

Subject: COVID-19 Office Protocols AND Process for Managing EE Symptoms
Date: Thursday, March 26, 2020 at 8:41:24 AM Eastern Daylight Time
From: Margarita Hays
To: Margarita Hays
Priority: High
Attachments: image009.png, image010.jpg, image011.png, image012.png, image013.png, image014.png, States and Counties with Stay at Home Orders.docx

Dear Managers,

I'm sure many of you have been implementing various safety precautions within your office. To ensure we are all aligned, please enforce the office protocols listed below. Please refer to the attached listing of 'States and Counties with Stay at Home Orders'.

In the event you or an employee become ill, please follow the flow chart provided below.

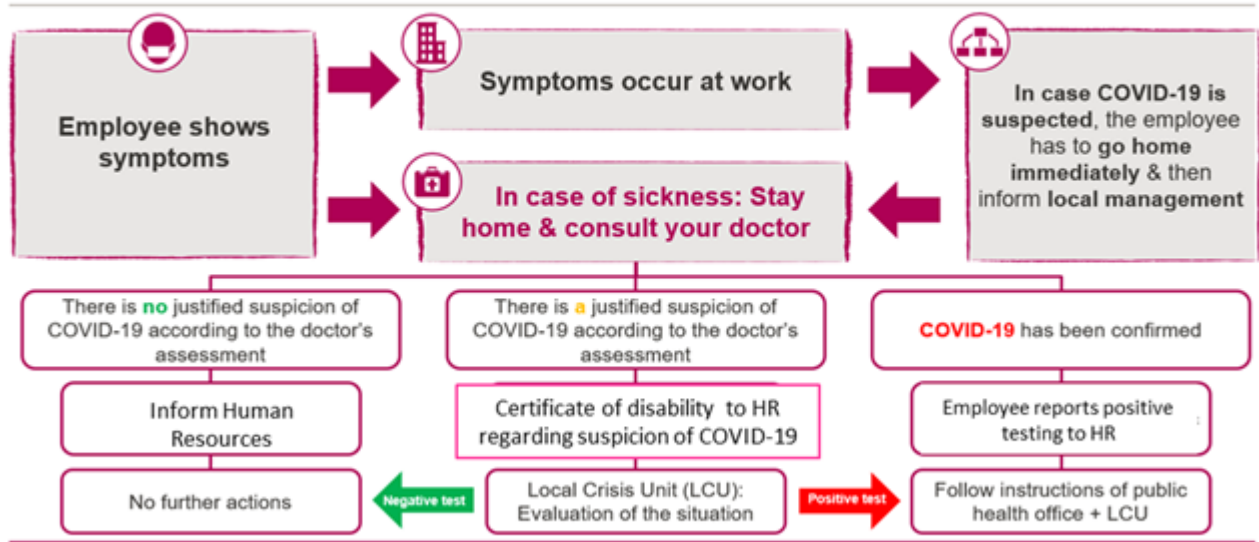
Should you have any questions, please contact either James Beebe at jbeebe@vandykmortgage.com or Margarita Hays at mhays@vandykmortgage.com.

COVID-19 OFFICE PROTOCOLS

Since our industry is considered an 'essential service', VanDyk may continue minimum basic operations. Essentially any employee who can work from home must work from home, only employees whose in-person presence is strictly necessary may be in the office. Locations remaining open must adopt social distancing practices and other mitigation measures to protect workers and patrons. Those practices and measures include, but are not limited to:

- Restricting the number of workers present on premises to no more than is strictly necessary to perform critical infrastructure functions.
- Maintaining a locked door policy, restricting the number of customers present (meeting customers by appointment only).
- Promoting remote work to the fullest extent possible.
- Keeping employees and customers who are on premises at least six feet from one another to the maximum extent possible.
- Increasing standards of facility cleaning and disinfection to limit employee and customer exposure to COVID-19, as well as adopting protocols to clean and disinfect in the event of a positive COVID-19 case in the workplace.
- Adopting policies to prevent workers from entering the premises if they display respiratory symptoms or have had contact with a person who is known or suspected to have COVID-19.
- Severely limiting exposure to at risk individuals over 65 years of age.
- Any other social distancing practices and mitigation measures recommended by the Centers for Disease Control.

① Process in case of symptoms



② Process in case of return from risk countries & category I contacts



* According to the [Robert-Koch-Institut](#)

** For category II contacts there will be an individual assessment if they need to stay at home

Be safe and stay healthy,



Margarita Hays

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