



Chriswell Home Improvements, Inc.
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PREPAREDNESS PLAN FOR CIRCUMSTANCES RELATING TO COVID-19

Company Standard

Ensure business continuity and delivery of first-class services while demonstrating self-care and homeowner welfare, reducing the risk of exposure to and spread of COVID-19, and fulfilling our mission.

Telework Contingency Plan

Due to the COVID-19 pandemic, sales representatives may be asked to provide quotes for services over the phone/email.

Plan to Address Staff Reports of COVID-19

A. Steps to follow if a staff member, has a confirmed case of COVID-19

1. The Human Resources representative, will immediately remove the infected individual (let's call him Joe) from the building. Ask for, but don't require, a doctor's note.
2. Report situation to Chief Executive Officer and building property managers. [CEO to inform leadership team executive committee or board of directors, as appropriate].
3. Asked to identify who he came in contact with in the building within the last 10 days.
4. Require all individuals who work with them to work remotely for 14 days. Encourage exposed individuals to be tested.
5. Close the office to all employees and sale representatives for 24 -48 hours to allow for proper cleaning of the office space.
6. Deep clean and sterilize the building.
7. Discreetly contact individuals identified by the confirmed individual and require them to work remotely for 14 days. Do not disclose individual's identity. Encourage exposed individual to be tested.
8. A senior Human Resources representative (or SVP of Human Resources, if applicable) to send a prepared and pre-approved email message to staff and sale representatives informing them that an individual in the building has a confirmed case of COVID-19 and describing the steps the company is taking in response (i.e., require exposed individuals to work remotely for 14 days, evacuate floor/building, deep clean).



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9. All other staff and sale representatives in the building should be advised to practice social distancing and be allowed, but not required, to work remotely for 14 days following the announcement.
10. Chief Financial Officer to contact building property managers and insurance company to engage company to perform deep cleaning of affected spaces.
11. Chief Marketing Officer to send message to members [clients] regarding company's response to the situation.

B. Steps to follow IF a homeowner or sale representative, in the case of a brokerage, has had direct contact within the past 14 days with an individual with a confirmed case of COVID-19 [but does not have it or show signs of sickness]

KEY: Do not reveal the individual's identity in any communications.

1. A senior Human Resources representative (or SVP of Human Resources, if applicable) will immediately remove the exposed individual from the building and require them to work remotely, if able, for a 14-day period. Encourage exposed individual to be tested.
 2. Report situation to Chief Executive Officer and property managers. [CEO to inform leadership team executive committee or board of directors, as appropriate].
 3. Allow individuals working on the exposed individual's floor to work remotely for a 14-day period, if desired.
 4. A senior Human Resources representative (or SVP of Human Resources, if applicable) to send a prepared and pre-approved email message to staff and sale representatives informing them that an individual in the building has been exposed to an individual with a confirmed case of COVID-19 and describing the steps the company is taking in response (i.e., require exposed individuals to work remotely for 14 days, evacuate floor, deep clean).
 5. Chief Executive Officer to contact building property managers and insurance company to engage company to perform deep cleaning of affected spaces.
 6. Chief Marketing Officer to send message to members [clients] and sale representatives regarding the company's response to the situation.
- C. Steps to follow IF staff or sale representative, in the case of a brokerage, returns from an area with confirmed cases AND exhibits signs of illness
1. The individual is not to report to the office, and if they do so, they should be immediately removed from the building.
 2. Individual required to work remotely, if able, for a 14-day period. If individual is too ill to work, company's sick leave policies apply.
 3. Ask, but do not require, a doctor's note to go out on sick leave or to return to work. If an individual has a confirmed case of COVID-19, you may require a return to work note, but you cannot be



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too prescriptive with regards to the format of the note (i.e., an email or a call from the doctor is sufficient).

- D. Steps to follow IF staff or sale representative, in the case of a brokerage, resides in a household with someone who has been quarantined
1. The individual is not to report to the office, and if they do they should be immediately removed.
 2. Individual must immediately inform [name of senior Human Resources representative or SVP of Human Resources, if applicable] at [email and telephone number].

Plan to Address Client Reports of COVID-19

- A. Steps to follow IF an sale representative's seller client has a confirmed case of COVID-19

KEY: Do not reveal the seller client's identity or the property in any communication unless written consent is obtained.

1. If the sale representative was in the physical presence of the seller client within the past 14 days, sale representative must immediately inform [name of senior Human Resources representative or SVP of [brokerage] Human Resources, if applicable] at [email and telephone number] that the sale representative was exposed to an individual with a confirmed case of COVID-19.
2. Sale representative should attempt to obtain the seller client's written consent to disclose to any sale representative who toured the client's property in the past 14 days that an individual residing at the property has a confirmed case of COVID-19. It may not be necessary to identify the name of the individual with the confirmed case, only the property location where an individual with a confirmed case of COVID-19 resides.
3. If the seller client's consent was obtained, the sale representative should immediately inform any sale representative who toured the seller client's property within the past 14 days that an individual with a confirmed case of COVID-19 resides at the property; sale representative should recommend that the buyer sale representative immediately inform their client that toured the property that they may have been exposed to COVID-19.
4. If seller client does not provide consent, sale representative should contact any sale representatives that toured the property within the past 14 days to inform them that they toured a property where an individual with a confirmed case of COVID-19 resides, but should not disclose the specific property or individual involved.

- B. Steps to follow IF an sale representative's buyer client has a confirmed case of COVID-19

KEY: Do not reveal the buyer client's identity in any communication.



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1. If the sale representative was in the physical presence of the buyer client within the past 14 days, sale representative must immediately inform [name of senior Human Resources representative or SVP of [brokerage] Human Resources, if applicable] at [email and telephone number] that sale representative was exposed to an individual with a confirmed case of COVID-19.
2. Sale representative should immediately contact any sale representative representing a property the buyer client toured in the past 14 days to inform them that their buyer client has a confirmed case of COVID-19; sale representative should recommend that the seller sale representative immediately inform their client that they may have been exposed to COVID-19.