

Office Protocols

Branch Offices | Agents

In consideration of the most recent **CDC guidance**, we have adapted our plan to keep agents and staff as safe and healthy as possible. **Please check** <https://www.cdc.gov/coronavirus/2019-ncov/your-health/quarantine-isolation.html> **for more details about current CDC guidance.**

Below are policies to follow as we continue to deliver the best service possible to you and your clients.



Health & Wellness

Anyone experiencing an illness or symptoms of being ill **will remain at home** until they are deemed recovered and approved to return to the branch office by their managing broker. Contact the office by phone to conduct work or ask questions, when possible, in lieu of coming into the office.



Remote Work

Agents that are in at-risk categories for more severe impacts of COVID-19, or are direct care providers for at-risk individuals, should continue to work remotely.



School-Aged Children

Agents are discouraged from bringing school-aged children into the branches until further notice.



Safety Masks

All agents returning to the branch offices should wear a mask or face covering while inside the offices. Masks and face coverings may only be removed when agents are within their office or individual work areas. Masks guidelines may be found at <https://www.cdc.gov/coronavirus/2019-ncov/your-health/effective-masks.html>.



Hygienic Practices & Office Cleaning

Agents should wash their hands regularly while in the office. Agents should minimize the use of common area surfaces and equipment, such as copiers, kitchen areas and computers. Agents should clean common area surfaces, including computer keyboards and counter tops, before and after use with provided disinfectant supplies. The staff will sanitize touch points frequently throughout the day.



Elevators

Agents working in office buildings that provide elevator access to the office space should refrain from sharing the elevator with more than one other person if they are not able to have a minimum of 6 feet between them. Alternatively, use the stairs when possible.



Visitors & Guests At The Office

Guests, vendors, visitors and other third parties should wear masks and follow social distancing guidelines.



Escrow & Title Closings

To maintain social distancing requirements, agents should comply with rules set forth by each Title Company.



Regular Updates

We will notify agents of all changes and updates to the Work Plan as State and Local authorities issue additional guidance as businesses resume more normal operations.