

## COVID-19 (Coronavirus Notice)

ACTIVITY	PROTOCOLS & GUIDELINES
General Hygiene	<ol style="list-style-type: none"> <li>1. Ensure washing of hands with soap and water often throughout the day. Paper towels and soap are available in the amenities and office</li> <li>2. Ensure the wiping down of your own desks, tables and chairs in the meeting room and kitchen with a broad-spectrum disinfectant/wipes with each use and at a minimum once a day</li> <li>3. Cleaners have been contracted to clean our office each day.</li> <li>4. There is to be no handshaking or any other physical greetings</li> <li>5. Cover your cough or sneeze into a bent elbow or tissue</li> <li>6. NSW Health Signage to be displayed in the office relating to Coronavirus including - What to look out for, How to clean your hands and How to Maintain a safe distance</li> <li>7. Any suspected Coronavirus case must be isolated immediately and sent home to contact their own GP for further advice</li> </ol>
Routine Inspections	<ol style="list-style-type: none"> <li>1. Rescheduled for 2 months time from when they were due</li> </ol>
Sales Inspections	<ol style="list-style-type: none"> <li>1. All live listings are now advertised as By Appointment only</li> <li>2. Qualify buyers of their current health status</li> <li>3. Manage proper social distancing guidelines by managing the number of people in a property at any given time</li> <li>4. Physical distance is to be maintained at a minimum of 1.5 metres</li> <li>5. Everyone in attendance at any Inspection must wash their hands with sanitiser that will be made available</li> </ol>
Leasing Inspections	<ol style="list-style-type: none"> <li>1. Will be conducting Inspections at Vacant properties only</li> <li>2. All properties becoming vacant will be advertised as per normal (in advance)</li> <li>3. We can receive applications on a sight unseen basis</li> <li>4. All live listings are now advertised as By Appointment only</li> <li>5. Qualify prospective tenants of their current health status</li> <li>6. Manage proper social distancing guidelines by managing the number of people in a property at any given time</li> <li>7. Physical distance is to be maintained at a minimum of 1.5 metres</li> <li>8. Everyone in attendance at any Inspection must wash their hands with sanitiser that will be made available</li> </ol>
Vacate & New Ingoing Tenancy Inspections	<ol style="list-style-type: none"> <li>1. Will be conducting Inspections at Vacant properties only</li> <li>2. Manage proper social distancing guidelines if anyone is attendance at any given time</li> <li>3. Physical distance is to be maintained at a minimum of 1.5 metres</li> <li>4. Anyone in attendance at any Inspection must wash their hands with sanitiser that will be made available</li> </ol>
Task Observations	<ol style="list-style-type: none"> <li>1. Staff to make the Office Manager aware of anything daily as usual</li> <li>2. Physical distance is to be maintained at a minimum of 1.5 metres</li> </ol>
Leadership Observations	<ol style="list-style-type: none"> <li>1. Property Manager and Director to complete activity as usual</li> <li>2. Physical distance is to be maintained at a minimum of 1.5 metres</li> <li>3. Utilisation of video conferencing via Facetime, Hangouts or Zoom where practically possible</li> <li>4. Wash hands at the completion</li> </ol>
Meal Breaks	<ol style="list-style-type: none"> <li>1. Meal breaks are to be staggered across groups of 1-2 people</li> <li>2. Prior to the use of any kitchen facilities, table &amp; chairs are to be wiped down with disinfectant, supplied within the kitchen</li> <li>3. Take lunch breaks outside rather than in the kitchen</li> <li>4. Wash hands before preparation of food and at completion of eating</li> </ol>
Contractor/Client Meetings	<ol style="list-style-type: none"> <li>1. Wherever possible, the meetings will be conducted via video conferencing. If face to face meetings are required, these are to be conducted in small groups only</li> <li>2. Ensure that meetings are held in suitable locations allowing for physical distancing of a minimum of 1.5 metres</li> <li>3. Meeting tables and chairs are to be wiped down with disinfectant before and after use</li> <li>4. Wash hands before the meeting and at the conclusion</li> </ol>
Maintenance Works	<ol style="list-style-type: none"> <li>1. Wash hands prior to entering property and when exiting property</li> <li>2. Trades are to work in small groups of no more than 2 people</li> <li>3. Physical distance is to be maintained at a minimum of 1.5 metres</li> </ol>
Office	<ol style="list-style-type: none"> <li>1. Wash hands prior to entering office and when exiting office</li> <li>2. Work spaces are to be 1 person per desk with a maximum of 2 people in a room</li> <li>3. Tables and chairs are to be wiped down with disinfectant before and after use</li> <li>4. Physical distance is to be maintained at a minimum of 1.5 metres</li> </ol>