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OVERVIEW

1. Operations and Building Modifications

2. Signage

3. Physical Distancing

4. Advanced Cleaning Procedures

5. Tenant Experience

This document is a guide for Crocker Partners’ staff, tenants, visitors, and vendors to maintain safe working environments throughout the 11 million square feet we manage. These policies have been established by the Crocker Partners Remobilization Task Force, headed by our Director of Construction and Development, and composed of representatives from our regional property management teams engineers and in consultation with our vendors and contractors.

The Task Force established the protocols detailed in this guide based on industry organizations, the state, city and county authorities, guidance from the CDC, WHO, OSHA, EPA, and other regulatory and public health agencies. Direct links to their guidelines can be found on the final page of this document.
SECTION 1
Operations and Building Modifications

EMPLOYEE SAFETY
Crocker employees working on-site during COVID-19 will be provided with:
- Personal Protective Equipment (PPE) such as masks and gloves
- Proper training in the fitting, wearing and using of PPE as well as safe removal, sanitizing and disposal
- Requirements for hand washing and social distancing

After use, employee should dispose of PPE designed for single use. After removing PPE, staff should wash their hands immediately for at least 20 seconds, adhering to World Health Organization PPE removal guidelines.

PPE AND SUPPLIES
Management teams will conduct weekly inventory of PPE equipment to ensure supply levels are aligned with forecasted employee attendance with additional materials in reserve to support tenants in need of proper protection. For tenants, visitors and employees using single-use PPE, receptacles will be made available in main lobbies and entrances.

BUILDING SYSTEMS
Every Crocker Partners building has remained open throughout the pandemic and all maintenance has continued under daily, weekly, monthly, and quarterly preventative maintenance schedules with a “business-as-usual” mentality.

ELECTRICAL SYSTEMS
- Adjusted lighting operations, where applicable
- Replaced common area, parking lot and exterior lighting as needed
- Modified tenant lighting schedules as tenants return

ELEVATOR SYSTEMS
- Reviewed elevator needs for normal building operations
- Reviewed operations with elevator contractor for loading guidelines
SECTION 1
Continued

FIRE–LIFE SAFETY AND EMERGENCY SYSTEMS
Checked all systems for proper operation and ensured all inspections were current for:
- Fire alarm system
- Sprinkler system
- Generator
  (Transfer switch, fuel systems)

PLUMBING SYSTEMS
- Conducted a full-service clean on each unused room/common area space
- Cleaned ice machines, coffee pots and/or water dispensers, emptied reservoirs in common area
- Ensured all flush valves and faucets were fully functional
- Conducted full-service inspection of all restrooms
- Ran all water fixtures at full (opened both hot and cold water at the same time) for no more than five minutes to flushed the systems. Flush each toilet twice
- Changed filters on domestic water filtration systems, where applicable
- Verified operation and cleaned all sump and ejector pump systems
- Verified operation of all deodorizers and sanitizing systems
- Inspected all open site drains and primed all traps

HVAC AND MECHANICAL
- Checked all chilled water loops for proper chemical treatment levels
- Sanitized and serviced all air handling units
- When replacing air filters (including HEPA filters):
  - Used proper safety procedures and PPE
  - Did not use compressed air to clean the filters, which would allow materials in the filter to become airborne
  - Properly disposed of used filters and PPE in a sealed plastic bag
  - Cleaned hands once task was complete
- Minimized exposure to building interior areas when removing old filters from the site
- Worked with water treatment service providers to ensure chemical levels were within defined ranges for cooling towers, closed water systems, water features, etc.
- Building engineers should verify the operation of mechanical systems and restore all sequences, set points and schedules modified during initial rollback of operations

