

Dorset Realty Group COVID-19 Safety Plan



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1. Purpose

This COVID-19 Safety Plan outlines the policies, guidelines and procedures that Dorset Realty Group has put in place to reduce the risk of COVID-19 transmission as we transition back to in-office operations. The health and safety of our staff remains our top priority and our plan was devised with orders and notices issued by governmental public health authorities in mind. Additionally, we have included industry-specific protocols to ensure our staff continue to practice necessary health measures as they conduct business outside our physical office.

2. Information about COVID-19

As evidence suggests, COVID-19 can be spread person-to-person when there is close contact, specifically through either respiratory droplets generated when coughing or sneezing or touching a surface with the virus on it.

Those infected with COVID-19 may have little to no symptoms or symptoms very similar to a cold or flu. Staff must be aware that all the following are considered symptoms of COVID-19:

- fever
- chills
- new or worsening cough
- shortness of breath
- sore throat
- new muscle aches or headache

3. Health Declaration Assessment – to be done prior to arrival at the office

All staff are encouraged to continue working from home, whenever practicable. Staff may come to the office as needed, however, they must perform the Health Declaration Assessment each and every time prior to arrival. Only staff that answer **“no” to every question** are permitted to access the office, while any staff answering **“yes” to any question** should follow the guidance under Section 3. Employees Showing Symptoms of COVID-19.

- a) Do you have any symptoms of COVID-19?
- b) Does anyone in your household have symptoms of COVID-19?
- c) Have you travelled outside of BC in the past 14 days?
- d) Have you come in contact with someone who has or is suspected of having COVID-19?

4. Employees with Symptoms of or Possible Exposure to COVID-19

Employees who have scheduled days within the office, but also fall under either of the below categories, must also notify their direct supervisor of their pending absence.

- i. Employees with symptoms of COVID-19
If your answer is “yes” to 3 a) or 3 b), you cannot return to the office until either you or the individual within your household’s symptoms resolve.
Additionally, if you begin to experience symptoms of COVID-19 while you are at the office, you must notify your direct supervisor immediately, avoid contact with staff and leave as soon as it is safe to do so. Further we encourage all symptomatic staff to contact 811 to arrange for testing.
- ii. Employees with possible exposure to COVID-19
If your answer is “yes” to 3 c) or 3 d), you are asked to observe the 14 day self-isolation period per the Quarantine Act and public health authorities.

5. Workplace Hygiene Procedures

- i. Cleaning and Sanitization
Building management at Airport Executive Park will be continuously disinfecting common areas, such as the washrooms, hallways and elevators. Commons areas within our office will be wiped with disinfectant daily but we encourage staff to proactively sanitize their own work stations.
- ii. Personal Hygiene
All staff must wash their hands in the washroom prior to or immediately after entering the office. Any coughing and sneezing must not be done into your hand.
- iii. Disinfecting Solution
Disinfecting spray and hand sanitizer can be located in the main kitchen, the accounting kitchen, the hallway within the office, the mailroom, and at the front desk. Staff are asked to notify their supervisor or the office manager if supplies are running low.
- iv. Food and Beverage
While we appreciate the generosity of staff who occasionally bring in food and/or beverage items to be shared with other staff, we will be restricting this for the time being. Further, any open food and/or beverage items left out will be discarded.
- v. Shared Appliances and Kitchenware
To reduce any cross contamination which may result from staff sharing items within the kitchen, we ask that staff not use any communal cutlery and dishes at this time. Kitchen appliances can continue to be used, however, must be wiped down after each use.

6. Office Procedures

- i. Work from Home
All staff who are equipped and able should continue working from home, and only come to the office when necessary.
- ii. Meetings and Training

In all cases possible, meetings and training of any kind should be done virtually. If an in-person meeting or training session must be conducted, it must follow our physical distancing policy and capacity limits.

iii. Workstations

All workstations must be at a minimum distance of 2 metres apart. If staff have workstations closer than 2 metres, at least one person must move their workstation to a further location. Please notify your supervisor if this is the case so they are aware of where the staff member has moved to.

iv. Lunch Breaks

Staff who will take their lunch break in the kitchen area will need to follow social distancing and capacity rules. Those with flexible lunch breaks will need to monitor the number of staff in the kitchen area and adjust their break as needed.

v. Common Areas

All common areas will have signs indicating capacity limits. If an area has reached its capacity, please kindly wait for someone to leave before entering. Common areas include, but are not limited to, the kitchen, meeting and conference room, copier area, etc.

vi. Reception and Visitors

Our office reception will continue to remain closed at this time. There will be no walk-in visitors allowed and all visits from individuals other than staff must be pre-arranged. Deliveries and drop-offs can be made either via the mail slot or left outside our front desk door. There is signage on the door directing visitors of this policy. The front desk staff must be notified ahead of time if there are items to be picked up and will leave the item outside our front door at the specified time.

vii. Accounting Section

Staff are to follow the directions as indicated on the Floor Plan – see APPENDIX A.

7. Cleaning Protocol

All communal surfaces that have frequent contact with hands should be cleaned and disinfected **once per day** and when visibly dirty. Cleaning will be done on an assignment basis and in accordance with the Cleaning Protocol below. For clarification purposes, in this context, “communal” will be set to mean anything not pertaining to an office which belongs to a particular staff. Cleaning must be done with disinfectant to ensure germs on surfaces are killed which lowers the risk of spreading infection.

Gloves should be worn for the entire duration of cleaning and disposed of once complete. Cleaning items used to directly touch surfaces are not to be reused. After removing gloves, the cleaning staff must immediately wash their hands with soap and water or use an alcoholic-based hand sanitizer.

Disinfect all communal door handles, which include:	
	Main entrance door at reception
	Glass door across the hall from Colin’s office
	Both entrance/exit doors to accounting
Disinfect communal surfaces, which include:	
	Kitchen countertop (accounting)
	Light switches at the reception and in the accounting section

Disinfect communal appliances, which include:	
	Copiers (mailroom and accounting)
	Water dispenser levers (accounting)
	Kettle (accounting)
	Fridge handles (accounting)

8. Industry-Specific Protocols

i. Virtual Services

Whenever possible, agents should correspond with clients through virtual means which include email, phone or teleconference. Virtual showings should also be offered as the preference with in-person showings only by request.

ii. Showings

- a. Showings that are performed in person must be done with the health and safety of all parties in mind. It is highly encouraged that all parties wear protective equipment, such as gloves and face masks, and carry some form of disinfecting solution.
- b. Prior to showings, the agent should prepare the unit by turning on all lights and opening all doors to limit the surfaces which the potential tenant/buyer may need to touch.
- c. During the showing, all parties must be sure to remain at least 2 metres apart from each other at all times and it may even be advisable that the agent remain outside the unit. The agent should schedule adequate time following the showing to disinfect high touch surfaces and allow air flow throughout the property.
- d. Showing a tenanted property can only be done with explicit consent from the tenant. If possible, agents should request tenants not be present during the showing. If there are pets within the unit they should be restricted to a specific area within the unit.

iii. Documents and Signatures

All documents requiring signatures should be drafted and executed via certified virtual means to minimize the need to physically meet clients for signature. Documentation requested by clients should be sent via email if possible.

9. Monitoring and Additional Concerns

As our business operations change, we may find that new areas of concern arise or policies we've implemented are no longer practical. We ask that all staff assist us in monitoring the health and safety of our office and report any concerns they note.

APPENDIX A

Accounting Section Floor Plan - Safety Plan 2020

