

	STAY AT HOME ORDER	PHASE 1 – SAFER AT HOME	CURRENT – PHASE 2 – THE TRANSITION	PHASE 3
NEW HOMES OVERALL	<ul style="list-style-type: none"> Masks required for employees and vendors, encouraged for customers Social distancing required Limit of 10 people in any area Enhanced cleaning protocols 	<ul style="list-style-type: none"> Masks required for employees and vendors, encouraged for customers Social distancing required Limit of 10 people in any area Enhanced cleaning protocols 	<ul style="list-style-type: none"> Masks required for employees, vendors and customers Social distancing required Limit of 50 people in any area Enhanced cleaning protocols 	<ul style="list-style-type: none"> Masks encouraged for high-risk people Enhanced cleaning protocols
SALES OFFICES	<ul style="list-style-type: none"> Sales Team telecommuting Open to customers by private appointment only Virtual meetings encouraged Cleaning service twice weekly; Deep clean sanitization once weekly Completed checklist must be left in model and reviewed by Sales Team 	<ul style="list-style-type: none"> Open to Sales Team from 10-5 daily on rotating schedule Open to customers by private appointment only Virtual appointments encouraged Cleaning service twice weekly; Deep clean sanitization once weekly Completed checklist must be left in model and reviewed by Sales Team 	<ul style="list-style-type: none"> Masks required for all employees and customers Open regular hours (10am-5pm) by virtual or in-person private appointments only Appointments will be limited to one client per Van Metre team member at a time with a 30-minute break between visits to allow for appropriate cleaning Each appointment will be limited to no more than 6 persons to ensure people can stay at least 6 feet apart from each other during the tour Potentially able to host in-person open houses, Grand Openings or outside events, but with a limit of 6 people inside the model at any time, and would be limited to 50 total people Cleaning service twice weekly; Deep clean sanitization once / week Completed checklist must be left in model and reviewed by Sales Team 	<ul style="list-style-type: none"> Open regular hours Virtual appointments available Cleaning service twice weekly; Deep clean sanitization once/ week Completed checklist must be left in model and reviewed by Sales Team
DESIGN CENTRE	<ul style="list-style-type: none"> Open by private appointment only Virtual meetings encouraged Cleaning service twice weekly; Deep clean sanitization once/ week Completed checklist must be left in Design Centre and reviewed by consultants 	<ul style="list-style-type: none"> Open by private appointment only Open for browse by appointment only Virtual meetings encouraged Cleaning service twice weekly; Deep clean sanitization once/week Completed checklist must be left in Design Centre and reviewed by consultants 	<ul style="list-style-type: none"> Masks required for all employees and customers Open regular hours (9am-5pm) by in-person and virtual appointments only In-person visits will be limited to 6 people to ensure at least 6 feet between parties during appointment Cleaning service twice weekly; deep clean sanitation once weekly Completed checklist must be left in Design Centre and reviewed by consultants 	<ul style="list-style-type: none"> Open regular hours Virtual appointments available Cleaning service twice weekly; Deep clean sanitization once/ week Completed checklist must be left in Design Centre and reviewed by consultants
DESIGN + BUILD	<ul style="list-style-type: none"> Virtual sales and customer appointments encouraged Exterior projects and emergency indoor projects encouraged 	<ul style="list-style-type: none"> Virtual sales and customer appointments encouraged Exterior projects and emergency indoor projects encouraged Interior projects and in-person appointments at discretion of customer and Sales Person, with “Field” protocols in place 	<ul style="list-style-type: none"> Exterior and interior projects available In-person and virtual appointments available Masks required for all employees and trade partners 	<ul style="list-style-type: none"> Virtual appointments available All projects available

