

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

Your COVID-19 Safety Plan

Retail and auctions

Business details

Business name	Stone New Projects
Business location (town, suburb or postcode)	Riverview
Select your business type	
Auctions and open houses	
Completed by	Diane Travers
Email address	dianetravers@stonerealestate.com.au
Effective date	11 October 2021
Date completed	13 October 2021

Wellbeing of staff and customers

Exclude staff, customers and attendees who are unwell from the premises.

Agree

Yes

Tell us how you will do this

All staff are fully vaccinated and carry a digital vaccination certificate.

- No person without exception (be it buyer, conjunction agent, valuer, staff etc) who are showing cold or flu-like symptoms are permitted to attend onsite (see Covid-19 Notice).
- Prior to any person entering the property, the question below must be asked, and NO must be confirmed. If any party say yes then you should not proceed, and you should seek advice from Marshall.

“This is a standard protocol and something I need to ask prior to our meeting/your inspection for the wellbeing of all.”

Please confirm Yes or No for the following question:

“Have you been, or knowingly been in contact with directly or indirectly, anyone who has been overseas in the past 14 days or tested positive for Covid-19, or do you feel unwell with flu-like symptoms associated with Covid-19?”

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

Yes

Tell us how you will do this

As halt the spread of Covid-19, it is imperative that we continue to support our clients' needs and remain vigilant with our recommended hygiene practices;

compulsory wearing of a face mask at all times

regularly cleaning hands with soap and water (minimum 20 seconds) or an alcohol-based hand rub.

no shaking hands with anyone!

use hand sanitiser regularly. This includes, but is not limited to; all offices, open homes and on-site appointments.

do not share pens

washing and sanitising your own hands thoroughly prior to entry and after EACH property

always washing hands with soap and water before eating and after visiting the bathroom

avoiding close contact with anyone with cold or flu-like symptoms

□seeing a health care professional if you are unwell, and staying away from the workplace and other public places – please also inform your principal and head office if impacted.

Should staff be concerned they may have caught the virus, or are unwell, they are required to self-isolate and seek appropriate testing and medical advice. Under no circumstances will they enter the office or conduct onsite inspections until they return a negative test result for COVID-19.

Staff Protocol

If you test positive for the COVID-19 virus you must alert Diane and Marshall immediately, you must provide a list of any staff/customers you have had contact with during the possible incubation period. We will then inform Stone Head Office and they will contact the relevant individuals of potential compromise to ensure fast action for treatment. We endeavour to keep all staff who contract the virus anonymous and it will be at your discretion if you wish to inform people that you have contracted the virus. You will be required to undertake 14 days self-isolation following any positive test results. The period off work will be recorded as COVID-19 related sick leave.

Display conditions of entry including requirements to stay away if unwell and record keeping.

Agree

Yes

Tell us how you will do this

Guidelines & Procedures:

- All staff are fully vaccinated and carry a digital vaccination certificate.
- Compulsory wearing of a face mask at all times.
- All staff must follow the best practice hygiene protocol previously outlined prior to and when conducting all onsite visits.
- No person without exception (be it buyer, conjunction agent, valuer, staff etc) who are showing cold or flu-like symptoms are permitted to attend onsite (see Covid-19 Notice).
- Limit the number of people entering the property to ensure adequate social distancing. Best practice is to have max. 6 people (not groups) including staff at any time.
- Allow space between people of at least 1.5m (2 metres where possible).
- It is the Agent's responsibility to clearly display Covid-19 Notice, Covid Safe Poster, floor waiting indicators and provided signage on-site.
- Gloves provided are recommended for attendees to use while inspecting the property.

- Floor markings and tape are compulsory to ensure social distancing.

Prior to any person entering the property, the question below must be asked:
"Are you fully vaccinated, can I please see your vaccination certificate? thank you.

If any party say no then you should ask the following question, and you should seek advice from Marshall.

"This is a standard protocol and something I need to ask prior to our meeting/your inspection for the wellbeing of all."

Please confirm Yes or No for the following question:

"Have you been, or knowingly been in contact with directly or indirectly, anyone who has been overseas in the past 14 days or tested positive for Covid-19, or do you feel unwell with flu-like symptoms associated with Covid-19?"

- Staff must sign in all attendees to the open home using Agentbox entering, their name, phone number, vaccination status check and email address BEFORE entering the property.
- Hand sanitiser must be used by everyone before entering the property and request they use the gloves and avoid touching surfaces while viewing.
- All other parties entering the property (ie valuers, builders, buyers etc) staff must complete the attached log in full (vaccination status, time entering, their name, phone number and email address) BEFORE entering the property.

Take reasonable steps to ensure all people aged 16 and over on the premises are fully vaccinated or have a medical exemption (including staff, customers and contractors). For example, ensure posters outlining vaccination requirements are clearly visible, check vaccination status upon entry and only accept valid forms of evidence of vaccination, train staff on ways to check proof of COVID-19 vaccination status, remind customers of vaccination requirements in marketing materials. Guidance for businesses is available at: <https://www.nsw.gov.au/covid-19/businesses-and-employment/covid-safe-business/vaccination-compliance-for-businesses>

Note: This applies to auction houses, betting agencies, markets that do not predominantly sell food, and retail premises, except for critical retail premises. Critical retail premises are defined in the *Public Health (COVID-19 General) Order 2021*.

