

COVID-19 Office Procedures / Protocols

Phase 1 - Limited Open Offices (Inslee allows CRE functions on a limited basis)

In the event that Gov. Inslee deems certain CRE functions to be essential, we will allow access to the office, but the admin team will continue to work from home.

REQUIRED OF EVERYONE	PROCEDURES COMPANY WILL FOLLOW	OUTSIDE OF THE OFFICE
<ul style="list-style-type: none">• We still encourage everyone to work from home• Sign in / sign out sheet if you go into the office, visitors also.• If you've been in the office, communicate any Covid-19 symptoms (or others you've been in contact with) to Scott/Cassie• Do not meet clients in the office, unless it's for notary appointments• Do not use other peoples desk, phone, pens, etc.• Preschedule notary appointments at least a day ahead (help@nai-psp.com)• When you enter the office, go straight to the kitchen and wash your hands• Do not touch your face• Use a sleeve to open common area services (door/drawer handles)• Use disinfectant supplies located at common areas to wipe down everything you touch<ul style="list-style-type: none">○ Copiers○ Cabinet handles / drawers• Dishwashers will not be run during this phase - please bring your own water bottle to the office• Keep fridge empty - no eating in office• Coffee pods and tea will not be available during this phase• Maintain social distancing (6 feet minimum)• Keep your desk and common areas clean so that janitorial staff can clean	<p>Prior to opening, we ask for time to stock each office with increased disinfectant supplies and place signage reminders to communicate expected procedures</p> <ul style="list-style-type: none">• Admin Team will continue to work from home but are available for pre-scheduled notary appointments• Signs with protocol reminders will be placed at common area locations• Disinfectant supplies will be located throughout the offices, especially near high-touch areas• Each office will have a supply of gloves to be used during notary appointments• Wear masks during notary appointments• Pens for notary appointments will be used for the appointment only and then set aside for multiple days• Notary will only be available to witness signature - do all document review before a notary is present• Remove magazines and newspapers from office lobbies• No small conference room meetings• No large conference meeting of more than 4 people - must disinfect after• Monthly meetings will continue to be done via Google Meet• No parking validation during this phase• Create a date.time log of all visitors/employees in the offices in case of virus contact	<ul style="list-style-type: none">• Do not shake hands• Ride to tours in separate cars• Wear masks and gloves when meeting clients or touring spaces• Take video marketing of spaces to reduce the need for tours• Avoid elevators with others• Do not go into the office after going to the gym, eating out or group meetings• Carry hand sanitizer - use after contact with others• Obey Gov. Inslee's protocols• Understand and follow building management protocol

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Phase 2 - Open Offices (Gov. Inslee lifts stay-at-home order)

This is a preliminary plan for when the office resumes "as normal". During this phase, there may still be days or times when the admin team works from home to minimize exposure/risk. School may still be closed, which will require flexibility.

REQUIRED OF EVERYONE	PROCEDURES COMPANY WILL FOLLOW	OUTSIDE OF THE OFFICE
<ul style="list-style-type: none">● EVERYTHING FROM PHASE 1● Still encourage brokers to work from home as much as possible● Continue to utilize video conferencing to minimize in-person interactions● Continue to pre-schedule notary appointments● Communicate client visitors to admin team ahead of time so we can create visitor log.● Email ALL work orders to help@nai-ppsp.com - do not turn in physical papers● Stand 6-feet away from any desk, including reception● Put your own dishes in the dishwasher● Continue to disinfect common areas after use● Take home your laptops/necessary work from home items every night in case we have to temporarily close the offices without notice	<ul style="list-style-type: none">● Prepare list of surfaces to be cleaned regularly<ul style="list-style-type: none">○ Conference room phones○ Copiers○ Doorknobs○ Kitchen appliances○ Conference room○ Table and countertops● Clean offices on regular intervals● Main doors will be propped open● Re-establish mail service to offices● Pay for parking pass for those previously using public transit● Determine case-by-case work from home policy for people with children out of school or health concerns● Possibly establish "shifts" or reduce "open" hours● Establish mail and delivery protocols for safe delivery● Additional signs for visitors "politely" asking for distancing and use of hand sanitizer● No small conference room meetings● No large conference meeting of more than 4 people - must disinfect after● Monthly meetings will continue to be done via Google Meet● SC will check-in with building PM to confirm what is being done RE: HVAC/cleanliness to create confidence that it's okay to come to work	<ul style="list-style-type: none">● EVERYTHING FROM PHASE 1

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Flexibility Phase - Someone that has been in the office(s) tests positive for Covid-19, has symptoms or has been in contact with someone that does

No matter what phase we are in, a situation may present itself where someone who has been in the office(s) tests positive for Covid-19 or has symptoms that warrant the offices closing for a period of time.

REQUIRED OF EVERYONE	PROCEDURES COMPANY WILL FOLLOW	OUTSIDE OF THE OFFICE
<ul style="list-style-type: none">• The office will be closed with little notice• Everyone must stay out of the office that is closed	<ul style="list-style-type: none">• Scott or Cassie will email the office to notify of closure• We will utilize the sign in/out sheet to communicate with others that have been in the office during a 5-day period• We will communicate to building property management for them to communicate building-wide and facilitate deep cleaning	<ul style="list-style-type: none">• If you are in the contact list, you must stay home for 14 day - no tours or outings• Notify anyone else who you may have been in contact with during the exposure period