



RE/MAX
SEA TO SKY
REAL ESTATE
INDEPENDENTLY OWNED AND OPERATED

COVID19 Policies, Procedures, and Guidelines

Table of Contents

Staged Re-Opening.....	2
Levels of Protection.....	4
Protocols for Offices.....	5
Workplace Operations.....	5
Workstations.....	5
Communal Spaces.....	7
Outside Visitors.....	8
Deliveries.....	9
Protocols for Real Estate Services.....	10
Virtual Services.....	10
In Person Viewings.....	10
Other Considerations.....	12
Hygiene Protocols.....	13
Disinfection Protocols for Properties/Homes.....	13
Home Inspection Protocols.....	14
Personal Protective Equipment.....	15

Staged Re-Opening

RE/MAX Sea to Sky Real Estate will be resuming operations in a staged fashion. The implementation of each stage will be dependent upon a number of factors including but not limited to availability of disinfecting supplies and personal protective equipment, physical distancing requirements as outlined by any current public health orders issued by the province of British Columbia, status of the COVID19 virus impact in the province of British Columbia, and locally in the Sea to Sky Corridor, and recommendations and guidelines set forth by Worksafe BC. At any time, RE/MAX Sea to Sky Real Estate may revert to a previous stage depending on conditions. Note that these stages do not necessarily correspond to the Phases as outlined by the Province of British Columbia.

During ANY of these stages, agents, staff, assistants, or visitors who are experiencing symptoms of COVID19 or who have travelled outside of the province must refrain from entering our offices for at least 14 days from the date of their symptoms abating or the date of their return to the province.

Stage 1

RE/MAX Sea to Sky Real Estate Staff return to the office. During this stage, implementation of staff physical distancing will be arranged, protocols for disinfecting common areas will be implemented and practiced, as well as communication prepared for re-opening to the public.

Stage 2

Scheduled floor agents may return to the office, and offices will be open to the public in so much as one member of the public may be in the reception area at a time. This stage will start once we have received our stock of Personal Protective Equipment and other necessary items. Presumed start: End of May 2020. It is recommended that when in a meeting room with a member of the public, agents and public wear a mask. We will provide a mask for those who enter our offices and do not have one.

Stage 3

Agents may return to work in the office, with certain conditions. It is recommended that if you can work from home, you continue to do so. Physical distancing protocols will be in place for those who share offices. (i.e. shared offices will be separated physically or by individuals setting a schedule so that they are not in at the same times). There is potential for Stage 3 to be implemented shortly after Stage 2 as long as the company can be assured that it can maintain physical distancing in common areas and follow disinfecting protocols.

Stage 4

In person training and small office events (Agent Fresh Tracks, etc) may resume. There is no slated timeline for this and indeed, this stage may not occur until fall 2020, winter 2021 or beyond. This stage will only be implemented with clear directive from British Columbia's Public Health Officer that gatherings over a certain size are acceptable.

Stage 5

Office events, including social club gatherings, awards parties, holiday parties, and other large company-wide events, may resume. This stage is entirely dependent on directives from BC's Public Health Officer that gatherings over 50 people are acceptable.

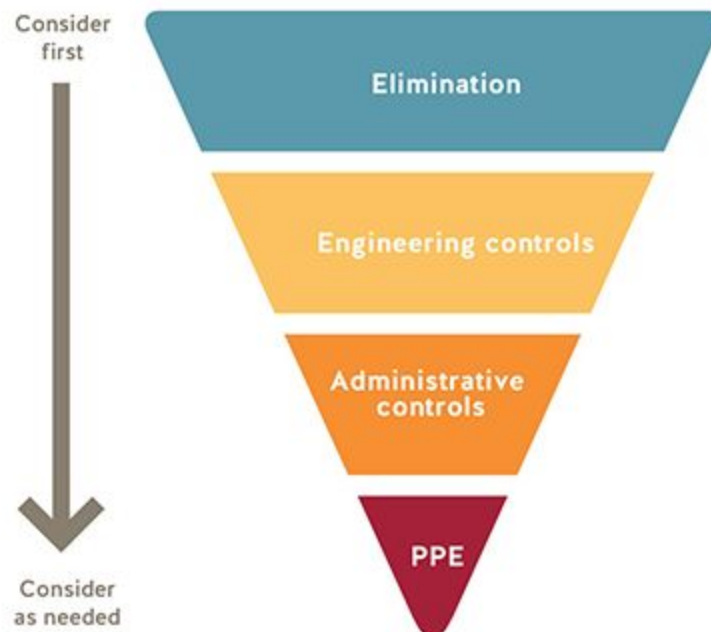
Levels of Protection

First level protection (elimination): RE/MAX Sea to Sky Real Estate will use policies and procedures to keep people at a safe physical distance from one another. We will be limiting the number of people in our office at any one time (as outlined in the staged approach), and we will implement protocols to keep people at least 2 metres from other workers, clients, and members of the public.