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FIELD	<ul style="list-style-type: none"> • Hand washing stations on every jobsite • Masks required for employees and vendors onsite • Site meetings virtual if possible • Signage posted on all units under construction/models/finished specs 	<ul style="list-style-type: none"> • Hand washing stations on every jobsite • Masks required for employees and vendors onsite • Site meetings virtual if possible • Signage posted on all units under construction/models/finished specs 	<ul style="list-style-type: none"> • Hand washing stations on every jobsite • Masks required for employees and vendors onsite • In-person and virtual site meetings available • Signage posted on all units under construction/models/finished specs 	<ul style="list-style-type: none"> • Hand washing stations on every jobsite • Masks encouraged for high-risk people • Virtual site meetings available • Signage posted on all units under construction/models/finished specs
WARRANTY	<ul style="list-style-type: none"> • Emergency work and exterior warranty work • Masks and social distancing protocols followed 	<ul style="list-style-type: none"> • Limited in-home non-emergency warranty work upon customer request and schedule availability • Limited schedule availability based on safety protocols • Emergency work and exterior warranty work • Masks and social distancing protocols followed 	<ul style="list-style-type: none"> • Warranty work scheduled with priority based on type of work and previously scheduled appointments • Limited schedule availability based on safety protocols • Masks and social distancing protocols followed 	<ul style="list-style-type: none"> • In-person and virtual inspections available • Check-ins will be conducted before service appointments to confirm health of household • Prior to beginning service appointment, Van Metre will discuss mask preferences with the homeowner—whether trades shall wear masks regardless of vaccination status
SETTLEMENTS	<ul style="list-style-type: none"> • Deep clean sanitation house before reveal • Reveal and rewalk by virtual appointment over video • Settlement appointment limited to authorized signers and meeting is conducted with maximum distance between closer and customer • Closer wears mask when in the same room as customer • POA and remote closing available for customers unable/uncomfortable coming to the office 	<ul style="list-style-type: none"> • Deep clean sanitation home before reveal • Reveal and rewalk by virtual appointment over video, in-person on a case-by-case basis • Settlement appointment limited to authorized signers and meeting is conducted with maximum distance between closer and customer • Closer wears mask when in the same room as customer • POA and remote closing available for customers unable/uncomfortable coming to the office 	<ul style="list-style-type: none"> • Deep clean sanitation of home before reveal • In-person reveal and re-walk • Virtual appointments available upon request • Settlement appointment limited to authorized signers • Closer wears mask when in the same room as customer • POA and remote closing available for customers unable/uncomfortable coming to the office 	<ul style="list-style-type: none"> • Deep clean sanitation home before reveal • In-person reveal and re-walk • Virtual appointments available upon request • Settlement appointment limited to authorized signers • Masks encouraged for high-risk people • POA and remote closing available for customers unable/uncomfortable coming to the office

	STAY AT HOME ORDER	PHASE 1 – SAFER AT HOME	CURRENT – PHASE 2 – THE TRANSITION	PHASE 3
BROADLANDS HQ	<ul style="list-style-type: none"> • Mask required for anyone entering the building • Second floor closed, telework mandatory for all 2nd floor Broadlands office employees Printer access coordinated through office concierge • First floor restricted to Design Centre, Walker Title settlements, Intercoastal • Gym available for scheduled office work and mail/package pickup 	<ul style="list-style-type: none"> • Mask required for anyone entering the building • Second floor closed, telework mandatory for all 2nd floor Broadlands office employees. Printer access coordinated through office concierge • First floor restricted to Design Centre, Walker Title settlements, Intercoastal • Gym available for scheduled office work and mail/package pickup 	<ul style="list-style-type: none"> • Mask required for anyone entering the building • First floor open to public • Second floor open to employees only • Teleworking allowed for all office employees • Ongoing cleaning service 	<ul style="list-style-type: none"> • Masks encouraged for high-risk individuals • Second open with new layout and scheduling in place; teleworking encouraged and allowed to all office employees • First floor open to public
BASE HQ	<ul style="list-style-type: none"> • Mask required for anyone entering the building • Plant open full time with strict safety protocol, production staff is working in zones with physical barriers and PPE • Plant has full time public health & safety manager onsite • Office limited to 5 people at any time. They must notify their supervisor upon entry/exit, and must be in their designated offices • Teleworking advised for all office personnel 	<ul style="list-style-type: none"> • Mask required for anyone entering the building • Plant open full time with strict safety protocol • Plant has full time public health & safety manager onsite • Office limited to 5 people at any time. They must notify their supervisor upon entry/exit, and must be in their designated offices • Teleworking advised for all office personnel 	<ul style="list-style-type: none"> • Mask required for anyone entering the building • Plant open with enhanced safety protocol • Plant has full-time public health & safety manager • Office open with new layout and scheduling in place • Teleworking advised and allowed for all office personnel 	<ul style="list-style-type: none"> • Mask encouraged for high-risk individuals • Plant open with enhanced safety protocol • Plant has full time public health & safety manager • Office open with new layout and scheduling in place • Teleworking advised and allowed for all office personnel