FUTURE ENHANCEMENTS UNDER REVIEW
The following options are currently being evaluated for feasibility and effectiveness:
- Increase frequency of replacing air filters. Refer to manufacturers’ recommendations and guidance for filter selection. Use the highest efficiency rated filter recommended/allowed by the manufacturer (MERV rating) and approved by property management
- UV technology for cleaner air
- Implementing a disinfecting program for the coils, such as a plasma system
- Cleaning outside air dampers and filters for outside air intake and pre-filter air-handling
- Motion activated building entry doors
- Upgrading restroom devices and elevators to touch-free/hands free options
SECTION 2

Below is an overview of the approved corporate safety signage package. Every building will require a tailored signage program based on number of buildings, elevator cab size, parking structure, entry/exit points, amenities and other considerations. If additional signage is needed outside of this collection, consult with Crocker Partners Marketing Director or the approved vendor, to ensure corporate consistency. Please ensure costs are consistent with our negotiated corporate rate.
According to the CDC, COVID-19 spreads among people who are (within six feet for a prolonged period of time.) This happens when an infected person coughs, sneezes, or speaks, and droplets from the mouth or nose transfer to nearby persons. Recent studies indicate that asymptomatic people play a major role in the spread of COVID-19.

Physical distancing, also called “social distancing,” is considered keeping space between yourself and others to reduce transmission of COVID-19. To practice social or physical distancing:

- Stay at least six (6) feet away from other people, even while wearing a face mask
- Do not gather in groups of any size
- Wear a face mask when around others and in public at all times

Crocker Partners Property Management is adopting the following procedures to enforce and encourage physical distancing:

**LOBBY AREAS**
- Consider adding a plexiglass panel at the security or concierge desks
- Add banner signage with building regulations and guidelines

**ENTRANCES**
- Doorways be manned by building staff members during high traffic periods
- In buildings with double doors, one will be designated as ingress only and the other egress only
- Add receptacles for convenient disposal of single-use PPE where appropriate
- Will be upgraded to automatic doors where possible

**ELEVATORS / STAIRWELLS**
- Maximum of 2 to 4 people per cab, depending on size
- Where possible, designate and program certain elevators for specifics floors (high-volume/high-rise buildings)
- Mark floors of elevator cabs to achieve six feet social distancing
- Promote using the stairs for tenants located on lower-levels
- Designate stairs for up and down traffic only where more than one stairwell. If there is only one stairwell, designate as down only.
- Unlock multi-tenant stairwells with consideration of fire safety regulations
TENANTS
- Encourage tenants to allow any employees classified as “high-risk” by the CDC to continue to work from home.
- Based on your location, face masks are required or strongly recommended. Please contact your property manager for clarification.
- Tenants are responsible for ensuring employees comply with the new building protocols related to social distancing.
- Instruct tenants to report any positive COVID-19 case within their company to property management, with as much information available with respect to date of positive test, when they were last in the building, and places throughout the building the employee may have traveled.
- Provide the following information to property management as soon as practical but no later than May 31, 2020:
  - Designate tenant contact for all re-entry related communication.
  - Tenant’s current operating status and when does it anticipate the first phase of return to work.
  - Tenant’s anticipated operating status initially (e.g. 25% of workforce, employees in different teams, voluntary return to work, staging of arrival and departure times, etc.).
  - Tenant’s plan for reporting suspected and confirmed cases after return to work?
  - Whether the tenant will conducting daily health screenings or temperature checks with their employees?

DELIVERIES
- All food deliveries must be picked up curbside or at a location in the building designated by management (e.g., loading dock or concierge desk) by the tenant to limit visitors entering the building. Building personnel will not accept food deliveries.
- Non-food deliveries must be made at either the building loading dock or concierge/security desk, as designated by property management.
- Building personnel will only be permitted to sign for and hold non-food deliveries for up to four business hours following delivery, provided that the tenant has executed the building’s release form and returned to the property management team.
- Delivery personnel are required to wear face masks and gloves while on-site.
- Modifications of these protocols can only be made by your respective property management contact.

