



Stone New Projects Covid-19

At Stone New Projects the health, safety and wellbeing of our people, clients and visitors to our offices and properties is our upmost priority and to help safeguard this we have implemented the following guidance.

Social Distancing and why it is important

Social distancing includes ways to stop or slow the spread of infectious diseases. It means reduced contact between you and other people.

Social distancing is important because COVID-19 is most likely to spread from person-to-person through:

- > direct close contact with a person while they are infectious or in the 24 hours before their symptoms appeared
- > close contact with a person with a confirmed infection who coughs or sneezes, or;
- > touching objects or surfaces (such as door handles or tables) contaminated from a cough or sneeze from a person with a confirmed infection, and then touching your mouth or face

So, the more space between you and others, the harder it is for the virus to spread.

Best Practice Hygiene

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

- > 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
- > covering your nose and mouth when coughing and sneezing, and disposing of used tissues immediately
- > 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



Open Homes, Private Inspections, Valuations, Pre-Settlement Inspections

Open homes, private inspections, valuations, pre-settlement inspections, key handover and all onsite visits are continuing to be conducted at this time however will be reviewed to comply with NSW Govt. guidelines.

We have increased our open houses for longer time periods (and in some cases over 2 days and mid-week) and will limit the number of groups who are in the property at the same time.

Guidelines & Procedures:

- 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. 8 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.
- Masks and 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, 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?”

- Staff must sign in all attendees to the open home using Homepass and log time entering, their name, phone number 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 (time entering, their name, phone number and email address) BEFORE entering the property.

For any of the above, if you do not feel comfortable, then please raise this with Marshall or myself.



What do you do if you contract COVID-19?

Should you be concerned you may have caught the virus, or you are unwell, it's imperative you self-isolate and seek appropriate testing and medical advice. Under no circumstances are you to enter your office or conduct onsite inspections until you are feeling 100% well and have received negative test results for COVID-19 testing. We need to be extra vigilant during this period and no one should be entering the workforce or conducting inspections if they are unwell or symptomatic.

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.

General Office Housekeeping

We made the decision for all staff to work from home to protect you as much as possible and minimise infection.

Download the Covid-Safe app onto your mobile and iPad/tablet you are using onsite.

If you must go into an office, we recommend that you follow hygiene protocols, practice social distancing while reducing where possible physical contact with surfaces, desks or equipment.

The simple act of sharing your phone is not recommended.

> HELPING BUSINESS GET BACK TO WORK



30 June 2020

COVID-19 Safety Plan

Effective 1 July 2020

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 – you can make changes to the plan if you’ve printed or saved it, or you can choose to download and create a new version of the plan.

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 customers	
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.	

Wellbeing of staff and customers

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

REQUIREMENTS

ACTIONS

Physical distancing

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

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

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.

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 where possible.

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 in offices or meeting rooms) 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.

Physical distancing

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 or hand dryers. Provide hand sanitiser at entry and exit points.

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.

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 where practical.

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