Note: Staff outside of Greater Sydney who have received one dose of a COVID-19 vaccine are permitted to enter such premises for work until 1 November 2021 when they need to be fully vaccinated, or have a medical contraindication, in order to enter the premises.

Agree

Yes

Tell us how you will do this

Guidelines reviewed, as per previous question.

Physical distancing

Capacity must not exceed one person per 4 square metres of space in indoor areas of the premises and one person per 2 square metres of space in outdoor areas of the premises.

Agree

Yes

Tell us how you will do this

- Limit the number of people entering the property to ensure adequate social distancing. Given the size of our current stock best practice is to have max. 6 people (not groups) including staff at any time.
- Allow space between people of at least 1.5m (2 metres where possible).
- In high rise buildings buyers are to inspect one (1) apartment at a time via the lift returning to the Agent located on the ground floor before entering a new apartment on a different floor.

Ensure 1.5m physical distancing where possible, including:

- **at points of mixing or queuing**
- **between seated groups**
- **between staff.**

Agree

Yes

Tell us how you will do this

As per previous question.

Avoid congestion of people in specific areas where possible.

Agree

Yes

Tell us how you will do this

As per previous question.

Have strategies in place to manage gatherings that may occur immediately outside the premises, such as at the conclusion of services.

Agree

Yes

Tell us how you will do this

As per previous question, making of private inspection times allowing adequate viewing and space between time slots.

Ventilation

Review the 'COVID-19 guidance on ventilation available at <https://www.nsw.gov.au/covid-19/getting-back-to-work-a-covid-safe-way/ventilation-guidance> and consider which measures are relevant to your premises before completing this COVID-19 Safety Plan.

Agree

Yes

Tell us how you will do this

Guidelines reviewed with protocol updated as below.

Use outdoor settings wherever possible.

Agree

Yes

Tell us how you will do this

Inspection meeting point between Agent and buyer will be outside at the buildings main door.

In indoor areas, increase natural ventilation by opening windows and doors where possible.

Agree

Yes

Tell us how you will do this

Property main entry doors and balcony doors will be open during all scheduled open homes.

In indoor areas, increase mechanical ventilation where possible by optimising air conditioning or other system settings (such as by maximising the intake of outside air and reducing or avoiding recirculation of air).

Agree

Yes

Tell us how you will do this

Property main entry doors and balcony doors will be open during all scheduled open homes.

Ensure mechanical ventilation systems are regularly maintained to optimise performance (for example through regular filter cleaning or filter changes).

Agree

Yes

Tell us how you will do this

Builder/Owner will attend to regular deep cleaning of property and review ventilation.

Consider consulting relevant experts such as building owners or facility managers, ventilation engineers and industrial or occupational hygienists to optimise indoor ventilation.

Agree

Yes

Tell us how you will do this

Builder/Owner will attend to regular deep cleaning of property and review ventilation.

Hygiene and cleaning

Face masks must be worn by staff and customers in indoor areas, unless exempt.

Agree

Yes

Tell us how you will do this

Protocol and signage onsite. Agents trained in best practice hygiene.

Adopt good hand hygiene practices. Have hand sanitiser at key points around the venue.

Agree

Yes

Tell us how you will do this

Protocol, signage with hand sanitiser on site and use required on entry to the property.

Ensure bathrooms are well stocked with hand soap and paper towels or hand dryers.

Agree

Yes

Tell us how you will do this

Bathrooms are not in use at all properties with building manager's responsibility at office premises.

Clean frequently used indoor hard surface areas (including children's play areas) at least daily with detergent/disinfectant. Clean frequently touched areas and surfaces several times per day.

Agree

Yes

Tell us how you will do this

Builder/Owner will attend to regular deep cleaning of property. Gloves provided are recommended for attendees to use while inspecting the property.

Record keeping

Use the NSW Government QR code system to collect an electronic record of the name, contact number and entry time for all staff, customers and contractors.

Agree

Yes

Tell us how you will do this

Signage onsite, QR code system in place to collect all required information.

Processes must be in place to ensure that people provide the required contact information, such as by checking phones for the green tick to confirm they have checked in (keeping 1.5m physical distance between staff and patrons). QR codes should be clearly visible and accessible including at entrances to the premises.

Agree

Yes

Tell us how you will do this

Signage onsite, all staff are required to sight check in confirmation 'tick' before entering the property.

If a person is unable to provide contact details, for example due to age or language barriers, another person may provide contact details on their behalf. If it is not possible for check-in to occur, keep a record of the name, contact number and entry time for all staff, volunteers, visitors and contractors for a period of at least 28 days. These records must be provided in an electronic format such as a spreadsheet as soon as possible, but within 4 hours, upon request from an authorised officer.

Agree

Yes

Tell us how you will do this

All open home/private inspection attendees contact information entered in CRM Agentbox system.

Other types of venues or facilities within the premises must complete COVID-19 Safety Plans where applicable. If contact details are captured electronically upon entry to the main premises on the relevant day, additional collection of contact details via electronic methods may not be required if there is no other public access to the sub-premises. However, additional contact details and time of entry must be captured where these sub-premises are gyms, entertainment facilities, hospitality venues, nightclubs and retail premises.

Agree

Yes

Tell us how you will do this

No applicable

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

Yes