Second level protection (engineering controls): In cases where we can't always maintain physical distance, and where space allows, we will install barriers such as plexiglass to separate people.

Third level protection (administrative controls): We will have established rules and guidelines, such as cleaning protocols, and policies around supply and tool sharing. Where space allows, we will attempt to implement one-way walkways.

Fourth level protection (PPE): If the first three levels of protection aren't enough to control the risk, we request that agents and clients use non-medical masks. Be aware of the limitation of non-medical masks to protect the wearer from respiratory droplets.



Protocols For Offices

Workplace Operations

When possible, after RE/MAX Sea to Sky Real Estat Stage 3 operations have resumed, agents should attempt to work from home if they do not need to be in the office.

Arrangements will be made in consultation with agents and assistants who share offices in order to maintain physical distancing requirements. These arrangements will include working in alternating “shifts” or one or more parties using an otherwise unoccupied office if they must be on the premises at the same time.

Sales meetings and training will continue to be virtual until such time as we are able to start Stage 4.

In cases where space allows, one way traffic directions will be implemented.

Workstations

“Workstations” refers to employee stations (desks) and meeting rooms.

We will be positioning employees/staff more than 2 metres apart from each other and 2 metres from contact with agents and members of the public. In cases where it is impossible to do so, plexiglass barriers will be installed. Additionally, in order to maintain physical distancing from agents and members of the public, floor indicators will be installed to ensure physical distancing from staff at our front desks.

Employees and agents are not to share pens, staplers, office tools, etc. Please maintain your own supplies. In the cases where an agent needs supplies, such as a pen, they will be given one, not to be returned. In the cases where that is not possible, sanitizing procedures will be followed before a communal item is returned to the office staff. This applies to computers, keyboards, computer mice, etc. Agents should be prepared to meet their clients virtually, but in the case that they must meet in the office, agents should be prepared to present information to their clients using their own personal computers. In the case where this is not possible, keyboards and computer mice may be retrieved from front desk staff, and proper sanitization protocols must be followed after use. Agents must wash their hands before and after using communal keyboards/computer mice.

No more than 2 people should be in a meeting room at a time. Masks are required when meeting with clients in meeting rooms where there is not space to maintain 2 metres physical distancing. Disposable masks will be provided for meeting attendees who do not present with their own masks.

In Marketplace, agents should meet clients and members of the public in the boardroom to maintain physical distancing.

In Squamish, agents may only use the large meeting room to meet with clients and they should utilize the space afforded by the large glass table to maintain physical distancing.

In Pemberton, agents should utilize the space afforded by the large table in the meeting room to maintain physical distancing.

Agents should refrain from meeting in Nesters if at all possible and if meeting at Nesters is necessary, agents and clients should wear masks. RE/MAX Sea to Sky Real Estate will consider plexiglass barriers if it is determined that they are needed for meetings between clients and agents.

Communal Spaces

Communal spaces in RE/MAX Sea to Sky Real Estate Offices include washrooms, kitchen areas, and other communal gathering spaces, such as hallways.

There is a limit to the number of people in any communal space at a time:

-Reception: No more than one person should be in the reception area (in addition to the designated administrator who normally sits there). All agents, staff, visitors, delivery people will be required to remain 6 feet from the administrator at all times. Do not lean over or touch the front desk. Do not borrow items from the front desks. Do not leave items on the front desks. There will be designated delivery areas for mail, etc. Do not congregate at the front desk. Move through the front desk areas as needed so that others can move through as well.

-Kitchen: No more than one person at a time should be in the kitchen area of any of our locations. Communal utensils, plates, cups, etc. should not be used until further notice. Please bring your own cups, etc. to keep at your desks. Do not leave used cups, plates, utensils, etc. in the kitchen or anywhere except your own desk space. We may have some disposable cups available. Please refrain from using communal appliances such as coffee makers, microwaves, refrigerators, etc. If you MUST use a communal appliance, please follow the designated sanitization procedures. Agents and staff are to refrain from eating in the kitchen. All agents and staff should be eating outside the office or at their own desk space. All agents and staff should refrain from leaving out and eating communal food.

-Washrooms: No outside visitors will be allowed to use the office washrooms until further notice. There are public washrooms in the Nesters building that are continually cleaned. There are public washrooms in Celebration Plaza that are continually cleaned. Please direct visitors and clients to those washrooms. It is expected that the need for washrooms in Squamish and Pemberton will be far less. For staff and agents using the washrooms in our offices: please minimize washroom use until further notice. Staff and agents are to ensure that they use the sanitizing protocols to clean the surfaces that they have touched. Ensure handwashing for at least 20 seconds after washroom use.

