Chantel Ray Real Estate

Management Guide

Business Continuity Plan

In the case of a disruption to the operations of the CR business, the following plan outlines the steps management should take in order to have as minimal disruption to the company’s operations as possible.

In the case where one or more office needs to be closed due to the issues beyond the company’s control, the following procedures should take place.

Step 1

When an issue arises, the Company President, COO, HR Director and leader(s) of the work site(s) effected by the issue will have a conference call to assess the situation and make any decisions that need to be made in order to keep company operations functioning.

Step 2

If a disruption in normal operations is going to occur, and staff and agents are going to be affected by the disruption, the team should be notified as soon as practically possible. Managers are responsible for notifying their direct-reports of the disruption to operations based on the company’s organization chart. Managers are able to find contact information for their employees in ADP or on the team site in the call log.

Step 3

The company’s team site should be updated with a special notification letting the rest of the company know about a disruption to all or part of the business.

**Workaround Plans by Department**

BOA/TC

Each BOA/TC should be provided with a laptop computer that is either their workstation or that they have in addition to their main workstation. These admins should keep these computers with them off site, so that if they needed to work remotely or at another location, they could do so. In the event that a TC is unable to work in their corporate location, they should first go to Kempsville, and then Chesapeake, and then Moyock. BOAs should attempt to report to the next closest office to them. If the next office closest to them is more than 45 minutes away, they should determine with their MP where they should work.

ISA

The Inside Sales Department has two Hotspot devices that they can use in the event of internet downtime so that they continue to have access to Salesforce and other electronic systems. In the event that ISA is unable to get to Kempsville or that building is unusable, the ISA team should report to the Laskin road office. If the Laskin road office, is unavailable, then ISA should go to Chesapeake, then Moyock. If ISA is not going to be able to work at Kempsville, then the ISA Director should redirect the phones to two Pay-As-You Go phones, one at Laskin and another at Chesapeake.

Media/Video

These single to two-person departments should utilize their company issued laptops to work at the next closest office for them after partnering with their Manager.

HR/Web/Accounting/EA

These single to two-person departments should utilize their company issued laptops to work at the next closest office for them after partnering with their Manager.

Training

In the case of the Laskin office being closed, the training department will move to a complete online format using Zoom. The Training Manager will host the Zoom call from the next closest open office, and participants will join online. The Training Manager will be responsible for notifying participants of the change.