BUILDING AMENITIES
- Building amenities to be closed until further notice.
- Fitness Center/Tenant Lounges, once reopened, should have equipment and furniture rearranged to allow six feet social distancing.
- Public water fountains should be turned off until future notice.
- Evaluating implementing a scheduling system for building amenities to regulate the number of people in the space at any one time.
- Building amenities, once re-opened, may be regulated to restrict the number of people in the space at any given time.

ON-SITE CAFES / COFFEE SHOPS
- All on-site food vendors must create take-out options for tenants to call-ahead and pick up.
- Designate a waiting area that allows for six feet social distancing.

VISITORS
- Should be escorted by tenant from lobby/entrance.
- Designate a visitor waiting area that allows for six feet social distancing.

VENDORS
- All vendors are required to wear face masks and gloves while in common areas.
- Must follow six feet social distancing guidelines.

CROCKER PARTNERS PM TEAM & ENGINEERS
- Though staffed with Crocker personnel, the property management offices are not open for in-person meetings.
- Tenant meetings may be scheduled via video conference or phone call.
- If in-person attention is required, six feet social distancing should be maintained.
- All non-emergency work orders, repairs and maintenance in tenant suites will be performed after hours (before 9AM and after 5PM) or on weekends.
All adjustments and enhancements made to our janitorial procedures are listed below.

**HIGH-TOUCH SURFACES**

All high-touch surfaces will continue to be cleaned at least six times per day. This includes:

**PARKING GARAGE**
- Access card readers
- Doors, door handles, etc.
- Call buttons and interior buttons

**ELEVATORS**
- Call buttons and interior buttons
- Interior of elevators

**LOBBY**
- Security desks and doors
- Tables
- Doors/Door handles

**RESTROOMS**
- Door/Door handles
- Toilets
- Soap dispensers
- Faucets
- Paper towel dispensers
- Counters

**STAIRWELLS**
- Handrails
- Door handles
- Access card readers

**SANITIZER STATIONS**
- Provide free-standing or mounted hand sanitizer stations in all lobbies and common area or high-traffic locations
- In the instance that hand sanitizer stations are not available for purchase, seek alternative options such as disinfecting wipes
- Receptacles should be placed in all lobbies and entryways for accessible disposal of single-use PPE

**JANITORIAL ENHANCEMENTS**
- Additional day porters have been added across the portfolio to support the increase in routine cleanings as needed
- We are evaluating replacing high touch surfaces, such as elevator buttons, with anti-viral/Healthy Hardware™ or other hardware composed of copper alloy materials, which greatly accelerates the killing of viruses that are exposed to it
- Our janitorial teams must incorporate an EPA-registered List N disinfectant into their routine cleaning, recommended by the EPA for use against COVID-19
- We are working with our janitorial companies to either mist or electrostatically spray disinfectants on all exposed surfaces after hours
- Tenants should be responsible for cleaning their supplemental A/C systems, water fountains, ice maker lines, etc.

In the event of a positive case at any Crocker Partners building, the property manager will advise the tenant on the building’s disinfecting protocols once the case has been reported. All building tenants will be notified.
In an effort to enhance our client’s experiences with consideration to social distancing, we have recently implemented the following initiatives:

- **hOM** – Tenant programming virtual platform offering fitness classes three times per week – such as bootcamps and yoga – as well as educational and fun webinars like Poker Night and DIY Household Cleaners twice a month

- **HqO** – Tenant experience mobile app providing a direct communication channel between property management and tenants to inform them of building updates, cleaning schedules, emergency notifications and the planning of return to work in real-time

- **855-CROCKER** – 24/7 answering service available for all Crocker tenants as an immediate outlet for asking their COVID-19 related questions and getting them in front of the appropriate person

Our commitment to our customers and focus on delivering a best-in-class experience is more important today than ever before.
ADDITIONAL RESOURCES AND GUIDELINES:

- WHO [www.who.int]
- CDC [www.cdc.gov]
- OSHA [www.epa.gov/coronavirus]
- EPA [www.epa.gov/coronavirus]
- EEOC [www.eeoc.gov/coronavirus]
- BOMA [www.boma.org]

DISCLAIMER

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