-Printers: Please ensure to sanitize each touched surface of the printer/photocopier after use. Do not congregate around the printer. Only one person is to use the printer at a time.

-Hallways: Do not congregate in hallways. We are small enough such that in each office, you can wait until the person in the hallway passes through before you enter the hallway. Please ensure proper physical distancing of 2 metres as you move through our office spaces.

-Doors: as much as possible, interior door should be left open to avoid unnecessary touching of door handles.

Outside Visitors

As much as possible, agents should continue to meet with their clients virtually. Minimize non-essential in-person interaction between workers and visitors (e.g., use of virtual meeting tools, email, or telephone). If this is impossible and you must meet in the office, visits to our offices should be prearranged, staggered, and safety protocols should be communicated before entry into the office (e.g., via email to your client; there will be signage posted at our entrances as well).

We will be keeping a record of visitors to our offices for contact tracing purposes. Please advise your clients.

When booking appointments, visitors should be reminded to reschedule if they experience symptoms typical of COVID-19 or are placed on self-isolation.

Hand sanitizer and disposable masks will be provided for visitor use.

Visitors should attend appointments alone and minimize time spent in our reception areas before their appointments. Agents should be prepared to meet their clients directly upon their arrival.

Non-essential communal items, such as magazines, brochures, etc. will be removed from our offices at this time.

Beverages (coffee, tea, water) should not be offered at this time.

Deliveries

Clearly identified delivery zones will be designated for deliveries in the reception area of each office, so that delivery personnel do not approach the front desk.

Agents and staff should minimize the deliveries received in the offices.

Protocols for Real Estate Services

Virtual Services

Whenever possible, real estate professionals should continue to correspond with clients and potential buyers through email, telephone, or video/teleconference. Use technology to draft and execute any written service agreements, or standard forms including electronic signatures for documents.

Offer virtual viewings or virtual open houses where possible. Virtual viewings offer an effective means to narrowing down the number of properties to show; thereby limiting meeting potential buyers in person and reducing the risk of cross contamination. Virtual showings should not replace viewing the home where the buyer is making a purchasing decision.

Provide potential buyers with online access to property documents including strata documents, market research, community development documents, etc.

In Person Viewings

If a virtual viewing is not possible or practicable, communicate the following protocols to all people involved prior to attending a viewing (e.g., real estate professionals, viewers, and current occupants).

- Anyone with symptoms of COVID-19 must not attend in-person viewings. Agents should advise clients who have booked appointments that they must cancel if they develop symptoms. This policy also applies to those who are under order by the public health officer to self-isolate due to international travel, travel outside the province, or known exposure to COVID-19.

- Ensure proper physical distancing while showing the property.

- Agents should provide handwashing facilities (e.g. hand sanitizer) at the front door and ask visitors to wash their hands before entering.

- To help maintain the safety of consumers, clients, and colleagues, real estate professionals should make their best attempt to refrain from showing multiple properties in a single day to help minimize cross-contamination.

-Advise clients to refrain from touching door handles, surfaces, drawers, cupboards, light switches, etc. The REALTOR® should be the only person to touch anything and they should sanitize all touched surfaces afterwards.

-We encourage the listing agent to be present at the showings to ensure surfaces are sanitized afterwards.

-If possible, conduct viewings by appointment only to reduce the number of people on the property.

-If more than one party will be viewing the property at the same time, consider some of the following measures:

Review the property floor plan and determine the route through the home that will best enable physical distancing.

Anticipate areas of property where physical distancing cannot be maintained (e.g., hallways, small rooms, closets,). Consider blocking off some areas if necessary.

Consider limiting the total number of people who can be viewing the property.

Consider limiting the number of people in each area of the building (i.e., by room or by floor) at one time.

Where a viewing location may not be apparent, real estate professionals should meet buyers outside of a complex and/or building to minimize unnecessary wandering around the viewing location or unit. Considerations for the physical distancing requirement should be applied.

Where possible, real estate professionals should tour of building amenities (such as on-site gym, pool, etc.) in such a way to prevent physical contact with residents. Advise clients not to touch communal surfaces such as door handles and elevator buttons. Sanitize each after touching.

Meet buyers at viewing location(s) and do not drive potential buyers to property locations.

Do not shake hands with clients.

Children should not attend showings at this time.

IMPORTANT: All showings for our RE/MAX Sea to Sky Real Estate listings must be entered in WolfConnect with the showing agent's name, and the first names of the clients if possible. This is necessary for contact tracing.

If you are the showing agent: With the permission of clients and consumers, document names and contact information of all people attending a property viewing.

