

In the Office

1. If you're sick, coughing or sneezing, *please stay home*.
2. Wash your hands with soap and water for 20 seconds on a periodic basis (e.g. at least once an hour) or use hand sanitizer. Note that soap and water are actually the best means of removing the virus from many surfaces, including hands and countertops.
3. Have tissues at each desk and throughout your office space positioned for easy access.
4. Cover your mouth and nose with a tissue, a handkerchief or, as a last resort, the crook of your arm, when you cough or sneeze.
5. Wipe down working surfaces, including keyboards, with sanitizing wipes at the beginning of each day and periodically throughout the day.
6. Practice social distancing.
7. Stay calm, be vigilant, and take care of yourself and your family. We'll get through this together.

At the Settlement Table

1. Clean the settlement table, chairs, pens, water bottles, and anything else that may be touched during settlement with an anti-bacterial/anti-virus wipe prior to settlement.
2. Set the table with hand sanitizer and tissues, in addition to the routine items set out for settlement.
3. When the clients and agents arrive, do not shake hands. Once they take their seats, immediately advise them of the following.

The items used for settlement have all been wiped down with an anti-bacterial/anti-virus wipe prior to your arrival, as part of our Company effort to help stop the spread of the coronavirus.

Our Company has also established a protocol for us to follow to help minimize the risk of exposure to the virus and the risk of spreading the virus. This includes everyone's use of hand sanitizer upon entering the room to maintain the sanitized environment as much as possible.

Ask the clients and agent if they'd be willing to help us maintain our protocol. Once the clients and agents agree, have them use the hand sanitizer.

You should use the hand sanitizer as well, so that they see you are following the procedure, just as they are.

4. Advise the clients and agents that the tissues are available for their use. Have a waste basket conveniently located for disposal of tissues that are used. Point out the location of the waste basket.
5. Empty the waste basket after each settlement, even if there is only one tissue in the waste basket. Do not touch the used tissues.
6. Wash your hands with soap and water or use hand sanitizer *immediately* after closing, when all contact with the clients and agents has ended.



7. If there are many people attending settlement, consider conducting the seller side first in one room and the buyer side second in another room. Alternatively, consider having only the sellers enter the room for settlement, having the buyers come in after the seller side has been completed.
8. Continue following CDC guidance and using common sense in the fight against the virus.

