanitize.

**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.**

Tenants are asked to wait to outside the property if they wish to be present during an open home.

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## **Hygiene and cleaning**

**Adopt good hand hygiene practices.**

All staff members have Hand Sanitizer, cleaning wipes, spray, gloves, masks and all attendees are required to sanitize before entry.

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

Office always has pump hand soap, paper towels, cleaning spray, glen 20 and hand sanitizer.

**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.**

Frequently touched areas are cleaned daily with spray, glen 20 and detergent. Office is deep cleaned once a week.

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

Disinfectant spray and glen 20 are always available staff have been advised where these items are located.

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

Staff have been advised.

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

Where possible all staff are implementing this.

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

All tenants have been advised to pay via eft holiday bookings all payments are made through the gateway.

**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 sanitizer station is supplied outside the office front door upon entry at all times and there is also hand sanitizer on all office desks.

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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.**

QR Code is to be completed upon entry to our office for those that do not have the ability to complete the QR Code we have a pen and paper record keeping.

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

All staff have been advised to download the Covidsafe 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.**

All staff have been advised.

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

Yes