



Universal Business Guidelines for NH REALTORS®

(Note: This document includes two pages.)

On May 1, 2020, Governor Sununu issued Executive Order Number 40, which established mandatory universal business guidelines that all businesses that are operating or will begin to operate must follow unless the Order is modified or terminated.

The universal business guidelines (the “Guidelines”) are Exhibit B to the Governor’s Order and can be [found on the state’s website](#). These Guidelines are in addition to the conditions of Governor Sununu’s original Stay at Home Order, which state that agents and brokers not have any client or potential client meetings in their offices, perform showings by appointment only with social distancing, and do not hold any open houses.

The Guidelines refer to employees. However, it is the Association’s position that the Guidelines are equally applicable to independent contractor agents.

The Order and the Guidelines are enforceable by the State Division of Public Health and the local police.

The Guidelines apply to all real estate brokerage offices and local boards, and as such:

EACH REAL ESTATE OFFICE MUST ...

- Screen all employees or agents arriving at the office every day for Covid related symptoms.
- Ask each employee or agent as he or she arrives at the office the following questions:
 - Have you been in close contact with a person who has a confirmed case of Covid-19?
 - Have you had a fever or felt feverish in the last 72 hours?
 - Are you experiencing any respiratory symptoms including a runny nose, sore throat, cough or shortness of breath?
 - Are you experiencing any new muscle aches or chills?
 - Have you experienced any new changes in taste or smell?
- Take each employee’s or agent’s temperature when each arrives, or have the employee or agent certify that he or she did, and the reading cannot be above 100.0 degrees.

If physical questioning is logistically challenging, an office must set up a process to have the employee or agent send an email to a designated representative in advance of every visit to the office, answering the above questions specifically and confirming that he or she took his or her temperature and it was not above 100.0 degrees.

If any employee or agent answers “Yes” to any of the above questions or has a temperature above 100.0, he or she cannot come into the office and should be instructed to contact his or her medical provider. If an employee or agent starts experiencing symptoms at the office, he or she must be sent home immediately, and his or her workspace must be cleaned and disinfected.

Health information must be kept confidential, so questions must be asked discretely.

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EACH REAL ESTATE OFFICE ALSO MUST ...

- Encourage social distancing in the office and the wearing of cloth masks in all situations where social distancing is not possible or is difficult.
- Reinforce proper hygiene and hand washing and provide employees and agents with access to soap and water and, if possible, their own hand sanitizer with at least 60 percent alcohol.
- Implement workplace cleaning protocols, in particular for high traffic or high touch environments, following the CDC guidelines.
- Take steps to minimize contact in the office and remove shared items such as candy bowls or coffee creamer.
- Allow employees and agents to work from home as much as possible.
- Remind employees and agents of the federal Families First Coronavirus Response Act and expanded Family and Medical Leave Act and update company policies to track the new federal requirements.
- Communicate regularly with employees and agents on steps you are taking to make a safe workplace.

You should consider Covid-19 specific policies and should post this policy and have employees and agents sign it. You should also maintain flexible policies around allowing agents or employees to stay home when sick or when caring for someone who is sick.

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