

> HELPING BUSINESS GET BACK TO WORK



05 June 2020

NSW COVID-19 Safety Plan

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

We've developed this COVID-19 Safety Plan to help you create and maintain a safe environment for you, your workers and your customers.

Complete this plan in consultation with your workers, then share it with them. This will help slow the spread of COVID-19 and reassure your customers that they can safely visit your business. You may need to update the plan in the future, as restrictions and advice changes.

Businesses must follow the current COVID-19 Public Health Orders, and also manage risks to staff and other people in accordance with Work Health and Safety laws. For more information and specific advice for your industry go to nsw.gov.au

BUSINESS DETAILS
Business name:
Plan completed by:
Approved by:

> REQUIREMENTS FOR BUSINESS

Requirements for your workplace and the actions you will put in place to keep your customers and workers safe

REQUIREMENTS	ACTIONS
Wellbeing of staff and visitors	
Exclude staff, customers and attendees who are unwell from the auction, open house or saleyard.	
Provide staff with information and training on COVID-19, including when to get tested, physical distancing and cleaning.	
Make staff aware of their leave entitlements if they are sick or required to self-isolate.	
Communicate and display conditions of entry (website, social media, digital newsletters and at entry points).	

REQUIREMENTS	ACTIONS
Physical distancing	
Indoor capacity must not exceed one person per 4 square metres. If the setting is outdoors, ensure 1.5 metres physical distancing is observed.	
Where reasonably practical, consider holding an auction outdoors or in a large indoor space. Consider strategies to avoid crowding.	
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 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.	
If seating is required, move or remove seating to comply with 1.5 metres of physical distance.	
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).	
Where reasonably practical, ensure staff maintain 1.5 metres physical distancing at all times (including at meal breaks) and assign workers to specific work stations.	
Use telephone or video for essential meetings where practical.	
Where reasonably practical, stagger start times and breaks for staff members to minimise the risk of close contact.	
Review regular deliveries and request contactless delivery and invoicing where practical.	
Have strategies in place to manage gatherings that may occur immediately outside the premises.	
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.	

REQUIREMENTS	ACTIONS
Hygiene and cleaning	
Adopt good hand hygiene practices.	
Ensure bathrooms are well stocked with hand soap and paper towels. Provide hand sanitiser at entry and exit points.	
Clean 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.	
Disinfectant solutions need to be maintained at an appropriate strength and used in accordance with the manufacturers' instructions.	
Staff are to wear gloves when cleaning and wash hands thoroughly before and after with soap and water.	
Consider removing printed pamphlets, and instead providing relevant information through digital channels such as email or website.	
If onsite payment is required, limit the use of cash transactions by encouraging contactless payment options.	
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.	

REQUIREMENTS	ACTIONS
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. Ensure records are used only for the purposes of tracing COVID-19 infections and are stored confidentially and securely.	
Make your staff aware of the COVIDSafe app and its benefits to support contact tracing if required.	