

**Last Updated: 25<sup>TH</sup> MARCH 2020**

## **OUR OFFICE POLICIES AND PROCEDURES DURING COVID-19**

### **COVID-19 CODE OF CONDUCT OVERVIEW**

At **Real Estate Central** the management acknowledges that our sales team are actively involved in the community, where we are required to meet potential buyers and sellers; appraise properties and conduct private inspections. This is an essential part of our daily business and understandably it would be impossible to remove all-of the required activities from the daily and weekly calendars of the sales staff.

Whilst the confirmed cases of the Coronavirus in the NT are the lowest in Australia, we are watching the evolving impact of the **COVID-19** in other states and territories and we are remaining vigilant. The health and wellbeing of our staff and customers is paramount and we will not waiver from this focus. It is therefore important that we create a code of conduct that is circulated both internally and externally.

All staff to refer to the government website and information hubs for regular updates on COVID-19  
<https://www.australiacouncil.gov.au/about/covid-19/>

The safety and well being of our wider community is our priority and we thank you in advance for supporting and protecting our clients, colleagues and the NT community.

Stay well, stay safe.

Thank you

Braden Menzies  
**Chief Executive Officer**  
Real Estate Central

# MANDATORY CODE OF CONDUCT

## SALES STAFF

- Business related air-travel to be immediately ceased until further notice.
- All staff self-isolate if they've recently travelled domestically, overseas or been in contact with anyone that has.
- Sales staff to minimise risk and to phone or video for non-essential in-person meetings
- Avoid large public gatherings of 20 or more people
- For private inspections and face-to-face meetings, carry hand sanitizers, anti-bacterial wipes and have them available for attendees.
- Avoid hand-shakes when greeting clients or colleagues.
- In the event that flu like symptoms present themselves, please stay home and notify the office manager.
- If you are notified that you have been in contact with someone that has been diagnosed with COVID-19, please self-isolate immediately and notify the necessary authority.
- Always conduct oneself with the highest level of care and hygiene. Refer <https://www.australiacouncil.gov.au/about/Protecting-yourself/>
- Be vigilant at open inspections and auctions. If a member of the public seems to be suffering from flu like symptoms – make necessary steps to isolate them from any other member of the public.
- For more information on this Coronavirus (COVID-19) please ensure you visit <https://www.health.gov.au/health-topics/novel-Coronavirus-2019-ncov>
- Conduct your business with extreme care and ensure that you use responsible practices to minimize the risk to both your colleagues and your clients.
- Treat your colleagues and clients with the utmost respect and care and ensure that you have an empathetic approach to all situations that you may encounter “out-in-the-field”.

# PRIVATE BUYER INSPECTION

## CODE OF CONDUCT

**As your well being is important to us, please take note of our inspection policy and code of conduct, which has been designed to reduce the risk of spread of the COVID-19**

**To be as responsible as possible as a company and to protect our staff, clients and potential clients.  
Private viewing available by strict qualification process**

Please ensure you meet the following criteria before calling to arrange a private inspection;

- You haven't travelled from overseas or interstate in the past 14 days
- You aren't experiencing any cold or flu like symptoms or feeling unwell
- You are finance approved and have the capacity to buy the property
- You haven't been in contact with anyone that has returned from interstate or overseas in the past 14 days.
- You haven't been in contact with anyone that has been exposed to any third party infected or in suspicion of being infected in the past 14 days.

We also ask that you thoroughly research the property and its suitability prior to arranging an inspection. We are in the process of coordinating more detailed information for each of our properties, such as 3D and virtual tours, videos and additional photography – to assist you with assessing the suitability of the property – prior to booking an appointment with one of our sales professionals.