Other Considerations

For occupied properties, request that the occupants are not present during **viewings or Matterports**. This applies to pets in the dwelling (e.g., dogs, cats). At minimum, pets should be restricted to another area of the dwelling. If the occupant must be present, practice physical distancing of at least 2 metres.

If possible, request that current occupants or landlord disinfect frequently touched surfaces prior to any viewings. This includes lockboxes as a high-touch surface. WorkSafeBC has guidance around effective cleaning and disinfecting that can be provided to anyone carrying out these tasks:

<https://www.worksafebc.com/en/resources/health-safety/information-sheets/covid-19-health-safety-cleaning-disinfecting?lang=en>

Wash your hands using good hygiene practices after touching common items.

Ensure that handling of property keys are coordinated so that physical contact is not required.

Avoid the sharing of pens, pencils, and other office stationary. Any sign-ins should be done electronically to prevent touching documents or sharing pens.

Hygiene Protocols

Implement hand hygiene practices and avoiding face touching with unwashed hands to prevent infection transmission.

Wash hands before and after breaks or meeting clients and after viewings, even in the absence of physical contact.

People attending viewing(s), including real estate professionals, may choose to wear non-surgical safety equipment such as masks and shoe covers, and have these items readily available upon entering the property. Sellers may require this as a condition of entry to the home.

Viewing attendees must not use the property's washrooms.

Ensure all attendees in the home practice good respiratory etiquette by covering mouth and nose with the crease of their elbow or with a disposable tissue when coughing or sneezing.

Disinfection Protocols for Properties/Homes

All common areas and surfaces should be disinfected at the start and end of each showing. Examples of common areas include lockboxes, light switches, handrails, door handles, and keys. Consider touchless alternatives, as practicable, and discuss with sellers. Refer to WorkSafeBC guidance on cleaning and disinfecting protocols.

Ask sellers or occupants to prepare for viewings by turning on all lights and opening doors to prevent touching of surfaces by potential buyers.

Real estate professionals should schedule viewings that allow for adequate time to disinfect high touch surfaces and allow for air flow throughout the property. This can be coordinated with the parties involved.

Where use of an elevator is required, stagger its use to adhere to the physical distancing requirement. Consider using stairs as an alternative to elevators. Stand back from entering while waiting for elevator doors to open and enter elevators one by one to avoid crowding.

Home Inspection Protocols

In addition to the protocols listed below, the Home Inspectors Association BC (HIABC) has published industry-specific guidelines for home inspection during the COVID-19 pandemic. HIABC home inspectors are encouraged to follow these guidelines as part of their overall COVID-19 Safety Plan:

Inform all parties involved that COVID-19 inspection guidelines will be used and communicate those guidelines to prevent issues on the day of the inspection.

Conduct a pre-screening assessment to determine the level of risk (e.g., consider occupants who may have travelled recently, experienced any symptoms, or contacted anyone exposed to COVID-19).

If there is concern raised during the pre-screening assessment, reschedule the home inspection to a later date (i.e., after 14 days and disinfection of potentially contaminated surfaces within the dwelling).

Reschedule home inspection if any occupants develop symptoms or is presumed and/or confirmed to have COVID-19.

If possible, conduct the home inspection alone or limit those present so that physical distancing protocols can be maintained.

Prior to a home inspection, request that occupants provide clear and unobstructed access to the windows, heating equipment, water heater, electrical panel, and attic access hatch, etc.

Following the inspection, disinfect all equipment and/or tools that were used during the home inspection, including phone, inside footwear (if used), key and lockbox, and any other items used during home inspection.

Collect used wipes, gloves, and any other disposable items used during the inspection and dispose of the waste upon leaving the home inspection.

If possible, provide information virtually to minimize physical contact (e.g., email post inspection reports, answer questions over the telephone and/or video chat, use of virtual signatures if required)

Complete payment for home inspection virtually or over the phone to avoid cash transactions.

Personal Protective Equipment

RE/MAX Sea to Sky Real Estate will provide hand sanitizer at all office entrances for visitors to our offices. We will also provide disposable masks to visitors who arrive without their own.

It is expected that agents provide their own PPE including sanitizer and potentially masks to their clients at property viewings. Here are some resources for cloth masks, disposable masks, PPE kits, etc.:

Cloth Branded RE/MAX masks: <https://blinkswag.com/re-max/2005-face-masks>

Disposable Face Masks:

<https://www.walmart.ca/en/health/home-health-care/face-masks/disposable-face-masks/N-8116>

Or Amazon

RE/MAX Branded PPE Kits: NOTE, these only ship to the US, but maybe you can convince a friend to receive them and send them up for you.

https://drive.google.com/open?id=1Nnz_BYbTBVCvWxScZZnTU1BLeTLv5JTz